

Excellence • Perseverance • Compassion • Protection



# 2014

Markham Fire & Emergency Services

## Annual Service Report

# SENIOR OFFICERS



Deputy Fire Chief  
Phil Alexander



Fire Chief  
Bill Snowball



Deputy Fire Chief  
Dave Decker



Platoon Chief  
Dave Reid



Platoon Chief  
Frank Naccarato



Platoon Chief  
Scott Daniels



Platoon Chief  
Ken Robertson



District Chief  
Sean Ash



District Chief  
John Preiss



District Chief  
Dave Irving



District Chief  
Mike Perreault



Chief Training Officer  
Mike Bekking



Chief Fire Prevention Officer  
Glenn Dick



Dispatch Supervisor  
Mike Gottlieb



# MARKHAM COUNCIL



*From left to right:*

**Front Row:** Regional Councillor Joe Li, Mayor Frank Scarpitti, Regional Councillor Gordon Landon

**Middle Row:** Ward 4 Councillor Carolina Moretti, Ward 1 Councillor Valerie Burke, Regional Councillor Jim Jones, Ward 7 Councillor Logan Kanapathi, Regional Councillor & Deputy Mayor Jack Heath, Ward 8 Councillor Alex Chiu

**Back Row:** Ward 2 Councillor Howard Shore, Ward 5 Councillor Colin Campbell, Ward 3 Councillor Don Hamilton, Ward 6 Councillor Alan Ho

# Message from Commissioner



**Brenda Librecz**

Commissioner - Community and Fire Services



New Markham Pan Am Centre



**C**ongratulations to the Fire and Emergency Services Department for another exceptional year in 2014. Their leadership in the community and in the industry demonstrate their commitment to excellence and to our own Excellence Markham management framework.

Excellence Markham uses a balanced approach to support the achievement of four organizational outcomes in the areas of:

- Customer Satisfaction
- Operational Excellence
- Staff Engagement
- Financial Performance

In 2014, the City of Markham undertook considerable efforts to prepare to host the **2015 Pan Am and Parapan Am Games** in Markham. Markham is the venue for four sports: Badminton, Table Tennis, Para-Table Tennis and Water Polo at our new Markham Pan Am Centre and Golf at Angus Glen Golf Course. Staff from every department have been involved in planning all aspects of the games – from facility design of our new Markham Pan Am Centre to operational requirements and coordination, including emergency preparedness. Many thanks to the Fire and Emergency Services staff for their expertise and involvement in ensuring the games are well planned. The City will receive the world this summer and I know that the efforts of all of our teams will result in an extremely positive experience for our athletes, visitors, and tourists.

I am impressed by this team's focus and achievements in community outreach that permeate all aspects of its operations - prevention, public education, communications, suppression/emergency response and training. Its activities, including countless educational programs and community events, such as School Programs, Hot Summer Nights and our award winning Cadet Program, demonstrate a deep respect for our residents, regardless of age, cultural background, and abilities. To maintain the services delivered to a growing Markham, the City trained and mobilized a new class of firefighter recruits this past summer.

I would like to thank Fire Chief Snowball, Deputy Chief Alexander, Deputy Chief Decker and all the men and women of the Markham Fire and Emergency Services for their tireless commitment to the people of Markham – seven days a week – 24 hours a day.



A handwritten signature in black ink that reads 'Brenda Librecz'.

# Message from Fire Chief

**O**n behalf of the more than 270 women and men of Markham Fire and Emergency Services I am both pleased and honoured to present the 2014 Annual Service Report. The commitment to duty, the willingness and ability to adapt to change are qualities of all members of the Markham Fire and Emergency Services. This report is intended for Council, citizens and staff and is a snapshot of the year that was.



**Bill Snowball**  
Fire Chief

As the City continues to grow it presents new challenges to maintain the highest level of life safety and property protection to those who live, work and play in our community; however, growth also provides opportunities for us to explore new service delivery models. Regardless of the delivery model, I'm confident our staff will respond in a sensitive and caring manner to our residents.

Markham Fire and Emergency Services continues to be a leader in the fire service. Departments from across Canada have contacted us requesting information on our training, prevention and education programs. Staff from Markham have gone on to serve as Chief Officers not only here at home in York Region but throughout the province.

