

**Report to  
Rapport au:**

**Community and Protective Services Committee  
Comité des services communautaires et de protection  
18 May 2017 / 18 mai 2017**

**and Council  
et au Conseil  
24 May 2017 / 24 mai 2017**

**Submitted on May 4, 2017  
Soumis le 4 mai 2017**

**Submitted by  
Soumis par:  
Gerry Pingitore, Chief, Ottawa Fire Services / Directeur du Service des incendies  
d'Ottawa**

**Contact Person  
Personne ressource:  
Nathan Adams, Program Manager / Gestionnaire de programme, Operational  
Support Services / Soutien opérationnel, Incendies  
613-580-2424, ext./poste 23141, [Nathan.Adams@Ottawa.ca](mailto:Nathan.Adams@Ottawa.ca)**

**Emily Baxter, Program and Project Management Officer / Agent de gestion des  
programmes et des projets  
613-580-2424, ext./poste 17166, [Emily.Baxter@Ottawa.ca](mailto:Emily.Baxter@Ottawa.ca)**

**Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE      File Number: ACS2017-EPS-GEN-0008**

**SUBJECT: OTTAWA FIRE SERVICES 2016 ANNUAL REPORT**

**OBJET: RAPPORT ANNUEL DE 2016 DU SERVICE DES INCENDIES**

**REPORT RECOMMENDATIONS**

**That the Community and Protective Services Committee recommend that Council  
receive this report for information.**

## **RECOMMANDATIONS DU RAPPORT**

**Que le comité des services communautaires et de protection recommande au Conseil de recevoir le rapport aux fins d'information.**

### **EXECUTIVE SUMMARY**

Ottawa Fire Services (OFS) protects the lives, property and environment for the citizens of, and visitors to, the City of Ottawa. This report fulfills the legislative requirement for OFS to prepare an annual report, as outlined in the Fire Services Establishing By-law No. 2009-319, which was approved at the September 23, 2009 meeting of City Council.

In 2016, OFS received 91,200 calls to its Communications Centre, an increase of over 400 calls from 2015. Additionally, OFS responded to 24,002 incidents in 2016, an increase of 5% from the previous year. OFS completed 4,201 inspections, participated in 1,175 public education events and visited 13,984 homes as part of the "Wake Up: Get a Working Smoke Alarm" campaign.

The 2015 Station Location Study (ACS2015-COS-EPS-0021), approved by Council in June of 2015, presented new response time standards based on the community (urban, suburban, rural) risk and aligned to industry best practice. For 2016, OFS continues to report on the newly established 90<sup>th</sup> percentile targets for response time standards, as detailed in the 2015 Station Location Study.

Initiatives for 2016 are further described in the report, including the implementation of a proactive inspections program in response to Ottawa 2017 sesquicentennial celebrations, an update on the OFS program regarding vulnerable occupancy inspections and details of OFS involvement in the Ottawa Light Rail Transit Project. In 2016, OFS received the results of the detailed evaluation of its Fire Protection Ratings under the Fire Underwriters Survey program; OFS continued to maintain a high FUS rating.

The OFS Annual Report highlights relevant performance measurements, initiatives undertaken in 2016 and outlines planned activities for 2017.

### **BACKGROUND**

City Council approved the enactment of a Fire Services Establishing By-law (ACS2009-COS-EPS-0049) on September 23, 2009. Sections 15 and 16 of the Ottawa Fire Services (OFS) Establishing By-law No. 2009-319 require the preparation of an annual report, which shall include, but not be limited to the following items:

- a) The goals and objectives of OFS;
- b) A description of the organization of OFS;
- c) The fire protection services provided by OFS; and
- d) The level of service to be provided by OFS.

## **DISCUSSION**

### **Our Service**

OFS provides services from 45 stations located across the city of Ottawa. Collectively, these stations provide service to approximately 950,000 residents across 2,796 square kilometres. The OFS team is made up of career firefighters, volunteer firefighters, as well as inspection, education, safety and communications personnel.

