



Ready.

VAUGHAN FIRE
& RESCUE SERVICE

2018 ANNUAL REPORT

Ready.



VAUGHAN FIRE & RESCUE SERVICE **2018 ANNUAL REPORT**



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Message from the Mayor

On behalf of the City of Vaughan, I want to express my sincere gratitude to Vaughan Fire and Rescue Service Chief Deryn Rizzi and her team of professional firefighters for their outstanding dedication to keeping Vaughan safe. As illustrated in this report, the men and women of Vaughan Fire and Rescue Service (VFRS) embody the very best of public service.

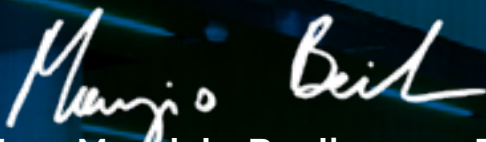
Vaughan firefighters are emergency first responders and are always ready to answer the call of duty. They are an impressive team of emergency service professionals whose efforts have been recognized with an unprecedented satisfaction rating of 100 per cent in our 2018 Citizen Satisfaction Survey — the highest rating of any service provided by the City.

These highly trained experts demonstrate an unwavering commitment to their vocation. Each day, brave firefighters risk their lives for us. They go above and beyond in their efforts to protect innocent lives, homes and workplaces.

They also donate countless hours as volunteers, giving their time and talent through community outreach, fire prevention education and supporting many worthy causes. They make an invaluable contribution to our city by maintaining the highest standards in safety and protection.

The City of Vaughan is immensely proud of the exceptional firefighters serving our communities every day. Once again, I would like to thank each and every member of the VFRS for being there when we need you most.

Sincerely,



Hon. Maurizio Bevilacqua, P.C.
Mayor



Message from Chief Rizzi

On behalf of Vaughan Fire and Rescue Service (VFRS), I am pleased to present the 2018 Annual Report. Leading a business unit within the Community Service portfolio and working with a talented and dedicated team enables us to position the Fire department's work within the broader goals and vision of the City and meet the needs of those we serve.

As one of the fastest-growing municipalities in Canada, we are faced with multiple challenges requiring different skills to keep citizens and neighbourhoods safe. Some of the circumstances we face include density issues created by tourists and traffic, railways, highways, a high-rise city core, highly urban and rural landscapes, and a subway system. Our aptitude at adapting to these response and rescue situations has created a fire department that is uniquely VFRS.

The goal of VFRS is to protect people, property and the environment. One way this is achieved is through public education. Fire and life safety education are very important parts of the overall activities of the fire department as these initiatives strive to teach every person who lives, learns, works and plays in our community.

Each day, our dedicated staff provide exceptional fire protection services in the challenging urban and increasingly vertical environment that is the city of Vaughan. This report highlights some of the great work our staff do, and includes a detailed and comprehensive analysis of VFRS service-level performance along with data and information on VFRS operations. In our ongoing commitment to be open and transparent, numerous sections in this annual report have been expanded and enhanced. The VFRS business model is built on data and analysis, which both enable and inform the evidence-based decision-making process.

This report also provides a snapshot of some of the analytics and decision support outcomes that were developed in 2018, as well as a number of new initiatives that were launched, including:

- enhancing staff training and leadership development
- developing recommendations for a comprehensive Employee Wellness Plan and continuing to roll out mental health resiliency training for all VFRS staff



- introducing formal Inspection and Public Education professional qualifications into the Operations Firefighter Recruit Program
- developing and implementing the operations-based Pre-Plan Program

I want to express my sincere appreciation to each member of our service for the extraordinary amount of work and effort that took place over the course of the year. The past year was challenging, yet rewarding, and I acknowledge the many accomplishments we achieved together as a team. I am deeply proud of every member of VFRS, and look forward to continuous improvement and maintaining a high level of service to our community.

Chief Deryn Rizzi

Vaughan Fire and Rescue Service



EXECUTIVE SUMMARY



Executive Summary

Vaughan Fire and Rescue Service (VFRS) has made it our mission to provide programs to protect lives, property and the environment from adverse effects of fire, medical emergencies and other dangerous conditions. This annual report celebrates the many accomplishments of the fire service in 2018.

With a population of about 335,000 residents and more than 12,000 businesses that employ more than 222,000 people, the City of Vaughan has been one of the fastest-growing communities in Canada, and continues to be an emerging world-class place to raise a family, start a business and enjoy many attractions and amenities. VFRS delivers programs and services to enhance the health, safety and preparedness of citizens and businesses.

In 2018, VFRS responded to 11,834 calls, an increase of 4.44 per cent over the number of calls in 2017. That equals 32 calls a day, on average. The calls include response for fires, medical traumas, hazardous materials, confined space or trench rescue, water and ice rescue, and various other emergencies. The bravery, skills and ability to meet the demands of a rapidly growing city while responding to various incidents is a testament to the firefighters' commitment to ensuring that every citizen receives the highest quality of service.

One key focus of VFRS has been to keep pace with growth in Vaughan by analyzing emergency service needs in new areas and established communities to ensure station and staffing configurations support the changing landscape and population. This was demonstrated by the ground-breaking for a new fire station at 835 Nashville Rd. (Nashville Road and Huntington Road). Fire station 7-4 will be the 10th station in Vaughan and will bring vital emergency services closer to home for the Kleinburg community.

Another defining benchmark of VFRS is strong leadership. This tradition was continued when Deputy Fire Chief Deryn Rizzi was appointed as the new Fire Chief in June. Chief Rizzi succeeded former Fire Chief Larry Bentley, who retired in May 2018 following 38 years of distinguished public service. Chief Rizzi is the first woman to serve as Chief of VFRS, and brings a passion for service excellence and drive for continuous improvement.

All of the units with VFRS work together to create an efficient and high-quality level of emergency service. With a dedication to public education, training, well-maintained equipment and teamwork, VFRS is ready to respond, providing citizens with what they need, when they need it — always.

