



2010 Annual Service Report

Excellence • Perseverance • Compassion • Protection





Senior Officers (2010)

From left to right. Front row: CTO Mike Bekking, PC George Birtig, PC Dave Reid, Deputy Chief Phil Alexander, Fire Chief Bill Snowball, Deputy Chief Dave Decker, PC Chris Rouble, PC Scott Daniel, CFPO Glenn Dick;

Back row: Communication Supervisor Mike Gottlieb, C/ADC Sean Ash, DC Dave Irving, C/ADC Frank Naccarato, DC John Preiss, DC Michael Perreault, DC Ken Robertson, C/ADC Walter Brinston, C/ADC John Hummell.

Vision Statement

To become Canada's Best Fire Department for our citizens.

Mission Statement

To provide the highest level of life safety and property protection to those who live, work or play in our community.

We will perform in a sensitive and caring manner, through the provision of excellent preventative, educational and emergency services.

Markham Council



From left to right. Front row: **Regional Councillor** Joe Li, **Mayor** Frank Scarpitti, **Regional Councillor** Gordon Landon

Middle rows: **Ward 4 Councillor** Carolina Moretti, **Ward 1 Councillor** Valerie Burke, **Regional Councillor** Jim Jones,
Ward 7 Councillor Logan Kanapathi, **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 Service**

Congratulations to the exceptional team of professionals in Fire & Emergency Services for a very productive and engaging year. They are our greatest ambassadors. Not only do they provide an essential service to our residents in their time of need, but they also reach out to community members of all ages,

cultural backgrounds, and abilities through participation in countless educational programs, and charitable and community events.

In 2010, a new recruit class was graduated for the opening of Markham's new Cathedral Station – Station 93. Welcome to our new firefighters and thanks to the Training team for their role in the successful completion of high quality training of our new recruits. Chief Snowball and his deputies have provided excellent leadership for

the department and have undertaken a number of new projects with good results, including the construction of a new Emergency Management Operations Centre.

The Markham Fire and Emergency Services team demonstrates leadership excellence in all that they do. With the support of Chief Snowball and Deputies Decker and Alexander, Public Education Officer Adam Grant rose to the challenge of leading Markham's 2010 United Way Campaign. The campaign broke Markham's donation record and in my opinion, campaign creativity as well. The dedication to our 2010 United Way Campaign exemplifies the caring culture and dedication of the entire team.

I would like to thank Markham Fire and Emergency Services. All of the men and women in suppression, training, support services, mechanical, education, fire prevention and communication demonstrate a tireless commitment to the people of Markham, and our community engagement and outreach efforts.

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

Message from Fire Chief



Bill Snowball, Fire Chief

This year proved to be an exciting and dynamic one for Markham Fire and Emergency Services. Our eighth station was opened in July 2010 which required the recruitment of twenty probationary firefighters and the purchase of a new pumper.

We continued to lead in public education. - Our media partnerships with Fairchild radio and Rogers TV were a huge success. The continuation of our Junior Firefighter Day, with assistance from members of Markham's recreation team, was attended by more than 60 students.

A Master Fire Plan was also commissioned and is well under way. This will assist with planning the fire department's growth over the next 10 years to meet the changing needs in our community.

We are nearing completion of the Deployment Plan that was presented to Markham Council in 2001 – the last step to be taken is approval of the design for Station 99 in the Cornell area.

As Chief, I watched with pride and satisfaction as members of our team exemplified the very best in all they accomplished.

Our collective and individual achievements are grounded in a set of guiding principals that inform all we do. They are unwavering and without compromise. These guiding principles inspire and influence our efforts every day.

Excellence: The ability to excel and demonstrate superior performance when completing a task. During every shift, day in the office or public event, our team members are committed to excellence. Rain or shine, night or day our raison d'être is to excel and be the very best Fire Service.

Perseverance: A steady, persistent, competent course of action in spite of difficulties, obstacles, and setbacks. The task is rarely easy, and the course is rarely obstacle free. In spite of both physical and mental challenges, our team members persevere and deliver a high quality public service to Markham residents.