OFS personnel provide other valuable services to the community beyond fighting fires, including:

- Fire Suppression (fire rescue, tiered medical response, training, communications and incident management);
- Special Operations (water/ice rescue, auto extrication, confined space, trench, Fire Support Unit, collapse and high angle rescue, hazardous material responses, wild land fires, Urban Search and rescue, Chemical, Biological, Radiological, Nuclear and Explosive response);
- Fire Prevention and Public Fire Safety Education (fire prevention inspections, code enforcement, determination of cause and origin of fires, attendance at public events and dissemination of public fire safety educational materials)

In order to provide these services, the OFS team operates from seven (7) divisions.

Table 1: Breakdown of OFS Personnel

<b>Division</b>	<b>Number of Personnel</b>	<b>Percentage</b>
Office of the Fire Chief	3	0.2%
Urban Operations	864	56.6%
Rural & Special Operations	9	0.6%

<b>Division</b>	<b>Number of Personnel</b>	<b>Percentage</b>
Rural & Special Operations – Volunteer Personnel	546	35.8%
Community Standards & Communications	73	4.8%
Training & Safety	19	1.2%
Operational Support Services	13	0.9%
<b>Total</b>	<b>1,527</b>	<b>100%</b>

56.6% of OFS personnel are within the Urban Operations Division, 35.8% of OFS personnel are Volunteers within the Rural & Special Operations Division, with the remaining 7.6% dispersed amongst the other divisions.

## **RESPONSE STANDARDS**

In 2012, recognizing that several industry-leading organizations had begun endorsing a risk-based deployment model as the most effective method to protect lives and property, OFS began the process to become an accredited agency with the Commission on Fire Accreditation International (CFAI). Over the next two years, OFS gathered information from all of its divisions to complete the main components of the CFAI process, the Self-Assessment Manual and a Standards of Cover. These documents provided a comprehensive look at each division and its deployment strategies to ensure they were operating efficiently and effectively. These documents were examined by peer evaluators from the CFAI, which included leaders from fire services across North America. In 2014, OFS received accredited agency status with the CFAI, becoming one of only six (6) accredited agencies in Canada.

OFS response standards were created through the Standards of Cover, a comprehensive deployment analysis that also served as the foundation for the 2015 Station Location Study. The Standards of Cover assists OFS in ensuring a safe and effective response force for fire suppression, rescue, emergency medical response and specialty response situations and to establish response times that are held to industry standards.

The 2015 Station Location Study, approved by Council on June 24, 2015, presented an innovative, long-range plan that creates a sustainable deployment model that will meet the needs of the community up until 2025, based on current growth projections. The transformation of the deployment model has also resulted in improved efficiency in operations and savings.

## PERFORMANCE

2016 marks the second year in which OFS has reported on the new response standards, as outlined in the 2015 Station Location Study. As part of the CFAI process, a Compliance Committee was established within OFS to review response objectives on a quarterly basis. The Compliance Committee evaluates OFS' performance and develops solutions for any issues that may arise. The Compliance Committee has completed their review and assessment of the 2016 data and no issues were identified.

There are a number of factors which may affect response times from year to year, including construction zones, time of year (weather), time of day, traffic flow, traffic intensification and station cover off as resources are directed to an ongoing incident.

In 2016, OFS recorded 67,470 vehicle responses to 24,002 incidents. Table 2 shows the volume of incidents OFS responded to in 2015 and 2016.

Table 2 – Incident Volume for 2015 and 2016

<b>Response Type</b>	<b>2015 Incident Volume</b>	<b>2016 Incident Volume</b>	<b>% Increase or Decrease</b>
Fire	1,126	1,152	2%
Fire Related	2,359	2,308	-2%
False Alarm	8,422	8,721	4%
Hazmat	1,170	1,277	9%
Rescue	3,830	4,069	6%
Medical	3,449	4,101	19%
Aid Agreements	6	9	50%
Miscellaneous*	2,481	2,365	-5%

<b>Response Type</b>	<b>2015 Incident Volume</b>	<b>2016 Incident Volume</b>	<b>% Increase or Decrease</b>
<b>Grand Total</b>	<b>22,843</b>	<b>24,002</b>	<b>5%</b>

\*Miscellaneous calls include, but are not limited to, call cancelled, assist other agencies, other public service, assist not required, incident not found, assist Police, etc.