This past year has seen several changes implemented to improve service. All front run apparatus are outfitted with computers and are equipped with Global Positioning Systems and Automatic Vehicle Locators allowing for the closest apparatus to be dispatched to an emergency. A pre-plan program of our industrial/commercial buildings was implemented to identify hazards which will assist us if there were a fire. Fire Prevention staff also completed audits and fire drills at all our Vulnerable Sectors Occupancies (seniors residences, hospitals, etc.) as mandated by the Office of the Fire Marshal, and all front run apparatus were equipped with EpiPens which will improve our response to medical emergencies.

As we move forward in 2015 we will continuously review the recommendations of the Master Fire Plan and Fire Underwriters Survey and implement as necessary to maintain the desired level of service as set by Council.

We welcomed fourteen new firefighters, one alarm room operator and one plans examiner while bidding a fond farewell to District Chief Dave Irving; Captain/Acting District Chief John Hummell; Captains Jim Jones, Dave Nobert, Fred Cockburn, and Glen Stephenson; Firefighters Murray Forgie, Dan Eastman, Kristopher Mackenzie and Mark Francis, as well as Alarm Room Operator Dana Kearns.

As a department and with the much appreciated support of Commissioner Brenda Librecz, Chief Administrative Officer Andy Taylor, Mayor Frank Scarpitti and members of Council, we will continue on our journey to excellence.

A handwritten signature in black ink, reading "Bill Snowball".



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# Prevention

Keeping Markham residents safe is accomplished on many levels – from offering fire safety education to fighting fires. Fire prevention is a key component in fire protection. The Fire Prevention team inspects Markham buildings on a regular basis to ensure they meet the current fire code. Our team works side by side with property owners to ensure they explore every avenue possible for compliance. Legal action is a last resort. Our prevention team consistently performs inspections in a thorough and respectful manner. We also review pre-construction site plans to ensure that any new building built in Markham meets the most current fire regulations and that these regulations are adhered to during the construction and occupancy phases.



Fire Prevention Officer Alex Chan and Senior Fire Prevention Officer Adam Grant demonstrating the use of a fire extinguisher



Plans Examiners George Macris and Eric Sadler



Fire Prevention Officer Paul Sit conducting a Smoke test at the Shops on Yonge Complex

The mission of the Fire Prevention Division is to promote a fire safe community through the delivery of effective prevention and training programs. Fire prevention and public education are the most cost effective and successful means of providing fire protection to the community. Although they may occupy less prominent positions, the role they play is of vital importance.

**Fire Prevention Officers** have expert knowledge about the Fire Code and its application. Their knowledge and good judgment is called upon to make assessments and decisions about the fire and life safety in the buildings in our community. These decisions may involve immediate threats to life, building closures, and fire and environmental issues. Fire prevention officers ensure fire protection systems in buildings operate, enabling people to evacuate safely in the event of an emergency. They contribute greatly to public safety.

Our **Plans Examiners** review and comment on plans and specifications submitted to the Fire Services for compliance with Provincial Acts and Regulations such as the Fire Protection and Prevention Act (FPPA), the Ontario Fire Code, the Ontario Building Code, Municipal By-laws and other related fire and life safety standards. They also conduct comprehensive fire prevention inspection/surveys and acceptance tests of fire protection and life safety systems for all classes of buildings and occupancies in the City.

## Vulnerable Occupancy Program

In 2014 the Office of the Fire Marshal and Emergency Management (OFMEM) introduced new legislation under the retrofit section of the Ontario Fire Code 9.7 Care Occupancies. What this included was a significant amount of changes that would be required to our vulnerable occupancies, which includes group homes, retirement homes as well as long term care facilities.

The program consisted of 3 components; a full inspection (including retrofit where applicable); complete review of the fire safety plan; and a timed fire drill. The timed fire drill needed to be reviewed and approved by the Chief Fire Official and then witnessed to confirm completion. Our Prevention Division was one of the first municipalities to act, quickly setting an aggressive 9-step process which would ensure all of our deliverables would be met by the end of the calendar year. Our department was one of only a few municipalities that completed all the OFMEM requirements by the end of 2014. Our Prevention Officers worked successfully in their assigned teams and exceeded our target which was an accomplishment we celebrated. The program is now required to be performed on an annual basis and we look forward to continuing our great work on this program.