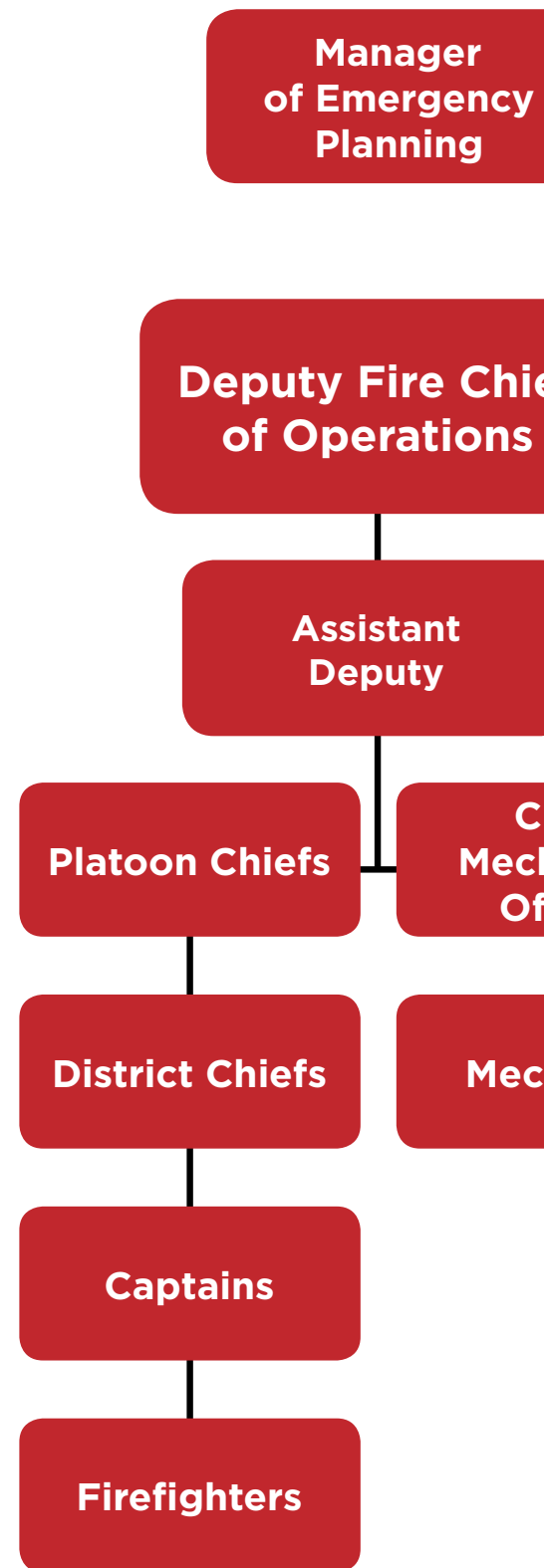
VAUGHAN FIRE & RESCUE SERVICE

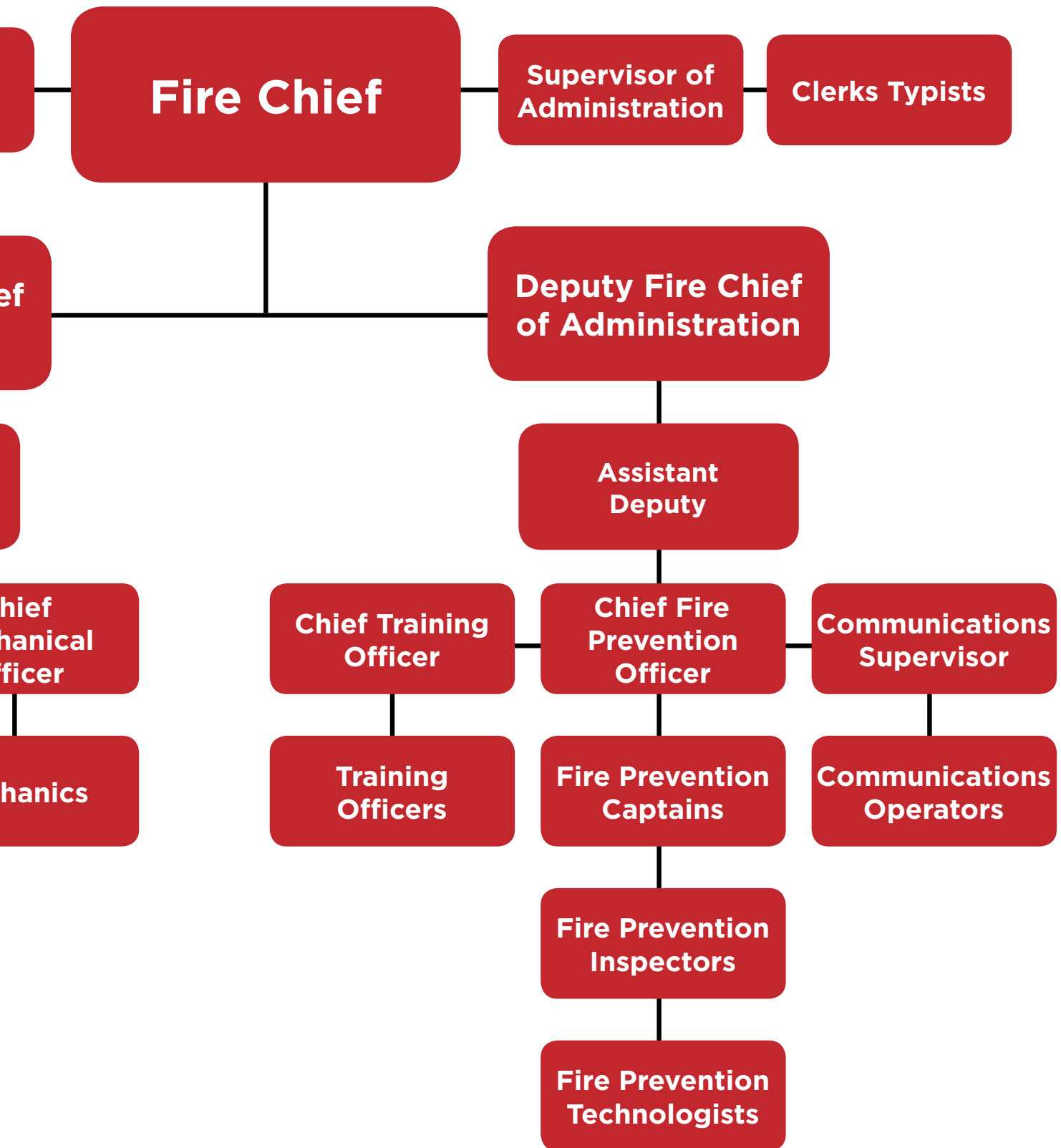
ORGANIZATIONAL STRUCTURE



“Our people are key to our success. They protect and safeguard citizens by delivering fire prevention, public education and response. We will effectively and efficiently balance the fire and life safety requirements presented by a growing population, increasing community density and changing urban landscapes. Every resident will have equitable access to appropriate, affordable and acceptable fire services. The City of Vaughan is committed to sustainable, predictable funding that allows us to maintain safe equipment, apparatus and facilities to support our service to our citizens.”

- Tim Simmonds,
Interim City Manager





VAUGHAN FIRE & RESCUE SERVICE

2018 HIGHLIGHTS



On average, **VFRS responded to 32 calls a day** involving a total of 50 apparatus/crews.



Inspected smoke alarms and carbon monoxide alarms in 5,124 homes during the 2018 Alarms for Life campaign as well as regular response activities.



Trained 35 new operations firefighter recruits. 178 firefighters completed fitness assessments through the VFRS Wellness and Fitness Initiative Program.



61 schools and 3,926 Grade 1 students participated in Sleepover with Sparky Fire Education Program. **Fulfilled 231 requests** for station tours and events.



Members of VFRS participated in York Region's annual large-scale joint mock emergency exercise **Loco-Motive**, which included CN Rail and Alectra Utilities.



Completed 68 in-depth fire investigations.

1,253 inspections conducted by Fire Prevention, including 380 new buildings.

City of Vaughan
2018 CITIZEN SURVEY



**Satisfaction with
Individual Services**

100% Fire Services

“With 100 per cent citizen satisfaction, we have clearly demonstrated the life and safety outcomes, value and efficiency of our service. Our commitment to sound science and research will help reduce fire and community safety risks in Vaughan. It will also empower us to effectively advocate for change to practices that result in safer infrastructure and buildings in our city.”

- Mary Reali,

Deputy City Manager, Community Services



350 pre-plans conducted by operations firefighters using the SmartCapture Pre-Plan Collection Application.



Responded to 72 alarms involving the three subway stations in Vaughan.



Responded to 11,834 calls, an increase of 4.44 per cent over 2017.



The Communications Division achieved the National Fire Protection Association (NFPA) Call Processing Time standard of 64 seconds 86 per cent of the time.



**WHO WE ARE
AND WHAT
WE DO**



VFRS is dedicated to providing efficient emergency response, and fire protection, prevention, safety and education to those who live, work and visit the city. VFRS continues to be recognized in Ontario as a leader in emergency service delivery and received a 100 per cent satisfaction rating in the City of Vaughan's 2018 Citizen Satisfaction Survey.

Motto

Pride and honour

Mission

To provide programs to protect lives, property and the environment from adverse effects of fire, medical emergencies and other dangerous conditions.

Philosophy of operations

- Success is dependent on providing citizens with what they need, when they need it — always.
- Fairness, integrity and trust are essential qualities of ethical emergency services.
- Progressive thinking and learning through employee involvement and teamwork.
- Citizens as customers, deserving the highest quality of service.
- Duty-bound through perseverance and commitment to excellence.
- Our trademark caring about people with dignity and respect.

The successful operation of VFRS depends on its dedicated staff in the following units:

- The **Communications Division** handles all calls for emergency services and maintains close contact with York Regional Police and neighbouring municipal fire and emergency contact centres.
- The **Emergency Planning Division** ensures City staff as well as residents and businesses are prepared for an emergency.
- The **Fire Prevention Division** provides public education and fire investigation services, and ensures that buildings and properties are constructed and maintained in accordance with applicable fire and life safety regulations.
- The **Mechanical Division** ensures all firefighting equipment and trucks are ready and up to date on all current Ministry of Transportation commercial vehicle and National Fire Protection Association safety standards.
- The **Operations Division** provides full-service emergency response for fire incidents, sudden medical emergencies, technical rescues, hazardous material incidents, and chemical, biological, radiological and nuclear incidents.
- The **Training Division** ensures firefighter skills are upheld and enhanced; it also conducts annual maintenance training required for all firefighters.

All divisions work together to create an efficient and high-quality level of emergency service.