In 2016, the total annual incident volume increased by 5%. This includes a 2% increase in fires across the City of Ottawa. OFS will continue to monitor ongoing trends and develop mitigation strategies if incident volume continues to rise in 2017 and beyond. Current mitigation strategies include public education, inspection and code enforcement.

Table 3– Apparatus Responses for 2015 and 2016

	<b>2015 Apparatus Responses</b>	<b>2016 Apparatus Responses</b>	<b>% Increase or Decrease</b>
<b>Apparatus Responses</b>	65,396	67,470	3.17%

Apparatus movements also increased in 2016, which correlates with the total increase in calls for service over the same period. OFS remains diligent in ensuring that the proper apparatus and equipment are deployed to each call for service.

The Standards of Cover and the 2015 Station Location Study include complete descriptions of the methodology behind the response standards, including definitions of risk ratings and population densities. These documents also describe how OFS determined its Effective Response Force and new response time benchmarks and baselines, which are prerequisites for determining response time standards.

Benchmarks are also commonly referred to as targets or goals an organization strives to obtain in an effort to achieve excellence in service delivery. Municipal fire services are mandated by the *Fire Protection and Prevention Act* to provide fire protection services in accordance with local needs and circumstances. As such, through the CFAI accreditation process, OFS adopted the National Fire Protection Association standards of performance benchmarks in compliance with the Provincial legislation.

Baselines are considered the minimum standard for measuring performance. OFS adopted the CFAI baseline standard, which allows for a 30% increase from the

established benchmark. To further validate its new performance standards, OFS carried out a review of historical fire response data over a three-year period from 2011 to 2013.

Tables 4 through 7 demonstrate 2015 and 2016 response times using the new response time standards.

Table 4 – Career Response Times within Urban, Suburban and Rural Grids

<b>Population Density</b>	<b>Risk Rating</b>	<b>Required Firefighters On Scene (Effective Response Force)</b>	<b>Maintain CFAI: 90% of Travel Times Must Be Between Benchmark</b>	<b>Maintain CFAI: 90% of Travel Times Must Be Between Baseline</b>	<b>90<sup>th</sup> Percentile Travel Time 2015</b>	<b>90<sup>th</sup> Percentile Travel Time 2016</b>
Metropolitan /Urban	Low	4	04:00	05:12	05:20	05:42
Metropolitan /Urban	Moderate 1	14	08:00	10:24	09:11	08:11
Metropolitan /Urban	Moderate 2	17	08:00	10:24	09:41	06:51
Metropolitan /Urban	High/Special	25	08:00	10:24	11:57	08:33
Suburban	Low	4	05:00	06:30	06:31	06:38
Suburban	Moderate 1	14	10:00	13:00	10:08	10:20
Suburban	Moderate 2	17	10:00	13:00	15:27	08:30
Suburban	High/Special	25	10:00	13:00	11:54	11:22
Rural	Low	4	10:00	13:00	07:36	09:40
Rural	Moderate 1	14	14:00	18:12	10:42	12:01

<b>Population Density</b>	<b>Risk Rating</b>	<b>Required Firefighters On Scene (Effective Response Force)</b>	<b>Maintain CFAI: 90% of Travel Times Must Be Between Benchmark</b>	<b>Maintain CFAI: 90% of Travel Times Must Be Between Baseline</b>	<b>90<sup>th</sup> Percentile Travel Time 2015</b>	<b>90<sup>th</sup> Percentile Travel Time 2016</b>
Rural	Moderate 2	17	14:00	18:12	No incident with response requirement	04:01
Rural	High/Special	25	14:00	18:12	15:07	09:36