Fire Prevention Week Display with Firefighter Leo Olivera and Fire Prevention Officer Kanat Silahtaroglu



Fire Prevention Officer Kristy Di Bon conducting a workplace fire extinguisher training session

## Inspection Orders

At the end of 2014 our Prevention Division switched its enforcement strategy to meet the Provincial Standards set out by the OFMEM in a technical guideline in 2012. In previous years enforcement was accomplished through a Record of Inspection which allowed discretion on compliance time frames within a 6 month period prior to prosecution. Now through the use of Inspection Orders, which is required under the FPPA, 1997, a 30 or 90-day compliance time frame with no discretion is adhered to. If, at the expiry of these time frames full compliance is not achieved, prosecution is advanced right away. This has forced our division to really step up our customer service initiatives to ensure that property owners as well as City of Markham facility managers understand the full implications of our inspections. Our staff has handled this transition professionally and have been seeing an increase in compliance in City facilities and in the community.

# Public Education



The best way to reduce the number of fires and protect Markham residents in their homes is to provide them with the education they need to protect themselves and their families. We deliver our public education programs to our ethnically diverse community, offering our materials in a number of different languages. We partner with local media groups to get our message out to Markham residents as efficiently and effectively as possible.



Public Education Officer Dave Blizzard talking about the importance of a Carbon Monoxide Alarm at J. Addison School



Fire Prevention Officer Alex Chan presenting to the Chinese senior community about home fire safety

## Smoke/Carbon Monoxide Alarm Program

The Smoke/Carbon Monoxide (CO) alarms program outlines a uniform approach for the distribution of smoke alarms and CO alarms throughout the City of Markham. By providing residents with a Smoke/CO alarm in their home, Markham Fire & Emergency Services is providing customer service while ensuring compliance with the Ontario Fire Code. This program is also reinforced with community presentations and public service announcements with various media outlets.



## Community Events

Markham Fire & Emergency Services is regularly out in the City of Markham community throughout the year, engaging residents and providing fire safety tips. These events include Emergency Preparedness Week, Markham Fair, Fire Prevention Week, Carbon Monoxide Awareness Week and community festivals throughout the Year.



Deaf Certified ASL instructor Lisa Faria during the production of a series of fire safety videos in American Sign Language



A live demonstration of an in home sprinkler system. during a Fire Station open house.



## Junior Fire Fighter Recruit Day

Junior Fire Fighter Recruit Day is comprised of grade six “recruits” selected through a City-wide fire safety poster design contest. The day is full of fire fighter and safety training with Markham’s fire service personnel. The camp and the activities brings greater awareness to fire safety and prevention education.

This event is designed to increase the community’s awareness of fire fighting and fire prevention efforts in Markham and to inform residents of the many community events happening in their local areas.



2014 Junior Fire Fighter Recruit Day Posters



From left to right: Mayor Frank Scarpitti, Public Education Officer Alex Freeman, Educational Assistant Louise Marchione, Cadet Koko Krikorian, Cadet Evelyn Lee, Cadet Jade Edwards, Fire Chief Bill Snowball, Commissioner Brenda Librecz

## Cadet Program

Our Cadet program runs the second semester of the school year. The first known program of its kind, the Markham Fire & Emergency Services Cadet program is designed specifically for high school students who are developmentally delayed. This program allows these students who, by nature of the fire service environment, would not normally gain exposure to the day to day duties of Markham Fire & Emergency Services staff.

This year we welcomed students from Bur Oak Secondary School. Our three cadets spent one day each week for 18 weeks with Markham Fire & Emergency Services, gaining experience in the divisions of Fire Suppression, Fire Prevention, Public Education, Communications and Mechanical. The day to day duties of each division were explained to the students in both theory and practical demonstrations, after which each student had the opportunity to demonstrate what they had learned. In addition to gaining this exposure to the fire service, the students learned transferrable skills such as professionalism, punctuality, and respect for authority.

Just as the Cadet program benefits these students, so does it benefit Markham Fire & Emergency Services. It has allowed us to grow as a department in ways that we had not previously considered. This program brings our entire department together, both in the application of our skills and in our common support for these students.