VAUGHAN FIRE & RESCUE SERVICE

Our Strategic Direction

Term of Council

Service Excellence Strategic Plan

2018-2022

Mission ●——

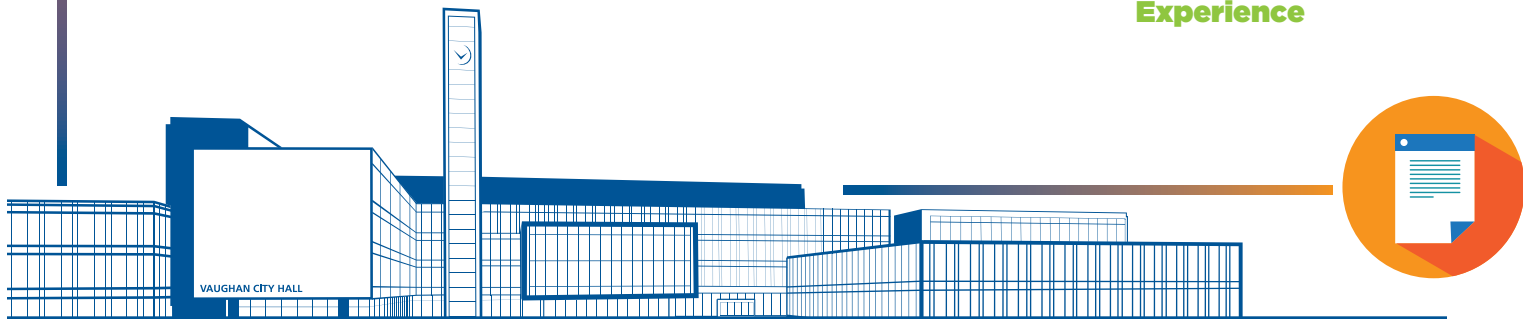
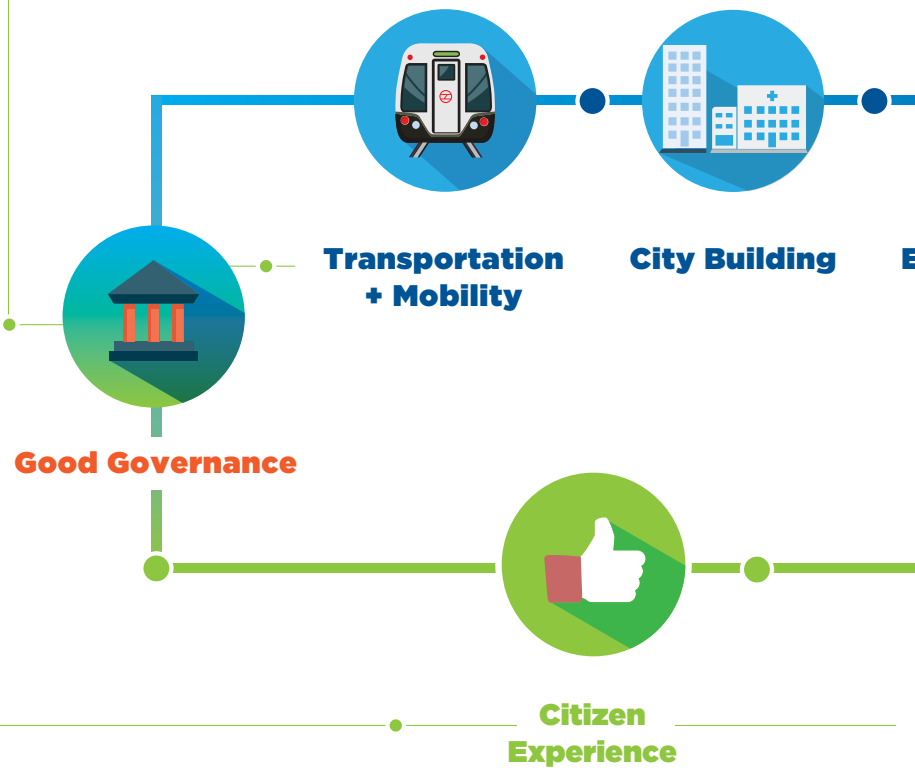
Citizens first through Service Excellence.

Vision

A city of innovation, fostering inclusive, responsible

The 2018-2022 Term of Council Service Excellence Strategic Plan reinforces the City of Vaughan's mission, vision and values, representing the core of how the administration will go above and beyond to deliver on Council's priorities through Service Excellence.

The Strategic Plan identifies the strategic priorities that the administration will focus on to support the City of Vaughan in being a City of Choice for both residents and businesses.



choice that promotes diversity, inclusion and opportunity for all citizens, and a vibrant community life that is progressive, environmentally sound and sustainable.

Values

Respect
Accountability
Dedication



Environmental Stewardship

Active, Safe and Diverse Communities

Economic Prosperity, Investment + Social Capital



Operational Performance

Staff Engagement

Department Business Plans

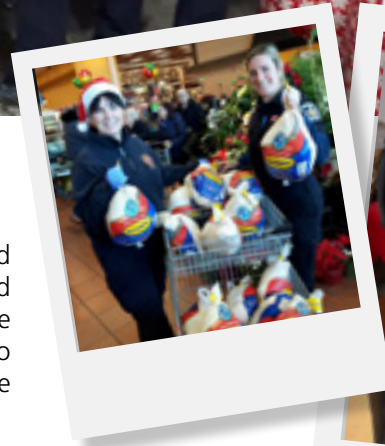


“Our programs align with our organizational goals and motivate and support staff in achieving our vision. We apply technology as a strategic tool and enabler for public service innovation, productivity growth and reduction of our environmental footprint. Working in concert with our Association, we create service delivery and workforce strategies that protect the safety of our citizens and reflect consideration for all of the factors impacting our sustainability.”

- Deputy Fire Chief Grant Moffatt



GIVING BACK



Communities face a persistent issue of hunger and poverty. Rising food prices, expensive housing and lack of income means it is increasingly difficult to live day to day for some people. Food banks continue to provide a basic necessity for some residents in the municipality.

VFRS has a longstanding relationship with the Vaughan Food Bank and supports the organization by holding an annual frozen turkey drive at three Fortinos locations throughout Vaughan in December. This event plays an important role in raising awareness about hunger in Vaughan and providing the food staples needed to feed those in need within the community.

Almost 1,000 turkeys were donated from Vaughan residents in one weekend, which more than doubled the number of turkeys donated from the previous year. The donated food was given to the Vaughan Food Bank and to other food banks in York Region to help ensure more families had food on their table over the Christmas/winter holidays.

VFRS's assistance was greatly appreciated by Peter Wixson, Executive Director (and volunteer) of the Vaughan Food Bank, who thanks all the firefighters that spent time sorting and distributing food and toys over the holiday season.

“On behalf of the Vaughan Food Bank, I offer my sincerest appreciation to Chief Rizzi and the dedicated men and women from Vaughan Fire and Rescue Service for donating their time to support local families in need of warm, healthy meals. Our annual Fortinos Turkey Drive was another success because of their support.”

- Peter Wixson, Executive Director
Vaughan Food Bank



Our devoted volunteers

The members of VFRS have dedicated their lives to the safety and protection of others. Many active and retired VFRS personnel make time to support their fellow firefighters and the community.

Vaughan Fire Field Support Team

The Vaughan Fire Field Support Team responded to 12 large-scale incidents in 2018 and provided assistance to on-scene personnel with food, beverages and a place to rest. The unit also helped the Vaughan Food Bank with the Thanksgiving food drive and the CP Holiday Train, and attended the Remembrance Day ceremony in Vaughan.

Vaughan Fire Honour Guard

The Vaughan Fire Honour Guard attended the following events in 2018:

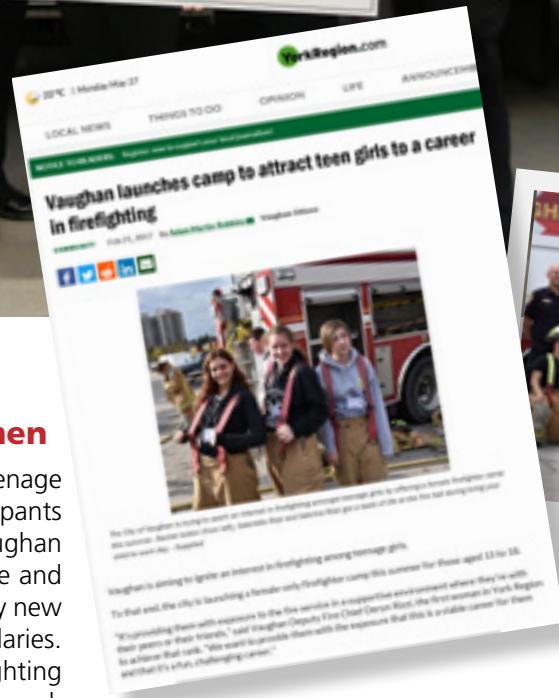
- Two firefighter recruit graduations
- Fallen Firefighter Memorial at Queens Park
- Remembrance Day ceremony in Vaughan
- City of Vaughan Inauguration of Council

Thank you to the dedicated volunteers who are always ready and willing to assist without hesitation both to the community and to fellow firefighters.