Table 5 – Volunteer Response Times within Suburban and Rural Grids

<b>Population Density</b>	<b>Risk Rating</b>	<b>Required Firefighters On Scene (Effective Response Force)</b>	<b>Maintain CFAI: 90% of Travel Times Must be Between Benchmark</b>	<b>Maintain CFAI: 90% of Travel Times Must be Between Baseline</b>	<b>90<sup>th</sup> Percentile Travel Time 2015</b>	<b>90<sup>th</sup> Percentile Travel Time 2016</b>
Suburban	Low	4	05:00	06:30	05:08	06:16
Suburban	Moderate 1	14	10:00	13:00	07:37	02:27
Suburban	Moderate 2	17	10:00	13:00	No incident with response requirement	No incident with response requirement



<b>Population Density</b>	<b>Risk Rating</b>	<b>Required Firefighters On Scene (Effective Response Force)</b>	<b>Maintain CFAI: 90% of Travel Times Must be Between Benchmark</b>	<b>Maintain CFAI: 90% of Travel Times Must be Between Baseline</b>	<b>90<sup>th</sup> Percentile Travel Time 2015</b>	<b>90<sup>th</sup> Percentile Travel Time 2016</b>
Suburban	High/Special	25	10:00	13:00	No incident with response requirement	No incident with response requirement
Rural	Low	4	10:00	13:00	10:12	10:54
Rural	Moderate 1	14	14:00	18:12	17:27	16:43
Rural	Moderate 2	17	14:00	18:12	13:54	21:27
Rural	High/Special	25	14:00	18:12	No incident with response requirement	No incident with response requirement

Tables 6 and 7, below, show OFS' total response time at the 90<sup>th</sup> percentile to rescues by career and volunteer specialty teams such as high-angle, auto extrication, rope rescue and confined space, hazardous material and medical.

While the CFAI does not set baseline measurements for specialty teams, OFS established a baseline, with concurrence from the CFAI, using three (3) years of actual data. In this instance, 2011, 2012 and 2013 make up the baseline measurement.

Table 6 – Career Specialty Teams Effective Response Force Total Response Times within Urban, Suburban and Rural Grids

<b>Response Type</b>	<b>Population Density</b>	<b>Baseline</b>	<b>2015 Response</b>	<b>2016 Response</b>
Hazardous Materials	Metropolitan/Urban	09:00	08:33	07:58
	Suburban	09:52	09:23	08:38
	Rural	15:50	15:03	10:49
Specialty Rescues	Metropolitan/Urban	09:43	09:14	09:11
	Suburban	11:11	10:38	09:56
	Rural	14:55	14:10	14:57
Medical	Metropolitan/Urban	06:46	06:26	06:29
	Suburban	08:04	07:40	07:42
	Rural	12:23	12:00	10:25

Table 7 – Volunteer Specialty Teams Effective Response Force Total Response Times within Suburban and Rural Grids

<b>Response Type</b>	<b>Population Density</b>	<b>Baseline</b>	<b>2015 Response</b>	<b>2016 Response</b>
Hazardous Materials	Suburban	13:34	12:53	07:58
	Rural	18:13	17:18	08:38
Specialty Rescues	Suburban	08:38	08:12	10:49
	Rural	16:05	15:17	09:11
Medical	Suburban	10:19	09:48	09:56
	Rural	14:21	13:38	14:57

Table 8, below, shows the OFS Communications Center's annual call volume for the past five (5) years. The Communications Division enables OFS to provide effective fire protection and emergency response across the City of Ottawa. The Communications Division contributes to reducing intervention time (total time from the moment a call for service is received to the moment personnel arrive on scene), injuries and loss of life and property due to fires and other emergencies. The Communications Division creates a safer working environment for emergency responders through the transfer of information from bystanders/witness to responding personnel.

Table 8 – Communications Centre Call Volume 2012-2016

<b>Year</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
<b>Number of Calls</b>	85,538	84,754	85,900	90,774	91,200

## **FIRE PREVENTION**

Over the past few years there has been an increased focus on fire prevention across the fire service industry. Goals of fire prevention include the education of residents on fire safety and the reduction of preventable fires within our communities. OFS prides itself on being highly visible within the community and takes every opportunity to engage and educate the public on fire safety. Education, inspections and Ontario Fire Code enforcement are crucial tasks carried out by Fire Prevention Officers in the Community Standards & Communications Division of OFS.