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# Communications



Alarm Room Operators Chris Lawton and Lauren MacDonald

Communications plays a critical role in assisting Markham residents with emergency and non-emergency service requests. The team, ranging in years of experience from 1 to 25, handled approximately 60,000 incoming and outgoing telephone calls to assist Markham residents in 2014. Of these, a total of 6,910 emergency responses were generated and managed by the Communications Division.

The Alarm Room Operator is the first point of emergency contact for someone who is often having one of the worst days of their lives. These team members have to be compassionate and empathetic, yet able to be firm enough on the telephone to get key information from callers during stressful circumstances, to be able to generate the proper response to the emergency. Listening and interpretive skills are of the utmost importance, as is the ability to work as a part of the team, with the goal of providing whatever assistance is possible to those in need.

In July 2014, Alarm Room Operator Dana Kearns resigned to pursue other interests, after almost 15 years working in the Communications Division of Markham Fire and Emergency Services. We wish her the best in her future endeavours.

The Communications Division welcomed a new member as a replacement for Dana Kearns, when Natalie Sanders joined the Communications Division in October 2014.

The York Region 800 MHz radio was replaced with the latest state-of-the-art 700 MHz radio system. Markham Fire & Emergency Services transitioned to the new system on November 3, 2014.



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# Mechanical

Markham's mechanical team is responsible for the maintenance and repair of the Markham Fire and Emergency Services fleet. This fleet includes suppression equipment, fire prevention, education, mechanical and training vehicles, as well as three trailers. The maintenance and repair of our vehicles, hydraulics, tools, pumps, ladders, hoses, small engines and firefighting equipment is a key component of our overall objective to deliver excellent customer service to all Markham residents. Annual vehicle and ladder certification were completed as well. In 2014 the division processed over 500 work orders.

Our mechanics also participated in the Ontario Fire College Mechanical Officer program and Spartan Chassis school to keep the fleet running smoothly.



Mechanics Kelly Pickering and Paul Saunders

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# Training

The Training Division consists of a Chief Training Officer and four Training Officers. They work with all the divisions within Markham Fire and Emergency Services; representatives from other fire services; qualified on-shift instructors; and educational institutions to achieve our goal of facilitating the advancement of knowledge, skills and attitude of our staff.

The training programs highlighted below were conducted in 2014, to incorporate and adapt to the changing needs of the modern industry, as well as to stay current with the existing programs and maintain proficiency with set standards.



FF Derek Cassidy and Captain Rich Sordet

## Additional Medical Personnel Protective Equipment Training

As part of the ongoing efforts to enhance Markham Fire and Emergency Services readiness to manage various communicable diseases during medical responses, the training division with guidance from the Ministry of Health and Long Term Care developed procedures, and trained suppression personnel in heighten personnel protective equipment and procedures.

The training will better prepare staff to manage occupational hazards associated with medical responses, including the donning and doffing of protective equipment and safe handling of potentially bio-hazardous waste.

## Ice/Water Rescue Training

Ice/Water Rescue training including classroom and practical water based and shore based scenarios was conducted to provide validation and continued comfort level on knowledge base. On-shift Instructors working with Training Division conduct annual Ice/Water maintenance training.



Back row: Captain Dan Campitelli, Captain Jim Jenkins, Firefighters Kevin Tsang, Ryan Dane, Glenn Edwards, Carlo Troccoli

Front row: FF Tom McWhirter, FF Jonathan Howard (Platoon 2 WR Instructor)





## Firefighter Recruits

All training division members were on hand to provide practical and theoretical training to fourteen new recruits over a twelve week period starting May 12th, 2014. IFSTA 6 training was incorporated to prepare the recruits for a successful and rewarding career with Markham Fire and Emergency Services.