A firefighter in a dark uniform and helmet is hugging a man in a dark uniform with white stripes on the sleeves. The scene is set against a solid red background. The firefighter's eyes are closed, and she has a joyful expression. The man's back is to the camera.

**CELEBRATING
SUCCESS**



Firefighter camp for young women

VFRS provides a life-changing experience for teenage girls 15-18 years old. This camp provides participants the opportunity to train and connect with Vaughan firefighters. The camp's goal is to provide a safe and supportive environment for young women to try new things, discover different skills and test boundaries. Whether they are interested in a career in firefighting or have strong ambitions, the program aims to spark excitement and encourage campers to be their best selves and follow their dreams.

The camp is held at the VFRS training facility at the Joint Operations Centre where Vaughan firefighters lead the girls through hands-on training activities, gear and equipment demos, CPR and first aid education, and leadership development. At the end of the week, a graduation ceremony is held to celebrate the campers' hard work and dedication.

In 2018, VFRS was honoured to receive a \$10,000 grant from TransCanada Pipeline for the camp. VFRS is excited to see support for this program. The funds will be used to continue the camp's success and allow more youth to discover their true potential.

VFRS also takes part in several co-ed youth programs, including the Junior Firefighting Summer Camp where the campers complete fire safety activities and get a first-hand look into this rewarding calling.



COMMUNICATIONS DIVISION




Communications Division

The VFRS Communications Division is the first point of contact for callers during an emergency event. The operators collect information from the public and other emergency agencies in a fast-paced environment, giving the highest level of service to the citizens of Vaughan and King Township.

Currently, 12 full-time operators, under the supervision of a Communications Supervisor, gather relevant information and dispatch fire apparatus. They also monitor and assist fire crews and incident command when on a call by providing needed resources, and are always aware of firefighter safety.

11,834 calls for the City of Vaughan
1,340 calls for the Township of King
13,174 total calls processed by the Communications Division in 2018

Communications also liaises with allied agencies, including police, paramedics and utility companies, to work together to provide a co-ordinated and effective response. The division also looks after recording alarms out of service for repair or testing, issuing burn permits, and ensuring all radio, computer-aided dispatch and mobile data terminal equipment is always functioning properly.



**EMERGENCY
PLANNING
DIVISION**



Emergency Planning Division

Emergencies can happen anytime and anywhere. The Emergency Planning Division helps residents prepare for emergencies before they happen. The division is committed to conducting ongoing training and development to ensure all 200 members of its Emergency Management Team (first responders and members of the citizen care, public information and logistics teams) have the knowledge, skills and ability to successfully respond to and recover from an emergency. Establishing strong partnerships with other City departments, levels of government, industry, business, utilities and community agencies helps build capacity to ensure the safety and well-being of the municipality.

In 2018, the division partnered with the City's Office of the Chief Information Officer to create and launch an internal emergency broadcast system (EBS). By leveraging existing telecommunication systems in City facilities, the EBS issues emergency alerts to all staff through telephones and mobile devices so they can take rapid action to protect themselves and visitors to City buildings.

In the past year, the division participated in several initiatives:

- During Emergency Preparedness and North America Occupational Safety and Health Week, the division teamed up with several City departments to educate staff on preparedness and safety.

- Support was provided to Public Works in the development of their emergency escalation procedures.
- Strategic leadership was given to many departments on potential hazards of climate change on the community and safety protocols for third-party and City-run public events.

Mock emergency exercises

Joint mock emergency exercises with partners are designed to strengthen emergency management abilities, test responses and practise the recovery phase of a potential disaster. In 2018, the annual large-scale exercise "Loco-Motive" took place and included CN Rail and Alectra Utilities. Additional exercises were conducted with CN Cargo Flo, Sobey's, Dufferin Clark Community Centre and Dufferin Clark Library, as well as five care facilities in the community. Along with neighbouring municipalities, the division also assisted with the Enbridge Gas and TransCanada Pipelines joint exercise.



**FIRE
PREVENTION
DIVISION**



Fire Prevention Division

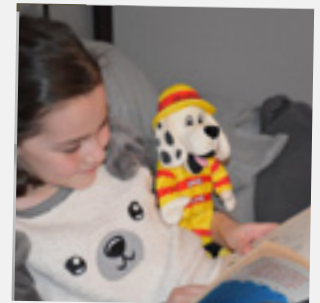
The Fire Prevention Division continues to be a leader throughout the province with effective and innovative fire prevention education initiatives and partnerships. Through programs at schools, community events and public locations, VFRS aims to teach fire and life safety to citizens so they can do their part to help protect lives, property and the environment.

Fire prevention initiatives

The division saw an increase in the number of schools participating in the Sleepover with Sparky Program. In 2018, 61 schools and 3,926 Grade 1 students learned about fire safety and took a plush Sparky home for the night.

During the 2018 Fire Prevention Week, VFRS teamed up with five fire departments, GO Transit and McDonald's to deliver fire safety messages at GO stations along the Barrie line. VFRS spent a morning at the Rutherford GO station sharing fire safety messages with residents.

Coffee with a Firefighter continues to be a popular event. This program, in partnership with McDonald's and Ontario Fire Marshal Emergency Management, provides an opportunity for residents to ask questions, learn something new and get to know the firefighters in their community.





Alarms for Life

Residential fires are responsible for 73 per cent of the fatal fires in Canada each year. With about 335,000 residents living in Vaughan in approximately 96,500 dwelling units, VFRS has taken the initiative to provide voluntary non-punitive inspections of residential homes in the Alarms for Life program.

Fire crews go door to door to provide education and, if mutually agreed, an inspection to ensure the home is equipped with working smoke and carbon monoxide alarms. Residents are given fire-safety literature and can speak with crews about any questions or concerns they may have.

In 2018, VFRS visited 3,497 homes during the Alarms for Life campaign as well as an additional 1,627 homes during regular response activities. In total, 5,124 homes were checked for compliance and made safe for residents and their family members.

Increasing transparency in fire prevention: A focus on highrise residential fires

VFRS is ready to prevent fires, whether it be commercial, industrial or residential structures. The main motivation remains educating citizens on how to avoid the worst-case scenario.

VFRS is prepared to handle any fire in a residential

highrise structure. To facilitate a successful outcome to any emergency, residents must do their part. During 2018, VFRS visited highrises throughout Vaughan to educate residents about what to do when the alarm sounds.

The following key information was communicated to residents in highrises:

- If the decision is to leave upon hearing the alarm, it must be done immediately through the stairwells.
- If the decision is to stay, close all windows and doors and listen for announcements and instructions by responders on the Emergency Voice Communications system. If conditions change in the unit, call 9-1-1 to report the change. Opening the hallway door to look down the hall can have detrimental impacts on the operations on a different area of the building.
- Most highrise incidents will be resolved in less than 30 minutes. Residents should not return to units to retrieve critical items (medications, documents, etc.). If the incident will be prolonged, fire department personnel can retrieve time-sensitive items.

All fire alarm systems are designed to provide early notification of a potential emergency. Residents who delay their decision will put themselves and others at risk. If the decision is to leave, do so immediately.





FIRE
INVESTIGATIONS



Fire Investigations

VFRS members investigate fires and explosions resulting in injury or significant property loss. By investigating the cause, origin and circumstances of these events, valuable data is obtained that contributes to the development of inspection, enforcement and public education strategies. VFRS investigators work diligently to continually develop and refine the skills required to effectively complete investigations.

In 2018, VFRS investigators completed 68 in-depth investigations of fires that caused 17 civilian injuries, two firefighter injuries and an estimated \$16,239,558 in property loss.

The investigation team also achieved the following:

- An inspection and education blitz was conducted after tempura bits were linked to fires in Japanese restaurants.
- Four investigators received international certification as Fire and Explosion Investigators from the National Association of Fire Investigators (NAFI).

2018 Investigation Results

Accidental fires	53
Intentionally set fires	6
Undetermined fires*	8
Explosions	1
Total number of investigations	68

Source of Ignition	Fires	Injuries
Undetermined	152	6
Cooking equipment	22	3
Open flame tools, smokers' articles	18	2
Appliances	11	1
Other mechanical, electrical	11	2
Miscellaneous	11	2
Processing equipment	5	0
Lighting equipment/candles	5	0
Electrical distribution equipment	4	0
Heating equipment, chimney, etc.	3	0
Exposure	0	0
Total	241	17

A photograph of two firefighters in a fire station, overlaid with a red tint. The firefighters are wearing dark uniforms with reflective yellow stripes and are working on a piece of equipment. The background shows the interior of a fire station with various pipes and structural elements.