Compassion: A composed understanding and appreciation for others' feelings and state, with a desire to alleviate suffering or misfortune. As members of Markham Fire and Emergency Services, we interact with members of the public during what can be an extremely difficult, personal and private time. As a team we approach every situation with a fundamental understanding that everyone deserves respect, consideration and kindness regardless of age, ethnic background or ability.

Protection: The desire to guard, defend and shield against danger. We are committed to fostering a 'safety culture' in which the protection of life and property is the primary consideration and responsibility of all Markham residents. The best tool for protection is a proactive commitment to prevention.

Let me close by thanking the members of Markham Council for their continued support. Let me also thank each of the Markham Fire & Emergency Services team members for their service, their commitment to the future, and their dedication to the people and businesses of Markham. Their continuous devotion to our principals serves as inspiration for all. I am personally humbled and proud to lead such a diverse, professional, and committed team. With our combined efforts, I am confident that 2011 will prove to be an even better year.

A handwritten signature in black ink that reads "Bill Snowball". The signature is written in a cursive, flowing style.

EXCELLENCE

Our journey to excellence is an ongoing process that we evaluate on a daily basis. First and foremost, we strive to deliver excellent customer service to every Markham resident. At the same time, we endeavour to provide a challenging and fulfilling work environment for our team members. This includes encouraging them to provide input on daily activities, which allows us to continue to enhance our services to those who live, work and play in our community. We are always looking at expanding our services in the most cost-effective and beneficial way as Markham continues to grow. We are constantly training our staff to the highest standards to ensure we can respond to the demands of our community efficiently and effectively.

Support Services

Markham Fire and Emergency Services reorganized in 2010. As a result, the Support Services team now includes communications, mechanical, two suppression platoons, public education and emergency management.

Here is a brief overview of some of Markham's 2010 accomplishment – most of our initiatives overlap from year to year, so many continue to be a work in progress.

In July we moved into Station 93 at 2930 Major MacKenzie Drive. The official opening of this soon-to-be-certified



Fire Station 93 official opening July 10, 2010. From left to right: Deputy Chief Phil Alexander, Mayor Frank Scarpitti, Chief Bill Snowball, Deputy Chief Dave Decker, Councillor Alex Chiu, Regional Councillor Gordon Landon, (former) Councillor Dan Horchik, Deputy Mayor Jack Heath, Councillors Carolina Moretti, Don Hamilton and Logan Kanapathi.

LEED (Leadership in Energy & Environmental Design) “Gold” building was held in September and was a great success.

We also took the steps necessary to ready the Cornell Station site at 3255 Bur Oak Avenue to begin construction in 2011. This will be a very busy area; the East Markham Community Centre and Library is already underway, the Markham-Stouffville Hospital expansion has begun and Markham District Energy is building a power plant to supply heating and cooling to all the buildings.

With a new station comes recruitment. A marketing campaign is in the works to promote our recruitment needs. Watch for “Can You Fill These Boots?” advertising throughout Markham. We also began the process to find a new Alarm Room Operator.

Our public education program is the envy of many of our colleagues across Ontario. In an effort to enhance this program further, Markham is moving to a community-based public education model, which will require us to grow our public education team.

The new Emergency Operations Centre is nearing completion. It will be a fully convertible operations centre with emergency back-up power to direct activity during a declared emergency. There will be revamped meeting rooms, accessible washrooms, shortwave radio, and data and voice communications – all backed up with emergency power.

In September, we received a new pumper for Station 93. A second pumper is expected to arrive in January 2011 for Station 95 in Unionville, which will represent our first replacement apparatus for the original standardized fleet delivered in 2002.

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 station 93 official opening flag raising ceremony at 2930 Major MacKenzie Dr. on July 10, 2010.

fire prevention, education, mechanical and training vehicles, and three trailers.

The maintenance and repair of our vehicles, hydraulics, tools, pumps, ladders, hose, small engines and firefighting equipment are a key component of our overall objective to deliver excellent customer service to all Markham residents.