Top L to R: FF Hussey, FF Lum, FF Cassidy, FF Poirier, FF Harwood, FF Chen, FF Pickup, FF Rozon

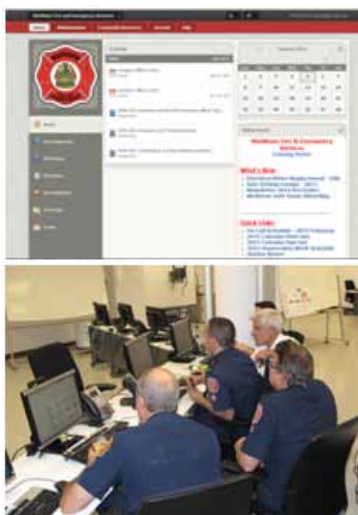
Bottom L to R: FF Zimin, FF Bondi, FF Skerratt, FF Santos, FF Gadzala, FF Tamburro

## Emergency Medical Training, Defibrillation, and EpiPen

In collaboration and under the direction of our Medical Director, a new Medical Directives Manual was released. Operational adjustments were relayed to crews to ensure consistency and compliance.

In co-ordination with the Medical Director and Red Cross training, EpiPens were purchased, introduced and put into service on all response apparatus.

All Fire Prevention staff were trained to the Red Cross First Aid and CPR level to provide professional competency and a more seamless continuity of care should the need arise.



## TargetSolutions: Online Training

Markham Fire and Emergency Services incorporated an internet-based training program to provide on-line training, training record management, and report generation.

TargetSolutions tracking system records fire department training and all types of operational records. The system is loaded with ready-made electronic documents for tracking recertification, daily training drills, inspections and more.

Chief Training Officer Mike Bekking conducted training sessions for all fire staff and training which was completed at the end of November.

This innovative technology will assist our department to operate more effectively and efficiently.



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# Suppression

Every year our staff respond to emergency situations and fight fires throughout Markham. We take special precautions to limit the amount of damage suffered to any structure. We also take the steps necessary to preserve as many belongings as we possibly can without compromising the speed with which we extinguish a fire. Although there are many dangers associated with firefighting, we take great pride in providing this vital service to our residents in the most professional manner possible.



Henderson Avenue House Fire, Ward 1



Madsen Crescent Bedroom Fire, Ward 3



Junior Firefighter Recruit Day



Riseborough Circuit Garage Fire, Ward 8

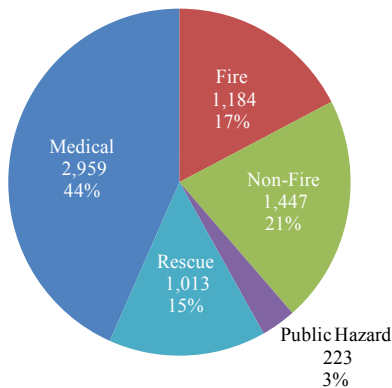
Our well-trained firefighters work tirelessly with passion and determination to protect the lives and property of those who live, work or play in Markham. The Suppression team responded to a total of 6,910 emergency incidents during 2014, which resulted in a total of 12,397 vehicles dispatched to emergency incident locations. The nature of these emergencies included medical, motor vehicle collisions, remote alarms, hazardous material and of course, fires. In addition to emergency response, we provide fire prevention and public education support. In 2014, the suppression team attended over 200 community events in support of our public education programs. These visits consisted of the firefighters attending events, festivals, fairs, and community BBQs; providing a fire truck tour with a description of the equipment on the truck and the firefighter's role within the community. The crews also addressed any home fire safety questions.

## Promotions

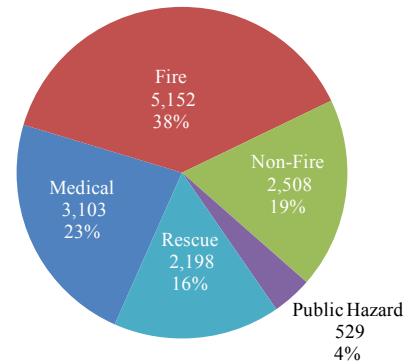
Firefighters Jason Best, Glen Lindensmith, Brent Milton and Robert McVicar were promoted to the rank of Captain.