MECHANICAL DIVISION



Mechanical Division

With each year that passes, the VFRS Mechanical Division is up against new challenges. In keeping with the highest level of standards for equipment and apparatus through education and training, VFRS is committed to safety in the workplace, to the citizens of Vaughan and to its firefighters being operationally ready every minute of every day. Whether it be an annual motor vehicle safety inspection or performing a preventative maintenance inspection, the key objectives are to ensure that VFRS fire trucks are in prime, ready condition and to extend the usable lifespan of the trucks.

Hazmat 738

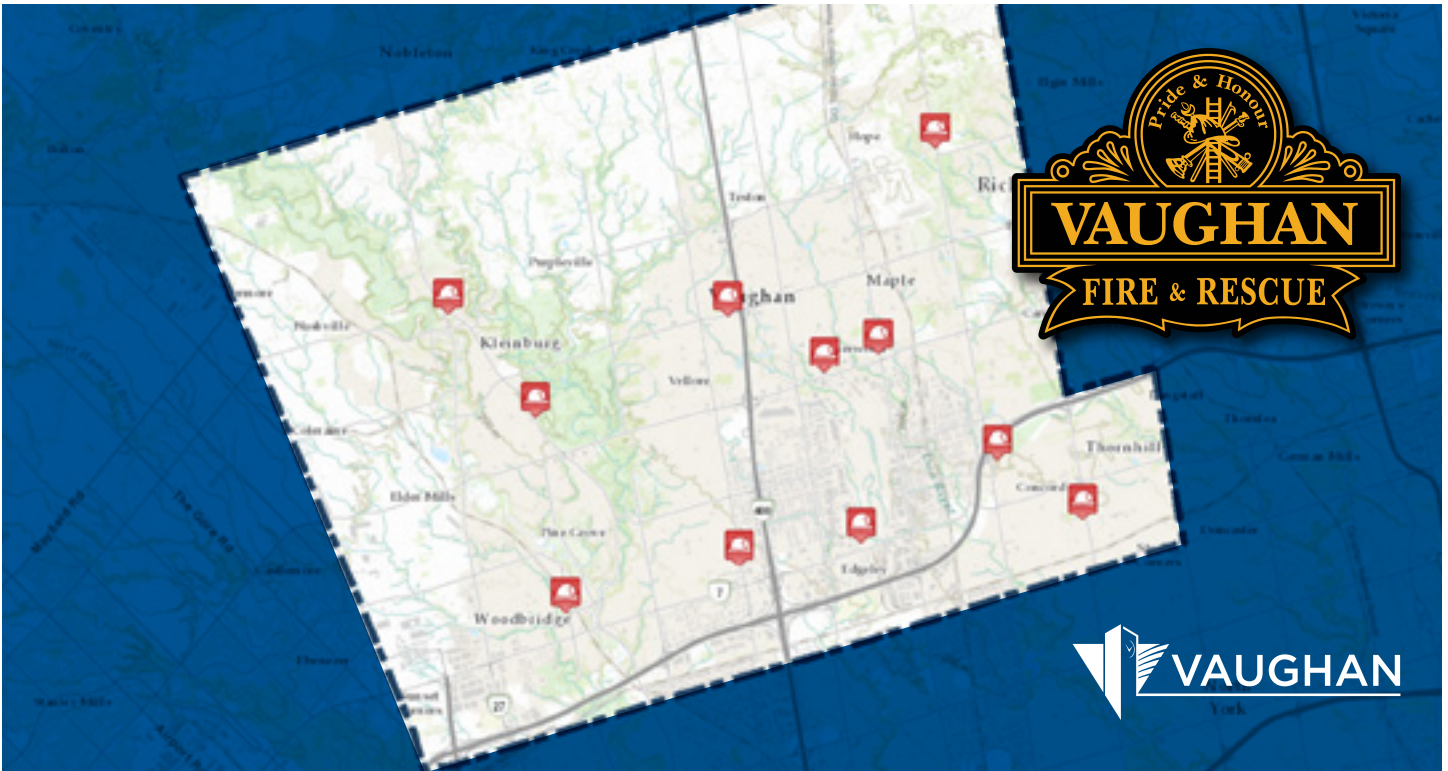
VFRS is excited to introduce a new state-of-the-art hazardous material fire truck to its fleet. Hazmat 738 was placed into service at fire station 73 in Woodbridge in January 2019. The new truck features rollout trays for ease of removing equipment. It also has a small winch on top of the truck to assist in raising and lowering heavy equipment. The ergonomic control systems will increase firefighter safety when equipment is being deployed as well as efficiency when required at an event.

Inside the rear of the cab is an office area for the Hazmat Sector Officer to complete data research on chemicals. This office is complete with a computer, printer and library of chemical data books. A docking station allows firefighters to calibrate toxic and explosive metering equipment at the scene of an emergency.





OPERATIONS DIVISION



Operations Division

In 2018, the VFRS Operations Division was again tirelessly providing citizens of Vaughan with what they need, when they need it — always. The 312 firefighters of Vaughan are responsible for emergency response and incident mitigation for fires, sudden medical emergencies, hazardous materials, confined space and trench rescue, water and ice rescue, and various other emergencies. Their bravery, skill and ability to meet the demands of a rapidly growing city while responding to more than 11,830 emergency incidents is a testament to their commitment to ensuring that every citizen receives the highest quality of service.

Symptom relief medications

VFRS responds to a high volume of medical alarms. Throughout the years, Vaughan firefighters have increased their training for these medical responses, such as oxygen administration, defibrillation and ongoing first aid training.

In 2018, system relief medications carried on front-line apparatus and able to be administered by Vaughan firefighters expanded to Epinephrine pens, ASA and Narcan, which combats Opioid overdoses.

“Our residents will live in a safe community. Our programs and services will reflect the growing and changing safety demands of our citizens, and will be tailored to the risk, diversity and needs of our municipality. Stations and firefighters are core to our communities and are key to delivering programs, services and education that enhance the health, safety and preparedness of our citizens. We support businesses in our city by ensuring safe buildings that mitigate risk to their employees and our citizens.”

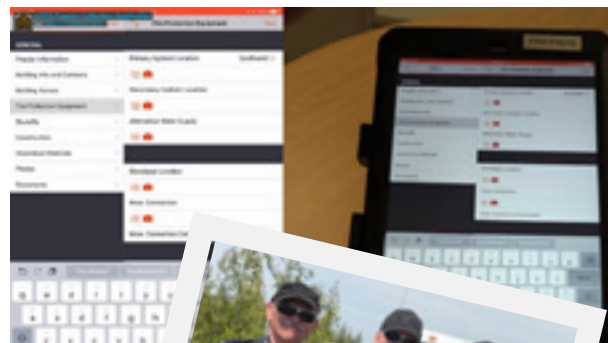
- Assistant Deputy Fire Chief
Mike Doyle





Pre-Plan Program

VFRS launched a Pre-Plan Program to give its firefighters the tools they need to be safer when protecting lives and property. Using new software, VFRS can create pre-plans which enable them to virtually see the structure and augment the information they obtain during the size-up of the building during a critical event. The creation and deployment of image-rich, tactically relevant pre-incident plans is essential in emergencies when seconds count.



Public Order Unit

The goal of the VFRS Public Order Unit (POU) Support Team is to provide support to the York Regional Police (YRP) POU by providing a timely response of fire and rescue resources to protect citizens at events as well as the associated properties. Currently, six certified members complete annual training and deploy with YRP on an as-needed basis. When deployed with YRP, the unit's main focus is police officer safety.