Ice water rescue training, Platoon Four, Station 95 (top).



Auto extrication training, Platoon Four, Station 91 (bottom).

Training

We are committed to the evolution and improvement of the skills of our front line firefighters and other team members, and addressing the health and safety issues with which our firefighters are faced. We are continuing to develop a plan for the current, on-going and future training needs of our team. We are researching tower training, positive pressure attack and use of the of the flashover unit as part of our continuous enhancement plan.

Hazardous Material Training

This training, which began in 2010 and utilizes the Ontario Fire Marshalls HAZMAT program objectives, is designed to improve the level of service for our hazardous material response. Crews are being trained in containment, monitoring, protective clothing and equipment, decontamination procedures and incident command for hazardous material procedures.

Initially, crews at Stations 91 and 92 in Thornhill are being trained to form the primary Hazardous Material response crews. The second phase of the training plan will be ongoing to provide the program to the remaining team members in all stations.

Live Fire Training

Live fire training sessions involve two fully staffed apparatus in addition to the Platoon and District Chiefs for a full day of realistic firefighting scenarios. These exercises focused on high-rise building firefighting and incident command operations, which included on-scene reporting, development of standardized strategies and tactics, and coordination of firefighting operations. In total, 68 high-rise training scenarios were held over a four-week period involving 188 suppression team members.

Company Officer Training School

As part of our mentoring program, two Company Officer Training School sessions were held for 11 newly-promoted Company Officers and eight Mentor Officers in 2010. Each 50-hour session covered incident command, adult learning techniques, fire investigation, occupational health and safety, and Company Officer responsibilities.

Recruit Training

We were pleased to welcome 26 new suppression recruits to Markham. Training conducted a 15-week program with these new recruits beginning in March 2010. This training program is a combination of lecture and practical delivery and covers a number of areas including clothing, flashover training, search and rescue, ventilation, hose revolutions and self-contained breathing apparatus training.

Driver/Operator Training

All suppression team members received 920 Air/Light apparatus orientation to ensure they safely fill air cylinders in emergency and non-emergency situations.

Road safety practices and the commitment to apparatus and team member safety remains a fire service priority – each driver/operator was evaluated on standardized knowledge and understanding of air brake systems as per Ministry of Transportation requirements. Apparatus evaluations were also conducted to allow firefighters to become qualified drivers/operators of our fire trucks.

PERSEVERANCE

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 Markham home. We also take the steps necessary to preserve as many homeowner 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.

Suppression

The Suppression team responded to a total of 6,615 emergency incidents during 2010. The nature of these emergencies included medical, motor vehicle collisions, remote alarms, hazardous material and of course, fires.

Our exceptionally well-trained firefighters work tirelessly with passion and determination to protect the lives and property of those who live, work or play in Markham.

In May 2010 Markham Fire & Emergency Services responded to a reported plane crash. The crews responded in a prompt manner and assisted with evacuation of the building. The fire was brought under control, reducing the impact to the building and avoiding any further structural damage. The plane had just taken flight when it crashed, making the situation extremely dangerous because the plane had a full fuel tank. The aggressive fire attack proved effective and prevented any further fire exposure or explosion at the location.



House fire on October 12, Platoon One.

In July of last year we responded to an explosion at a single family dwelling unit. When the crew arrived, the entire home was engulfed in flames. The crews immediately took action to limit the exposure to the adjacent buildings. Wind conditions and limited visibility made this task extremely difficult with suppression activities continuing for hours. When the fire was finally extinguished, our firefighters managed to significantly limit the fire damage to the homes on either side. Considering the amount of fire that was encountered during initial response and the nature of the fire, this was a very successful outcome.



December 2010 presented another challenge at one of our community centres. Upon arrival, crews had to attack the fire as well as assist with the evacuation of the occupants within the community centre and daycare facility. The children in the daycare were taken to a safe location, where they were comforted with fire safety colouring books and crayons. The crews proceeded to quickly knock down the fire. They then proceeded with an extensive review of the facility to ensure that the fire was fully extinguished and that there were no safety issues that would prevent occupancy of the nearby units. This was a full scale response – there were many issues happening at the same time and firefighters were able to address all matters calmly and promptly. This ensured there was limited stress experienced by the children and families involved.