# Charts & Stats

**Number of Incidents, 2014**



**Number of Vehicles Dispatched, 2014**



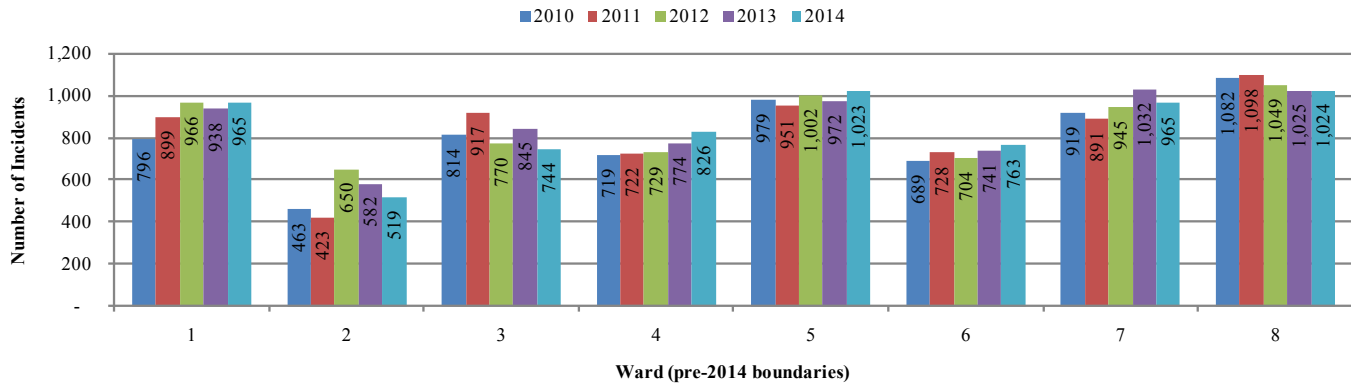
Incident Type	Nature
Fire	Fire/Smoke Visible Remote Alarm Brush/Grass Fire Garbage Fire Vehicle Fire
Medical	Medical Emergency
Public Hazard	Police/Medical Assistance Hazardous Materials Hydro/Telephone/Mailbox Lock-out (House, Car, Elevator)
Rescue	Motor Vehicle Collision Aircraft Incident Train Incident Industrial Accident Water Rescue
Non-Fire	Burning Complaint/Public Assistance Upgraded Calls

**Major Fires In 2014**

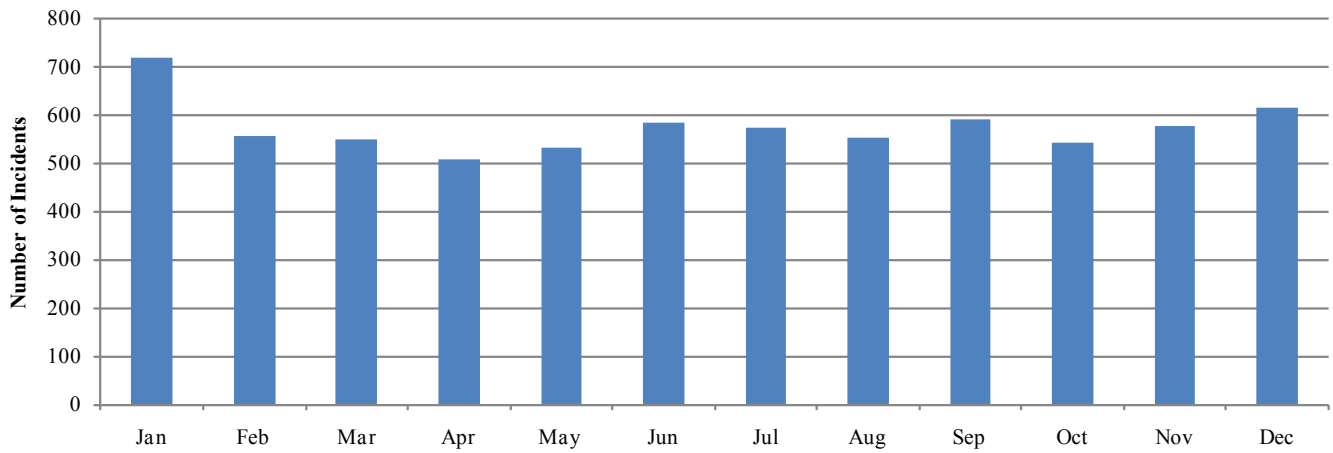
Date	Estimated Loss	Address	Ward*
09/22/14	\$750,000	Risebrough Circuit	8
04/09/14	\$550,000	Oakborough Drive	7
06/10/14	\$300,000	Madsen Crescent	3
05/27/14	\$200,000	14th Avenue	8
10/12/14	\$200,000	Buchanan Drive	3
02/11/14	\$150,000	Raymerville Drive	4
04/27/14	\$100,000	Winlaw Place	5
01/18/14	\$100,000	Redkey Drive	7
10/12/14	\$100,000	Highglen Avenue	7
08/12/14	\$100,000	Miller Avenue	8
02/14/14	\$100,000	Settlement Park Avenue	5