Due to the wide range of services provided by Fire Prevention Officers and the critical tasks that they are required to perform, the recruitment and selection proves to be highly competitive. Successful individuals receive additional in-house training and qualification courses through the Ontario Fire College; these courses are part of a certification program based on international standards, which includes courses on the Ontario Fire Code, public education programs, enforcement and fire investigations. This training ensures that Fire Prevention Officers in Ontario meet the recognized job performance standards, as well as educational, training and job experience requirements as approved by the Office of the Fire Marshal and Emergency Management Ontario and the Ontario Association of Fire Chiefs.

## **Public Education**

OFS works diligently to advance its public education programs as population and community growth continues within the city. Fire safety programs include inspecting for the existence of working smoke alarms, developing escape plans, distributing fire safety educational materials and promoting fire safety to owners and occupants through the release of public service announcements and connecting through social media and public events. The Public Education division also provides/organizes fire station tours, fire extinguisher training, fire truck visits, fire safety presentations, visits from Sparky and more.

In 2016, the Public Education team participated in 1,175 public education events, in addition to the “Wake Up: Get a Working Smoke Alarm” campaign. The “Wake Up” program continued in 2016 and has become a core program of the OFS Public Education Team since its inception in 2005. Improvements in the use of technology provided management with up-to-the-minute statistics for the 2016 campaign, as suppression crews utilized tablets to gather information. The annual “Wake Up” campaign reached 13,984 homes over two, one-week program periods. Fire suppression crews went door-to-door to ensure that residents had working smoke and carbon monoxide alarms with the ultimate goal of increasing the number of working alarms in the city.

2016’s Fire Prevention Week marked the final year of a three-year effort to educate the public about basic but essential elements of smoke alarm safety. “Don’t Wait, CHECK The Date” was the National Fire Protection Association’s theme for Fire Prevention Week in 2016. To share this year’s Fire Prevention Week message, the Public Education team attended over 130 events at retail stores, public service buildings, public institutions and more. Emphasis was placed on reminding residents to replace smoke alarms every ten (10) years, the importance of having smoke alarms on every floor and the Ontario Fire Code requirement to install carbon monoxide alarms where people sleep.

In early 2016, Public Education initiated a “Newcomer Program” as a proactive approach to educating newcomers to Canada about fire safety. This tri-service (OFS, Ottawa Paramedic Service and Ottawa Police Service) program was offered in both English and Arabic and has continued with revisits to new comers as they integrate into Canadian culture. The “After the Fire” program, which is aimed at reaching out to residents in communities where a significant fire has occurred, also continued and has resulted in positive community outreach.

As the aging population in the City of Ottawa continues to grow, public education to vulnerable seniors has moved to the forefront. OFS continued to build a relationship with community partners in 2016, and with funding received from the City of Ottawa Older Adult Plan, 176 Smart Burners and 208 strobe smoke alarms were distributed and installed in social housing units.

In December, the Public Education division launched a holiday safety Twitter campaign with “Sparkx”, the fire safety elf. Fire safety themed tweets were sent out each day of the campaign in both official languages using the hashtag #Sparkx. The feedback from the social media was positive.

Throughout 2016, the Public Education team delivered valuable fire safety information to residents through the many ongoing programs and presentations that they offer. OFS participated in Doors Open Ottawa, the Community Paramedic Program, a multi-day, multi-location Food Bank Program and Carbon Monoxide Awareness Week, to name a few examples.

## **Inspections**

OFS Fire Prevention Officers (FPO's) are responsible for ensuring that buildings in Ottawa are in compliance with the Ontario Fire Code. Inspections are required for the licensing of restaurants and bars, public garages, public halls, fire safety plans and fire routes etc. Inspections may be initiated as the result of a complaint or request, or if fire personnel identify an issue. OFS FPO's also work proactively to inspect other properties for retrofit requirements.