Each of the fire stations responded to an average of more than 820 incidents, including those detailed above, which resulted in a total of 13,170 vehicles travelling to emergency incident locations.

When there are children exposed to stressful situations as a result of the emergency incidents we respond to, our firefighters provide that child with a stuffed “Buddy Bear” to help take their mind off of the traumatic situation at hand. Even though our main priority is the emergency itself, we recognize the needs of our residents involved and do our best to assist them in a caring and sensitive manner. The Buddy Bear program continues every year with the generous support of members of the Markham community.

In addition to emergency response, we provide fire prevention and public education support. In 2010 the suppression team attended over 180 community events in support of our public education programs. These visits consisted of the firefighters attending events, festivals, fair, and community BBQs, and providing a brief 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.

COMPASSION

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 information out to Markham residents as efficiently and effectively as possible.

In the event of a fire, our firefighters, fire investigators, and education officers all act in the most sensitive manner possible. We know that we encounter our residents on one of the worst days of their lives – related to either a fire or some other emergency situation. We understand the importance of sitting with the homeowner to determine the events leading up to the fire and then trying to assist them with the next steps once the scene has cleared. When children are involved, we give them a cuddly bear as part of our Buddy Bear program - this helps ease the trauma they may have suffered as a result of the emergency.

Education

The most effective method of fire prevention is education. Markham's public education programs are far reaching into the community and depend on the enthusiastic participation of every member of the suppression and fire prevention teams. This level of commitment to the education of Markham residents allowed us to be involved in more than 300 community programs and presentations in 2010.

Media Partnerships

Our partnership with Fairchild radio continued for the second straight year in 2010, with participation in their program, "Home Sweet Home." This involved pre-recording 25 shows that aired every second Sunday throughout the year. Each segment was 10 minutes long and covered a wide variety of fire safety topics. These radio show segments were delivered in Cantonese, allowing us to reach one of the key groups that make up Markham's diverse community.

We also partnered with Rogers TV to produce eight home safety PSA's. The topics included how to test and clean your smoke alarms, keeping the area around the stove clear of combustibles and how to fight a fire if one should start. We also discussed maintaining a clean area around the furnace and how to cook safely on the barbeque. The PSA's were aired during the day and evening throughout the year on Rogers.



SafetyLand at Markham Fair on October 1.

Markham Fair

SafetyLand was very interactive this year with our Junior Firefighter combat challenge. Our fire safety trailer continued to be a huge draw for families and children in 2010 – we promoted the importance of smoke alarms and escape planning. We also had an information tent for parents who just wanted to do some reading on their own or discuss fire safety with a knowledgeable member of our team. Through our partnership with PowerStream, SafetyLand also provided electrical safety tips.



Junior Firefighter Recruit Day on Wednesday, May 26.

Fire Prevention Week

Fire Prevention Week took place from October 3 to 9, 2010. During Fire Prevention Week we provided fire and

life safety information to our residents at different venues each day. We partnered with Home Depot to have a display in each of their three Markham retail locations. We also had our fire safety trailer at three different schools and offered extinguisher training to businesses in our community.

As part of our open house at Station 93, we brought in a vehicle for an auto-extrication demonstration, which is something the public don't get to see every day! We also used our new live fire extinguisher training unit to provide training to all parents. We also had home safety and emergency management displays for those in attendance.