\*Pre-2014 Ward Boundaries

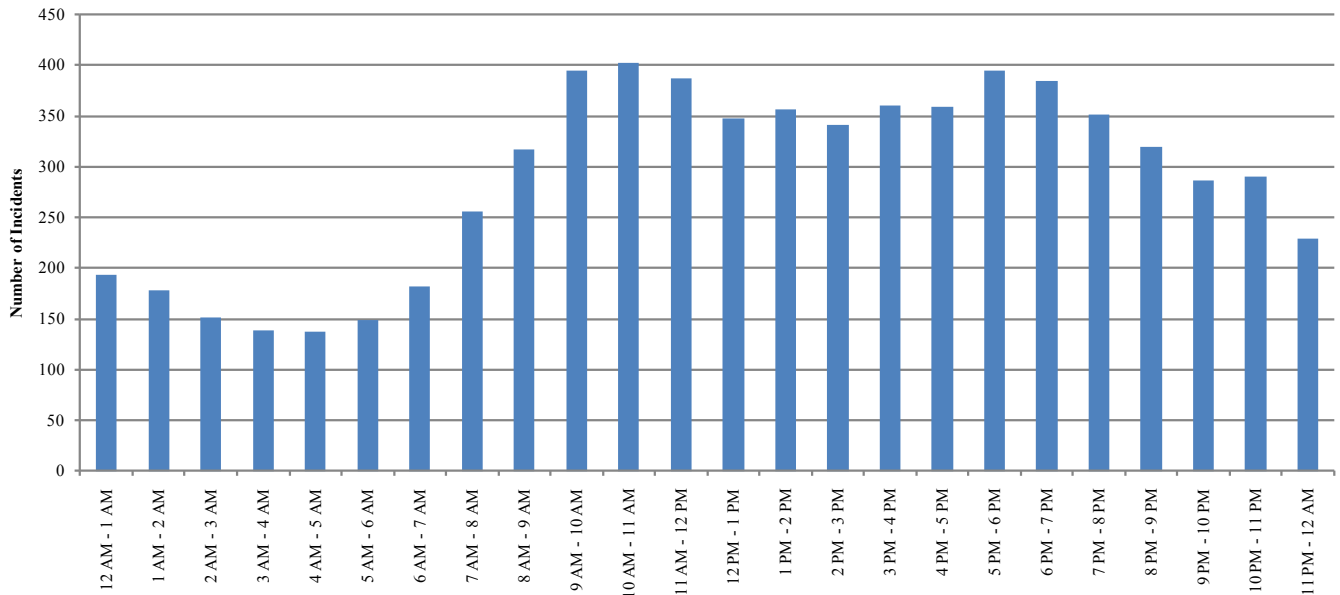
### Number of Incidents By Ward, 2010 - 2014



### 12-month Incident Distribution By Volume, 2014



### 24-hour Incident Distribution By Volume, 2014







Basketball Tournament with Markham Gateway PS to support the Boys, Books and Basketball Program



DQ Miracle Treat Day to support the Children's Miracle Network



McHappy Day Charity Fundraiser



Cooling down the kids at ET Crowle PS



Markham Village's Firefighters, 1895



Markham's District 2 Volunteer Firefighters, 1984

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# Departures

The City of Markham appreciated your dedication and the services you have provided to its citizens to keep the community safe.