When violations of the Ontario Fire Code are identified, OFS FPO's establish an appropriate timeframe for the property to become compliant, based on the scope of work required. FPO's work with the property owner to achieve Code compliance; however, when requirements are not met within the established timeframe, charges may be laid. In 2016, OFS completed 4,204 inspections and worked closely with City Legal staff to complete 20 successful prosecutions, which resulted in \$36,050 in penalties.

## **Proactive Inspection Program – Ottawa 2017 Celebrations**

In 2016, Fire Prevention Officers worked diligently in preparation for Ottawa 2017 celebrations. OFS identified early on that the sesquicentennial celebrations occurring in 2017 would require the implementation of a proactive inspection program. This program was introduced in 2016 and focused on assembly occupancies across the City, in

particular, larger assembly venues, hotels, motels, restaurants and arenas. The goal of the program was to inspect as many buildings as possible prior to December 2016, ensuring the places that housed visitors, the venues they attended and the restaurants they dined in were recently inspected and in compliance with the Ontario Fire Code.

As of the end of Q1 2017, 99% of all high priority buildings were inspected, including such buildings as the Ottawa Convention Centre, the Westin Hotel and the Chateau Laurier. Over 80% of the registered restaurants in the City had been inspected as well as the museums, arenas and theatres. In total, more than 620 inspections were conducted in 2016 and hundreds of violations were corrected. The program will continue into Q2 of 2017 when it is estimated that more than 850 inspections will be completed.

### **Vulnerable Occupancy Inspections**

In January 2014, a new provincially legislated requirement came into effect which necessitated that all vulnerable occupancies (long-term care facilities, nursing homes, etc.) within the city must be inspected annually. The changes to the Ontario Fire Code also made it mandatory that each of these occupancies have an annual fire safety plan review and an annual fire drill that is approved and witnessed by the local fire department.

In response to the new legislation, OFS developed a program which would allow Fire Prevention Officers to proactively approach the inspection requirements for the more than 160 vulnerable occupancy properties in the City of Ottawa. The inspection, fire safety plan review and observation and approval of the fire drill is a multi-day procedure which can often include the participation of several Fire Prevention Officers. In 2016, the completion rate reached over 80% and it is forecasted that the 2017 completion rate will increase to 100%.

### **OFS Involvement in the Ottawa Light Rail Transit Project**

In 2016, OFS support for the Ottawa Light Rail Transit (OLRT) Project consisted of the completion of design/construction reviews, as well as preparing for commissioning and National Fire Protection Association (NFPA) 130 compliance. NFPA 130, the Standard for Fixed Guideway Transit and Passenger Rail Systems, specifies fire protection and life safety requirements for surface, underground, passenger rail systems and elevated fixed guideway transit.

Furthermore, OFS ensured readiness to assume early (pre-fare) underground response in 2017 as well as conducted the training of personnel from responding stations on effective OLRT response. In order to achieve effective overall response for early operations, and upon going live (2018), OFS continues to mitigate project risks and resolve outstanding issues with respect to fire services.

## **Investigations**

After a fire, an OFS Fire Investigator conducts an on-site investigation and is responsible for collecting, analyzing and reporting detailed data regarding the fire. Throughout the investigation, Fire Investigation personnel are responsible for looking into the source(s) of ignition, growth and development of the fire, and the sequence of events that led to the ignition of the combustible material. The data collected during the investigation is used to determine the cause of the fire. Fire Investigators must also take into consideration many factors including the building construction, interior finishes and furnishings, fire detection and suppression activities, the performance of structures that were exposed to fire, the control and movement of smoke, human response and evacuation, fire fighting and rescue as well as the extent of the losses, injuries and property damages.

The cause of each fire is then reported to the Ontario Fire Marshal's Office who collects data for the province in an effort to analyze trends. Determining fire cause also helps to inform the development of future fire prevention and public education programs.