VAUGHAN FIRE & RESCUE SERVICE

Major Fires in 2018



Fire with a loss of \$500,000 or more

Location	District	Ward	Property Type	Date
Timber Lane	73	Ward 2	Residential	Jan. 27
Wellar Crescent	72	Ward 1	Residential	Feb. 10
Wheatley Road	72	Ward 1	Residential	March 15
Ed Quigg Way	79	Ward 2	Residential	March 19
Kipling Avenue	73	Ward 2	Residential	June 5
Highway 7 West	76	Ward 4	Highrise	July 21
Gemma Court	76	Ward 4	Residential	Aug. 16
Campania Court	73	Ward 2	Residential	Aug. 30
Torrey Pines Road	79	Ward 2	Residential	Nov. 7
Highway 7 West	76	Ward 4	Commercial	Dec. 20



VAUGHAN FIRE & RESCUE SERVICE

Incidents in 2018



Fires By Week, Month and Time of Day

2018 Incidents by Day of the Week

Monday	1,788
Tuesday	1,613
Wednesday	1,717
Thursday	1,814
Friday	1,855
Saturday	1,549
Sunday	1,498
TOTAL	11,834

2018 Incidents by Month of the Year

January	1,155
February	858
March	872
April	933
May	1,087
June	988
July	1,042
August	1,002
September	972
October	1,018
November	987
December	920
TOTAL	11,834

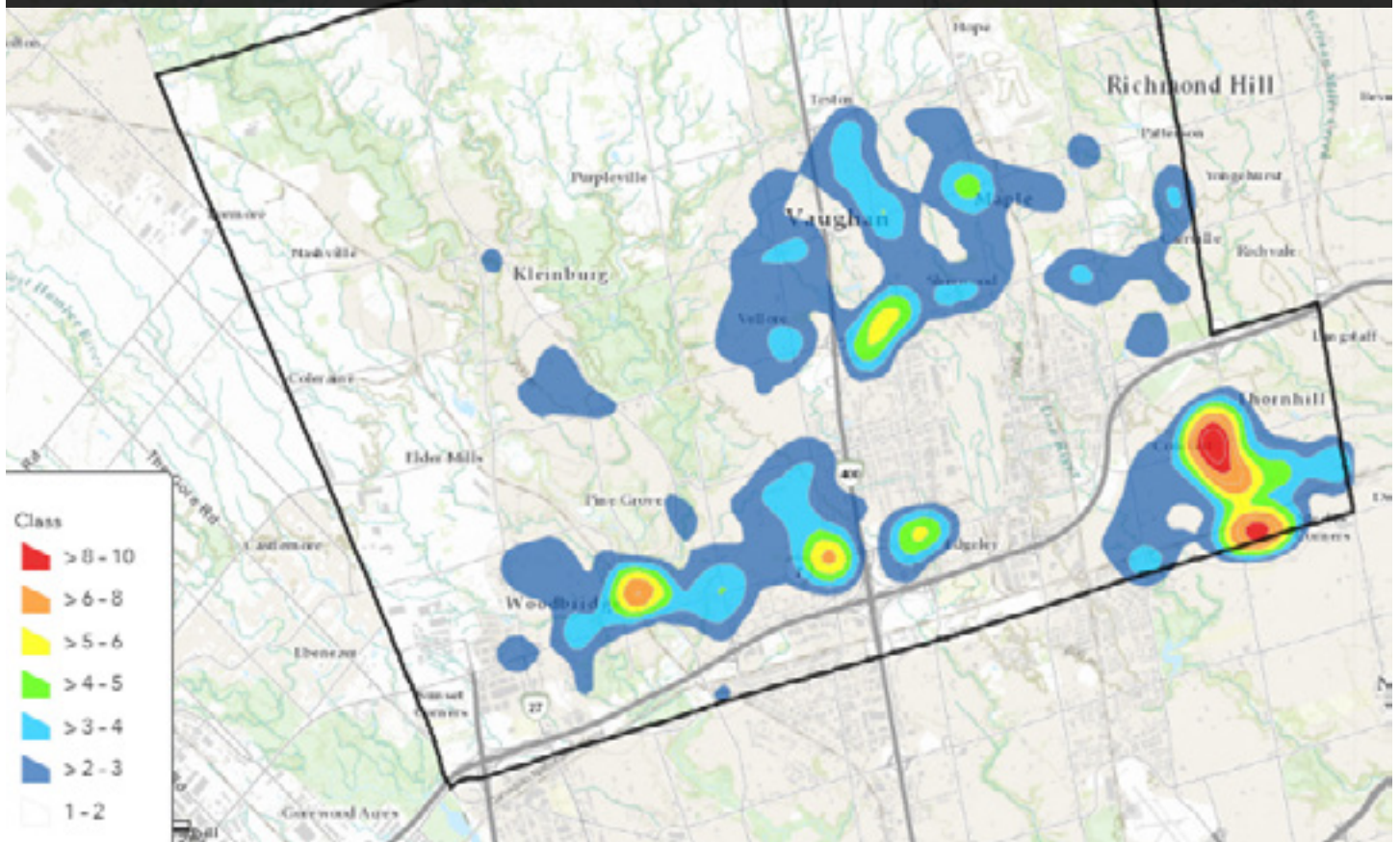
2018 Incidents by Time of the Day

00:00-00:59	332
01:00-01:59	304
02:00-02:59	239
03:00-03:59	251
04:00-04:59	216
05:00-05:59	226
06:00-06:59	303
07:00-07:59	440
08:00-08:59	572
09:00-09:59	587
10:00-10:59	609
11:00-11:59	620
12:00-12:59	666
13:00-13:59	602
14:00-14:59	648
15:00-15:59	588
16:00-16:59	683
17:00-17:59	708
18:00-18:59	677
19:00-19:59	595
20:00-20:59	547
21:00-21:59	517
22:00-22:59	497
23:00-23:59	407
TOTAL	11,834

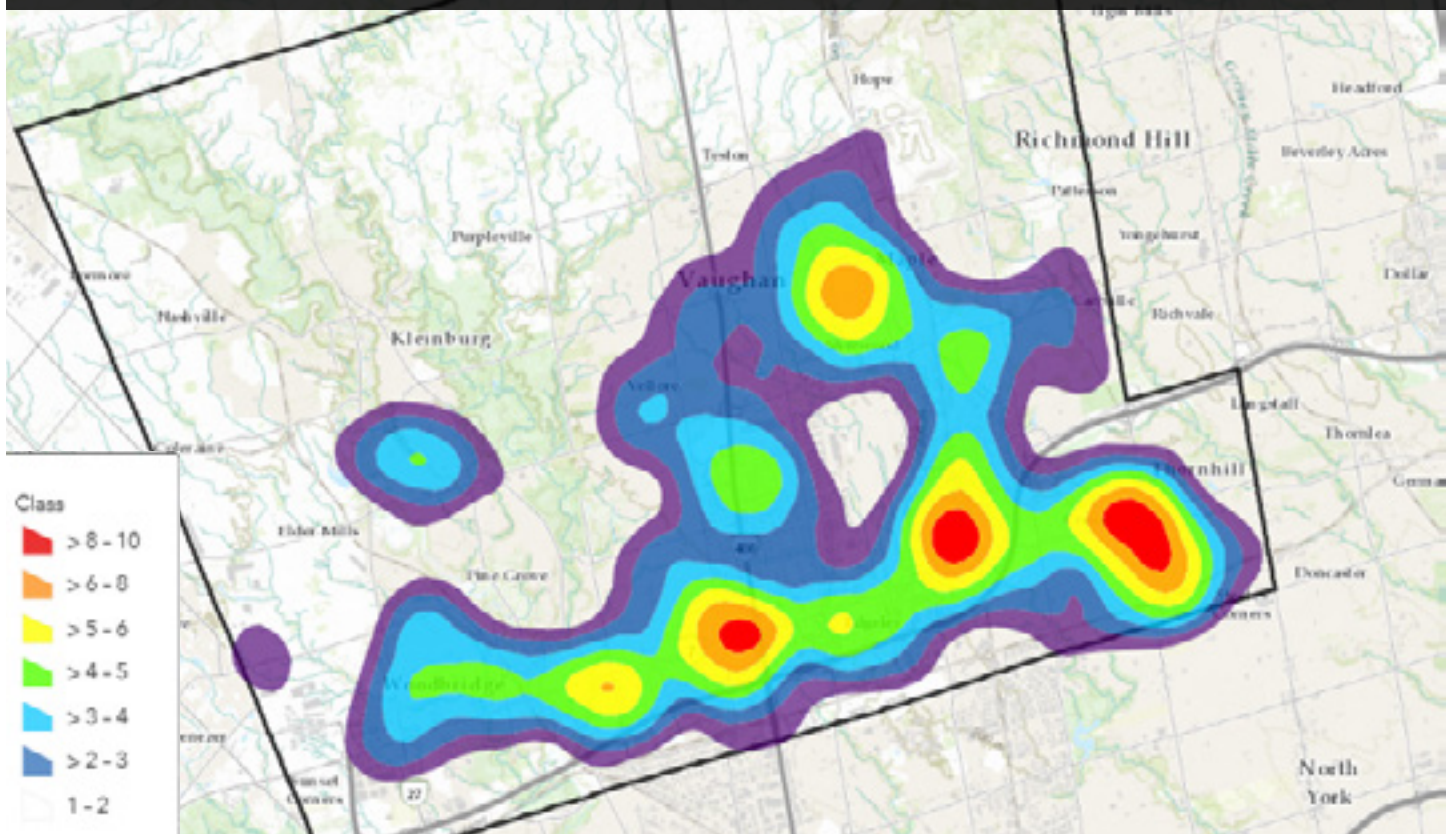
Type of Incidents

Property fires	612	5%
Public hazards	464	4%
Motor vehicle collisions	1,677	14%
Other rescues	212	2%
False alarm calls	2,533	21%
Medical	5,514	47%
Other	822	7%
TOTAL	11,834	

CALL DENSITY (All types of calls)



STRUCTURE FIRES 2018 (All types of calls)



A group of firefighters in a training facility. In the foreground, a firefighter is kneeling, wearing a helmet and a large oxygen tank on their back. Several other firefighters are standing around a long wooden table, some leaning on it. They are wearing dark blue t-shirts with "VAUGHN FIRE" printed on the back and tan pants. The scene is lit with a strong red light, creating a dramatic atmosphere. The background shows a large, industrial-looking space with high ceilings and structural beams.