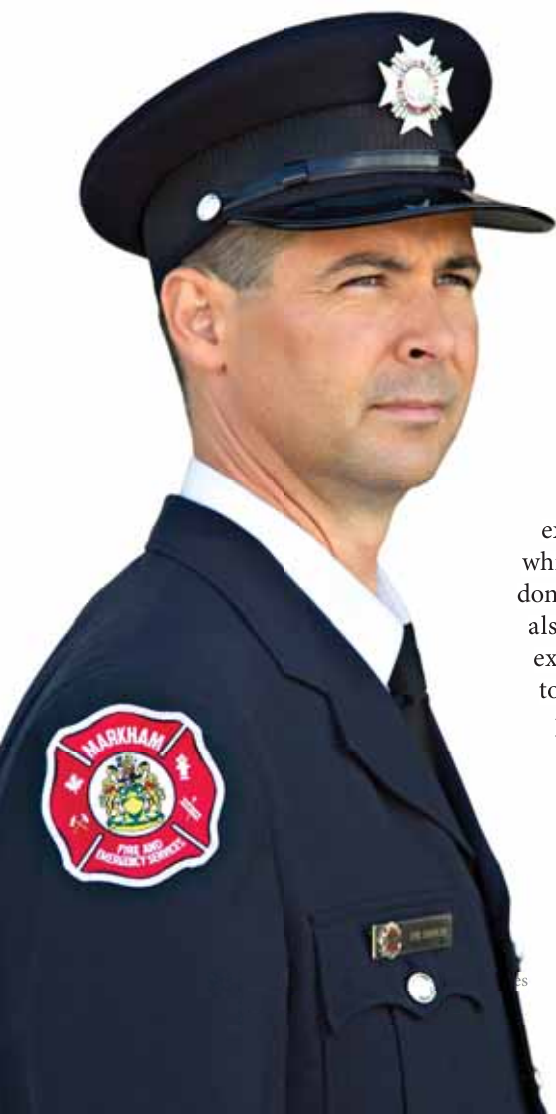
Scotiabank Junior Firefighter Recruit Day

We partnered with Scotiabank for the first time to bring the second annual Firefighter Recruit Day to Markham. This event was a great success with over 65 grade six students participating from across Markham. There were 40 parents, 14 staff, and 10 Seneca College students acting as "Captains" of each fire crew. The interactive Scotiabank Junior Firefighter Recruit Day featured training in all aspects of firefighting including search and rescue, combat challenge, fire extinguisher training, ropes and knots, water rescue and fire truck inspection.

In the spirit of community partnerships, we invited York Emergency Medical Services and York Regional Police to participate by providing their own station at the event. York Emergency Medical Services had a station which featured ambulance inspection and instruction on how to create a field splint. The York Regional Police had cruiser inspection and a "CSI" display where they discussed finger-printing.

York Region Junior Fire Fighter

Our York Region Junior Fire Fighter program in conjunction with the eight other Fire Services in York Region continues to be a hit with grade three students. Students must write a one page story or draw a poster about how they will be incorporating safety into their activities during the summer. Three of the Risk Watch safety/injury components must be used in their story.





Fire Safety Trailer with new graphics promoting fire services.

This year's winner was Aakash Arudchelvan from David Suzuki Public School. The day was hosted by Central York Fire Services at their Newmarket Fire Station. The day consisted of rolling up a hose, hitting a target with water, search and rescue training, basic first aid with York Region EMS and portable fire extinguisher training.

Burn Cell and Auto Extrication

Demonstration

St. Augustine's Catholic High School in partnership with Markham Fire and Emergency Services Public Education, and the duty crew from station 95, conducted a burn cell and auto-extrication demonstration on May 19 for Grade 12 students. The program discussed the importance of fire safety in off-campus living as well as dorm rooms within the school. A waste paper basket was lit on fire to simulate a cigarette being dropped and then allowed to burn until flashover occurs. The goals of impressing upon the students the speed at which fire can spread and that being prepared is most important were effectively achieved through this demonstration.

Community Events

This year the firefighters and fire prevention staff attended over 180 community events, which included street festivals, school fun fairs, parades and special functions such as park openings and Canada Day festivities. We also had over 46 community groups visit the fire stations for a tour and introduction to what a fire fighter's responsibilities are in the community.