## **LEADERSHIP & INNOVATION**

### **Fire Underwriters Survey**

The Fire Underwriters Survey (FUS) conducts detailed field surveys of fire risks and fire defenses maintained in communities across Canada. The results of the FUS are used to establish a Public Fire Protection Classification which, through testing, evaluates the municipality's ability to provide an adequate level of fire protection.

In 2015, OFS underwent a detailed evaluation of its Fire Protection Ratings under the FUS program. This evaluation produces a score for residential dwelling protection as well as for commercial properties. These gradings are then used by insurers to develop the fire risk charges on insurance premiums. In October 2016, OFS received the results of this detailed review. OFS continued to maintain a high FUS rating, which saw an improvement in several rural response areas. This rating is important to rural property

owners as it ensures that insurance premiums are maintained at the most competitive rates offered, based on OFS achieving industry best practice in fire protection services.

### **Continuous Learning**

The OFS Training Division plays an integral role in helping the Service live up to its mission. Certified instructors are responsible for researching and providing the most up to date training for the Fire Service. Suppression staff receive the bulk of the training, in the form of monthly or in-station training.

2016 saw OFS complete two career recruit classes, which graduated 26 new firefighters, and two rural recruit classes which graduated a total of 55 volunteer firefighters. Additionally, the Training Division was busy with the Officer Development Program which completed 16 weeks of officer development courses. Approximately 819 certification trainings were provided in 2016, including Mental Health First Aid and various special operations, which were developed and coordinated by training staff.

### **Mental Health Strategy**

In April 2016, the Minister of Labour communicated to Ontario municipalities the direction to provide the Ministry of Community Safety and Correctional Services with information on their workplace Post Traumatic Stress Disorder (PTSD) prevention plans within a year's time. In October of 2016, OFS launched its Mental Health Peer Support Program at an inaugural meeting. The program represents a key component of the PTSD prevention plan required by the province. The "peers" are volunteers who have been trained to provide their colleagues with confidential, emotional and social support in a safe, non-judgmental environment and the "peers" are representative of a cross section of OFS.

In 2016, new recruits also participated in a session on mental health where they were invited to bring a partner or family member to learn more about mental health and the support system in place for Ottawa firefighters. Recruits, along with their partners and family members, were taught to recognize the warning signs of PTSD and how to access support. In 2017, these sessions shall continue for new recruits, as well as for serving members of OFS

### **2017 Recruitment Process**

The 2017/2018 Career Firefighter Recruitment Campaign was launched in May of 2016 on the Ottawa.ca website. A total of 1,916 candidates from across Canada and the United States of America applied. Of these candidates, 1,605 wrote examinations for



suitability and occupational specific knowledge in September 2016. From these exams there were 491 successful candidates. All successful candidates were interviewed in January 2017 and, based on their ranking, could be interviewed a second time in 2017/2018 as recruit class sizes are identified. A total of 16 candidates were hired for the 2017-01 class which began training in April 2017.

### **Camp FFIT**

The innovative Camp FFIT (Female Firefighters in Training) was once again a success in 2016. Recognizing the benefits of a diverse workforce that is representative of the community it serves, OFS began Camp FFIT in 2010. In 2012, Camp FFIT was nominated for a Diversity Award and won the City Manager's Award of Excellence.

The week-long camp provides female youth between the ages of 15 to 19 years first hand exposure to the duties of a firefighter. In 2016, OFS hosted 24 young women who were given the opportunity to perform many tasks, including auto extrication, hydrant catching, search and rescue, and fighting simulated kitchen and vehicle fires.

Over the past seven years, the program has attracted more than 140 participants. Some of these participants are now volunteer firefighters with OFS, attending pre-service programs in post-secondary institutions and applying for full-time positions within fire services across the nation.

As the first service to implement such an innovative program, many fire services across the country seek information from OFS and have begun coordinating their own camps. Camp FFIT will continue to be offered in coming years with the hopes that it will increase confidence and empower young women to pursue careers in Fire Services.