TRAINING DIVISION



Training Division

The VFRS Training Division is responsible for supporting and delivering ongoing training for all operations staff, which includes specialty responses, emergency medical services, officer development and training on all new trucks and equipment. This division is also responsible for employee development opportunities, succession planning and NFPA certifications.

Subway

In the last quarter of 2017, a large-scale mock disaster was held at the Highway 407 Subway Station in preparation for the Toronto York Spadina Subway Extension (TYSSE) into Vaughan opening. The TYSSE extension marks the first time that TTC subway service has extended beyond Toronto's borders. Subway service in Vaughan has advanced transportation options in the city, but it also provided a new and complex environment that required specialized training.

VFRS was the lead agency for the simulated scenario of a subway train colliding with a work train and involved extricating and treating patients, evacuating the station and extinguishing a fire. It was an extensive undertaking for all agencies involved, including more than 30 VFRS personnel, York Regional Police and York Paramedic Services.

2018 Subway Alarm Responses

#	Type of alarm
52	Medical
4	Fire/smoke incidents
1	Rescue
9	Fire alarms
6	Miscellaneous
72	TOTAL



Throughout 2018, VFRS operations personnel continued its commitment to Service Excellence with further fire training in the subway system. Crews trained on Saturday nights with simulated smoke-filled tunnels. The objective was to co-ordinate an effective fire attack, find the location of the fire and make any rescues. During this training, crews were required to utilize the subway system's fire suppression equipment. All fire stations from the four platoons participated in this training. Further training is planned for 2019.

In 2018, VFRS responded to 72 alarms involving the three subway stations in Vaughan.

“VFRS continues to modernize and expand its operation to meet the dynamic needs of our City. Training, Public Education and Enforcement campaigns continued to gain ground in 2018.

We have completed a modern training campus, met the needs of staff with evolving technology, and partnered with both industry and business to educate and inform the public.”

- Deputy Fire Chief Andrew Zvanitajs



Technical rescue training

Although not as common as fires and medical emergencies, rescues requiring very specific technical expertise are occurring more frequently. Trench, rope and confined space rescue skills are an absolute necessity.

In the past year, VFRS acquired some valuable assets to assist with the ongoing need to train and prepare effectively:

- The new Class B Fire Training Tower will enhance the skills of firefighters with not only fire suppression techniques, but also specialty responses such as rope rescue and confined space.
- A new trench rescue simulator will now allow VFRS to conduct a wide variety of realistic training scenarios while providing a safe working area, free from the hazards associated with working in a “live” trench.
- New equipment purchases have augmented the already well-equipped rescue apparatus.
- Designating Saturdays as “Technical and Speciality Training Saturday” has been invaluable in providing a framework for crews to complete their training on a consistent basis.



Rope rescue is a high-risk, low-frequency emergency that requires regular training to maintain the skills necessary to perform these tasks safely and competently. In 2019, VFRS will develop short- and long-term plans for its Technical Rope Rescue Program.

VFRS’s commitment to advancing its technical rescue capabilities will continue in the coming year and culminate in several full-scale training scenarios next autumn.

Fire recruit training

In 2018, VFRS completed two career candidate classes, one in the spring and one in the fall, which graduated 35 new firefighters.





HEALTH AND SAFETY



Health and Safety

The VFRS Joint Health and Safety Committee members are dedicated to the health and safety of more than 350 firefighters working in suppression, mechanical, communications, fire prevention and training. Cancer in the fire service is the leading cause of firefighter deaths across North America, and the committee is diligently looking into the latest research and studies for prevention methods, equipment, tools and techniques.

In 2018, the committee showed its commitment to staff safety by providing all suppression firefighters with the newest premium technology: flash hoods. These latest flash hoods maximize protection to the neck, head and ears from the dangerous product of combustion, greatly reducing contamination and limiting absorption exposure through the skin.

Providing this personal piece of equipment is an important step to protecting suppression staff from one of the leading causes of all firefighter deaths in North America.

Supporting mental health and wellness

Mental illness, post-traumatic stress disorder and occupational stress injuries are on the rise in the fire service. A shared goal for VFRS and the Vaughan Professional Firefighters Association (VPFFA) (in association with the Ontario Association of Fire Chiefs) is to ensure that supports are in place to prevent and treat, if necessary, those impacted by mental illness.

One method supporting that goal is the delivery of the Road to Mental Readiness (R2MR), a training program focused on first responders. R2MR trained members can recognize situations where they, or their peers, require intervention and/or assistance. R2MR has a solid foundation in the concept of resilience. Resilience is the ability to recover quickly, resist and possibly even thrive in the face of direct or indirect traumatic events and adverse situations in training and operational environments. The program has been developed into a four-hour primary course and an eight-hour leadership course. District Chief



Mental Health

CONTINUUM MODEL

HEALTHY

- Normal mood fluctuations
- Normal sleep patterns
- Physical well, full of energy
- Consistent performance
- Socially active

ACTION

- Focus on task at hand
- Break problem into manageable chunks
- Identify and nurture support systems
- Maintain healthy lifestyle

REACTING

- Nervousness
- Irritability
- Sadness
- Trouble sleeping
- Tired / low energy
- Muscle tension
- Headaches
- Procrastination
- Decreased social activity

ACTION

- Recognize limits
- Get adequate rest, food and exercise
- Engage in healthy coping strategies
- Identify and minimize stressors

INJURED

- Anxiety, anger
- Pervasive sadness
- Hopelessness
- Restless or disturbed sleep
- Fatigue, aches and pains
- Decreased performance, presenteeism
- Social avoidance or withdrawal

ACTION

- Identify and understand own signs of distress
- Talk with someone
- Seek help
- Seek social support instead of withdrawing

ILL

- Excessive anxiety, easily enraged, depressed mood
- Unable to fall or stay asleep
- Exhaustion, physical illness
- Unable to perform duties, absenteeism
- Isolation, avoiding social events

ACTION

- Seek consultation as needed
- Follow health care provider recommendations
- Regain physical and mental health



William Smillie and Communications Operator Colleen Simpson began delivering the R2MR program to the operations and all support divisions in 2017 and continued training into 2018 with all recruit classes receiving training from day one.

Another way the VFRS and VPFPA are supporting its members is through a trained and active Peer Support Program.

Beginning in 2015, peer-nominated VFRS staff members engaged in specialized training to provide confidential peer support services. This trusted, trained and competent group provide inclusive and empathetic support for all staff of VFRS and their families. The peer team, currently comprised of 23 staff from the operations, communications and training divisions, continue to receive ongoing training and resources from the International Association of Firefighters, International Association of Fire Chiefs and mental health assistance providers. Members of the team can identify personal conflicts and provide guidance or referral to professional or alternate resources as required. While team members are not a substitute for professional mental health experts, they are committed to supporting their peers who are struggling with personal issues.

VFRS, in conjunction with the City of Vaughan, also supports its members with an Employee and Family Assistance Program (EFAP), which provides professional, confidential support services including short-term counselling, programs and resources to employees and their immediate family members for help with work, health and life issues.



Peer Fitness Program

The Peer Fitness Program is an integral component of the Wellness Fitness Initiative in the VFRS. The program was developed in partnership with International Association of Firefighters (IAFF), the International Association of Fire Chiefs (IAFC) and the American Council on Exercise (ACE). The program for the Peer Fitness Trainers (PFTs) was further developed by Dr. David Frost, Assistant Professor of the Faculty of Kinesiology and Physical Education at the University of Toronto. Dr. Frost completed groundbreaking research through his doctorate at the University of Waterloo, which provided insight to the development and improvement in training programs and standards designed to minimize or prevent injury among occupational athletes, including firefighters. Physical fitness is critical to maintaining the wellness of our firefighters. PFTs educate firefighters about fitness benefits and nutrition, as well as support personalized fitness programs, conduct annual assessments and educate new hires.