We revised our school fire safety program this year to focus our attention on the primary grades only and each of the public and catholic schools was adopted along with two private Montessori schools. The firefighters and fire prevention staff now visit each of the schools three times during the year and target one grade at a time. This allows for more classroom time with each grade. At the end of the school year, the crews have all the students come out and enjoy a day of fun.



Hose target practice at Junior Firefighter Recruit Day on Wednesday, May 26.

PROTECTION

Keeping Markham residents safe is accomplished on many levels – from offering fire safety education to fighting fires. Providing fire protection to our residents is a key component of the services we provide. Our dispatchers are trained professionals who are available 24 hours a day, seven days a week to take your information and ensure that fire trucks respond as quickly as possible when an emergency arises. Our staff handle thousands of calls every year and treat each of them with the same urgency and professionalism. Our protection also extends to our fire prevention team. This team inspects Markham buildings on a regular basis to ensure they meet the current fire code regulations. 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 being built in Markham meets the most current fire regulations and that these regulations are adhered to during the construction and occupancy phases.

Fire Prevention

Effective fire prevention and education programs have been identified as the most cost effective and successful ways to deliver fire protection services and reduce the fire risk to Markham residents and their property.

Planning is under way to provide fire prevention and education activities for 2011. This includes working toward a community-based fire prevention and education model that will see fire prevention officers move into Markham fire stations.

Protection – Inspections

Complaint and Request inspections are considered the absolute minimum inspection program that a municipal fire service must provide to meet their responsibilities. Markham believes that adopting this minimal approach to inspection services would be perceived as not providing a proactive service to the community.

Markham considers its Complaint/Request/Target Inspection Program to be the minimum requirements for a comprehensive, proactive inspection program. Markham Fire Prevention brought 244 buildings up to full Fire Code compliance through the Target Inspection Program in 2010.



Building inspection prior to occupancy.

We consider complaint and request inspections essential when fire safety hazards or violations are brought to our attention. That is why we respond to these requests and complaints, ensuring we take appropriate action to correct any hazards we are made aware of. Complaint and request inspections can be requested by concerned residents or Markham suppression crews. We conducted 323 complaint/request inspections in 2010, which resulted in full compliance.



Firefighters discussing fire fighting with a group of daycare children (left). Alarm Room operator (right).

Our Plans Examiners reviewed and commented on 546 plans and specifications submitted to Fire Services for compliance with provincial acts and regulations including the Fire Protection & Prevention Act, Ontario Fire & Building Code, Municipal By-laws and other related fire and life safety standards. They completed comprehensive fire prevention inspection/surveys and acceptance tests of fire protection and life safety systems for all classes of buildings and occupancies in Markham.

Community-Based Fire Prevention

Fire Prevention has been shifting to a community-based fire prevention model to:

- Increase our presence in the community
- Be more accessible to Markham residents
- Strengthen communications with suppression
- Build partnerships within the community

The Inspection Staff have been assigned areas based on run call areas and have been moved out of headquarters and into Markham fire stations. The Plans Examiners have also been assigned areas in Markham based on economic development areas. We expect to further expand our community-based program in 2011 by having each fire prevention officer work out of the fire station in their area. In 2010, one new fire prevention officer was welcomed by the team.

Health Care Training Seminar

Markham has over 20 Health Care and Group Home facilities that are considered vulnerable occupancies. In 2010 the Fire Prevention team ensured that all of these occupancies were completely inspected and in full compliance with the Ontario Fire Code. Team members also developed and presented a one-day training seminar. This seminar was delivered to owners, managers and

workers in Care and Treatment Occupancies to enhance their knowledge and awareness of fire safety. They were trained in how to:

- Develop and teach a comprehensive fire safety training program for their facility
- Recognize and overcome barriers to training within their facility
- Recognize fire safety features and resources provided within their facility
- Improve their employees' emergency response to fire