### **Defense Research and Development Canada Grant**

In 2016, OFS continued to complete the Defense Research and Development Canada (DRDC) grant for the development of a national curriculum for fire dynamics. Due to the unforeseen closure of the National Research Council (NRC) Testing Facilities in Mississippi Mills in early 2016, OFS applied for a temporary rezoning of a parcel of city land on Barnsdale Road. A two-year rezoning was approved to permit fire training at the site. Site improvements were completed by personnel from the Public Works and Environmental Services Department using reclaimed materials that resulted in cost savings. OFS is continuing to work with the DRDC grant, which has an anticipated completion date of Q3 2017.

## **LOOKING AHEAD**

In 2016, the designs and locations for the two new fire stations approved in the 2015 Station Location Study were finalized. 2017 will see construction of both stations begin in the second quarter of the year with projected in-service completion timelines of Q2 2018. Both stations will be aiming to attain a LEEDS silver designation based on the environmentally sustainable features being incorporated into the buildings. New fire station 36 will be located at 1935 Cyrville Road; this will be a two-bay station servicing the adjacent communities. New fire station 55 will be located at 2283 Portobello Boulevard and this, too, will be a two-bay station that will provide service to the growing community of Orleans east. OFS personnel will be re-assigned to the new stations once they are completed, resulting in no growth to the existing firefighter staffing complement. Fire apparatus, as well as equipment, will also be reallocated to the new stations; this translates into fleet savings as new vehicles will not be required. OFS looks forward to adding these new facilities to its response complement to better serve the residents of these communities.

As the population of Ottawa continues to grow, OFS will continue to focus on fire prevention, code enforcement and education outreach to reduce the number of fires and ensure residents and property owners are implementing measures to stay safe.

In response to the 2016 increase in overdose deaths in Ottawa, in relation to the opioid fentanyl, OFS will participate on an opioid task force and work with the partners to take proactive measures to deal with overdose prevention and response.

In 2017, OFS will continue to train nearly 1,500 career and volunteer firefighters to use Naloxone, an opioid antidote. Major steps towards implementation include the development of a training plan by the Training Division and Safety Division of OFS, the creation of Standard Operating Procedures and General Orders for the administration of Naloxone, and the development of proper storage and distribution protocols.

OFS will remain a versatile and innovative force that is seen as a leader amongst fire services in Canada.

## **RURAL IMPLICATIONS**

There are no rural implications associated with this report.

## **CONSULTATION**

There was no consultation done for this report.

**COMMENTS BY THE WARD COUNCILLOR(S)**

There are no Ward Councillor comments as this is a City-wide report.

**ADVISORY COMMITTEE(S) COMMENTS**

There are no Advisory Committee comments associated with this report.

**LEGAL IMPLICATIONS**

For the reasons set out below, there are no legal impediments to receiving this report for information.

The Standards of Cover as previously approved by Council on June 24, 2015 (see ACS2015-COS-EPS-0021) provide that the new response standards are, in effect, performance objectives based on Ottawa Fire Services benchmarks and Commission on Fire Accreditation International (“CFAI”) baselines which Ottawa Fire Services strives to meet. As such, these are based on local needs and circumstances. They are not set out in the Fire Protection and Prevention Act.

**RISK MANAGEMENT IMPLICATIONS**

There are no risk management implications associated with this report.

**ASSET MANAGEMENT IMPLICATIONS**

There are no asset management implications associated with this report.

**FINANCIAL IMPLICATIONS**

There are no financial implications associated with this report.

**ACCESSIBILITY IMPACTS**

There are no accessibility impacts associated with this report.

**ENVIRONMENTAL IMPLICATIONS**

There are no environmental implications associated with this report.

**TECHNOLOGY IMPLICATIONS**

There are no technology implications associated with this report.

**TERM OF COUNCIL PRIORITIES**

There are no direct impacts on the 2014-2018 Term of Council priorities.

**SUPPORTING DOCUMENTATION**

There is no support documentation for the report.

**DISPOSITION**

Staff will implement any direction from Committee and Council as a result of receiving this report for information.