A photograph of a firefighter in a helmet and jacket, speaking to a group of reporters. The firefighter is wearing a helmet with "RESCUE" and "MIDDELTON" visible. The background shows other firefighters and a fire truck. The image is overlaid with a red tint. The text "ENGAGING STAKEHOLDERS, ENGAGING THE MEDIA" is written in large, bold, white letters across the bottom. At the very bottom, there is a banner that says "IF YOU HAVE A STORY IDEA, GET IN TOUCH WITH U".

**ENGAGING
STAKEHOLDERS,
ENGAGING THE
MEDIA**

IF YOU HAVE A STORY IDEA, GET IN TOUCH WITH U



Engaging Stakeholders, Engaging the Media

Throughout 2018, VFRS participated in a number of opportunities to promote fire safety messages and their community involvement. Some highlights include:

- **Feb. 22** Chief Rizzi on AutoShow panel
- **June 14** 105.9 interview with Chief Rizzi
- **July 2** Captain Doug Best provides tips for family fireworks safety on CTV News
- **Aug. 10** Chief Rizzi interview with International Association of Fire Chiefs TV
- **Aug. 13** Chief Rizzi with Miss Universe Canada participants
- **Sept. 13** Chief Rizzi at Vaughan Chamber of Commerce CEO Speaker's Series
- **Sept. 17** 105.9, Tim Hortons, Hospice Vaughan
- **Oct. 30** at new training tower
- **Oct. 30** Breakfast Television with Stella Acquisto
- **Oct. 30** 105.9 Jim Lang



VAUGHAN FIRE & RESCUE SERVICE In the NEWS...



New Vaughan fire station breaks ground in Kleinburg | April 24, 2018

Nonna 'emotional' as Vaughan grandson, 5, picked up for school by firefighters | March 20, 2018

Vaughan firefighters offer coffee talk to residents on cold Friday | Feb. 6, 2018

Sense of purpose makes a firefighter, Vaughan's new fire tower trains them | Nov.29, 2018

Ontario's first female fire chief, Vaughan's Deryn Rizzi, says 'it's a calling' | June 12, 2018

VFRS Social Media 2018

Twitter

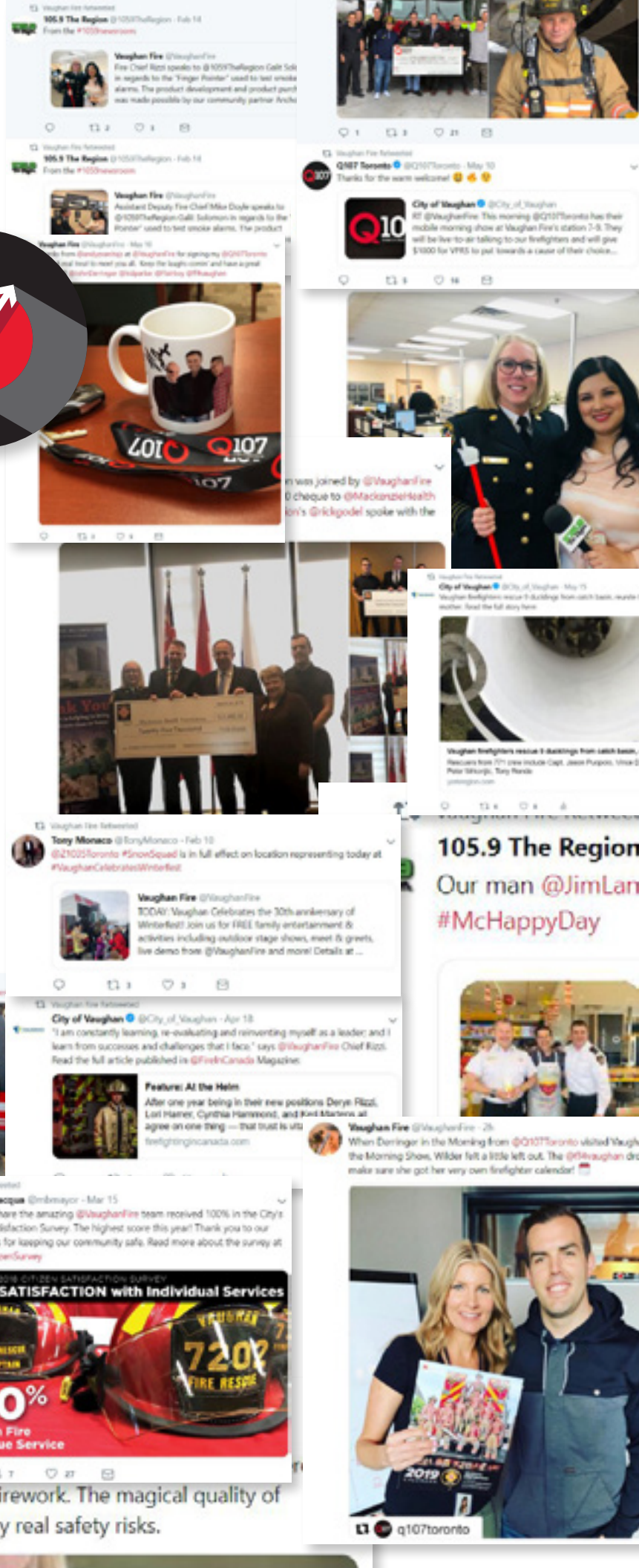
Followers 5,009
 Posts 1,088
 Likes 17,513
 Engagement 186,947
 Impressions **2,585,249**

Instagram

Followers 2,598
 Posts 808
 Likes **72,650**

Facebook

Posts 992
 Reactions 40,942
 Engagement 46,532
 Impressions **1,757,474**



Deryn Rizzi @derynrizzi · May
 Opinion | Fireworks should be nothing like the BOOM and CRACKLE of a firework. The magical quality of fireworks can make it easy to forget the very real safety risks.



A woman in a dark blue fire department uniform stands in front of a fire truck. She is wearing a peaked cap with a badge, a dark tie, and a jacket with several buttons and patches. A patch on her left shoulder features a crest and the word "VAUGHAN". The background shows the side of a fire truck with "VAUGHAN FIRE & RESCUE" and "9-1-1" visible. The scene is lit with a strong red glow.

**LOOKING
AHEAD**



Looking Ahead

Under the strong leadership of Fire Chief Rizzi, the future for VFRS in 2019 and beyond remains promising as firefighters and support staff will continue to focus on protecting the health and safety of citizens who live, work, play and travel in Vaughan.

The following highlights a few of the initiatives underway for 2019:

- In July 2019, a new firefighter recruit class will complete a rigorous program, which includes fire prevention and public education training and hands-on experience to learn the skills they will need to perform their duties quickly and efficiently.
- A social media campaign for Pride will launch in June 2019 showing VFRS's support for the LGBTQ2S community.
- Assistant Deputy Fire Chief of Operations Mike Doyle, who was promoted to this position in February 2019, will take on the responsibilities of administrative and technical assistance respecting departmental operational issues including labour relations, policies, procedures, media relations, and reports/budgets.

- Construction will continue on fire station 7-4 in Kleinburg. The project is anticipated to be completed by the third quarter of 2019 with active service starting soon after.
- A Master Fire Plan was brought to Vaughan Council in May 2019. The plan will outline the critical initiatives that VFRS will focus on over the next 10 years.
- VFRS will continue to analyze performance metrics in an effort to make improvements to various components of its service. A few of the quality enhancement topics include professional development, delivery of emergency services, productivity and firefighter safety. VFRS also will improve its data collection and measurement practices.

Moving forward, VFRS is well positioned to continue the City of Vaughan's commitment to maintaining high standards of excellence in providing emergency response services to the municipality.

A firefighter in full protective gear, including a helmet and a blue bag, is climbing a metal ladder. The scene is set on a fire scene with a red color overlay. The firefighter is holding a tool and looking down. Another firefighter is visible in the background, also on a ladder. The overall atmosphere is one of readiness and action.

Ready.



Hon. Maurizio Bevilacqua, P.C.
Mayor

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Regional Councillor, Deputy Mayor

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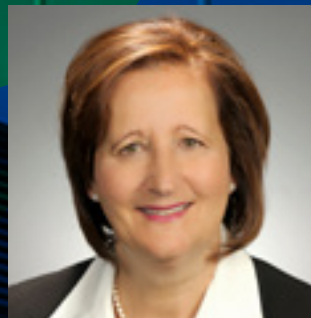
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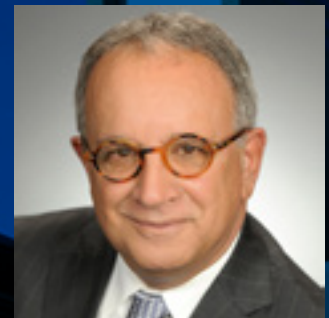
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