Firefighter  
Murray Forgie  
29 years of service



Captain  
Jim Jones  
35 years of service



Captain  
Dave Nobert  
35 years of service



Firefighter  
Dan Eastman  
30 years of service



Captain  
Fred Cockburn  
26 years of service



Captain  
Glen Stephenson  
33 years of service



Firefighter  
Kristopher Mackenzie  
4 years of service



Alarm Room Operator  
Dana Kearns  
14 years of service



Firefighter  
Mark Francis  
25 years of service



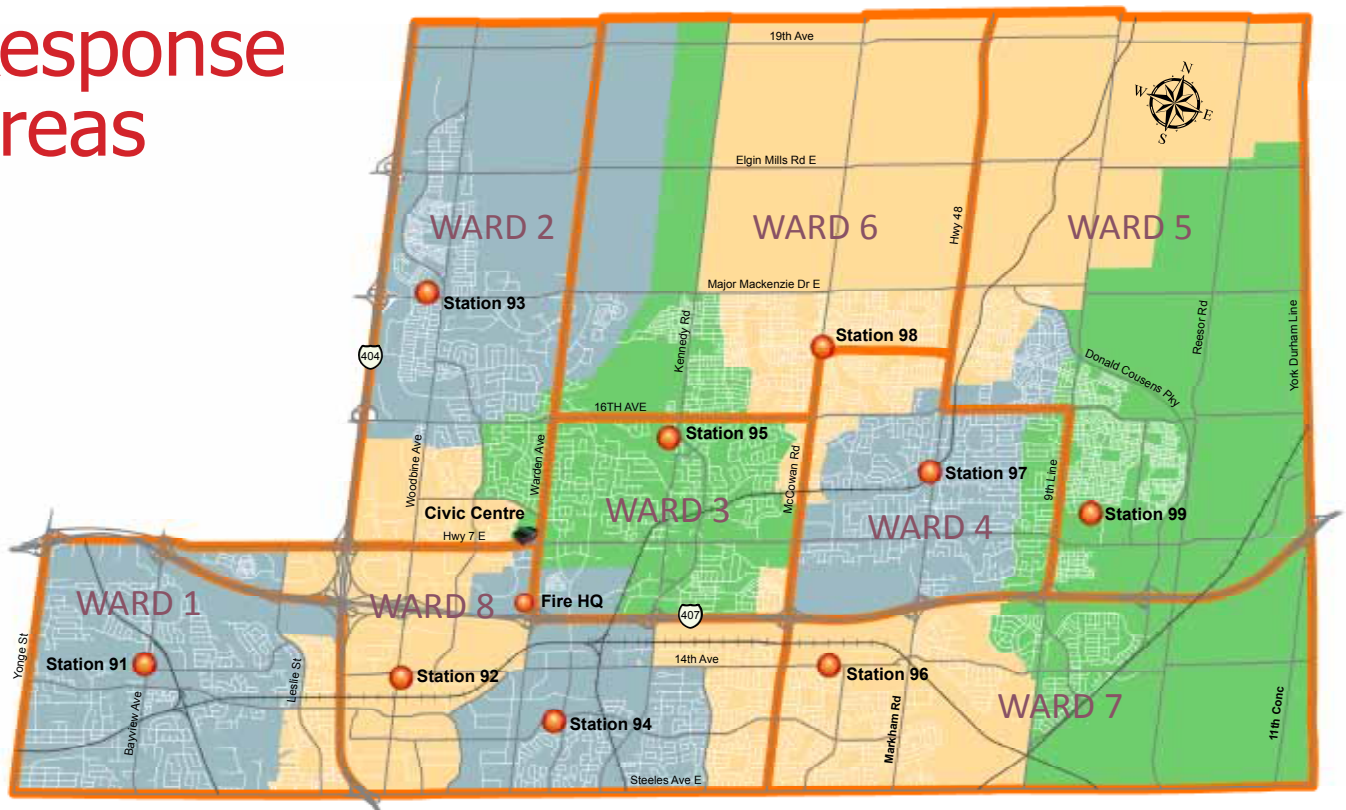
Captain/Acting District Chief  
John Hummell  
36 years of service



District Chief  
Dave Irving  
28 years of service



# Fire Station Response Areas



**Station 91**  
7801 Bayview Ave.

**Station 92**  
10 Riviera Dr.

**Station 93**  
2930 Major MacKenzie Dr.

**Station 94**  
7300 Birchmount Rd.

**Station 95**  
316 Main St., Unionville

**Station 96**  
5567 14th Ave.

**Station 97**  
209 Main St., Markham

**Station 98**  
650 Bur Oak Ave.

**Station 99**  
3255 Bur Oak Ave.

**Fire HQ**  
8100 Warden Ave.