Communications

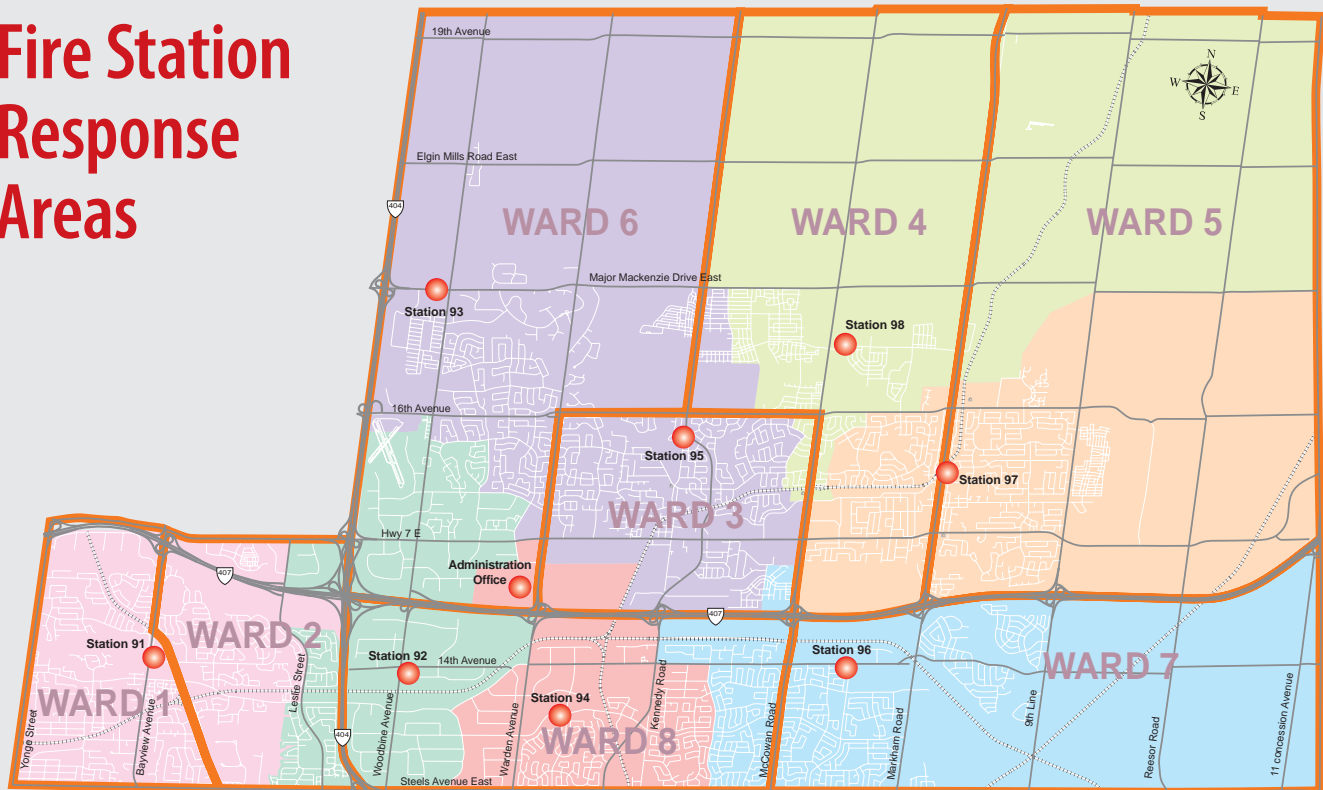
Communications plays a critical role in assisting Markham residents with emergency and non-emergency service requests. The team, ranging in years of experience from six to 26, handled approximately 65,000 incoming and outgoing telephone calls to assist Markham residents in 2010.

A total of 6,662 emergency and non-emergency responses were generated and managed by the team - 6,615 for Markham and an additional 47 in the first half of January while dispatching for Whitchurch-Stouffville.

Markham prides itself on the calibre of its team members and their commitment to service excellence. A member of the team was recognized throughout the Region of York for his outstanding service quality. At a ceremony held on Tuesday April 13, 2010 Alarm Room Operator Neil Webb was honoured by the Tri-Services Communicators of York Region as the "2009 Call-Taker of the Year" for his outstanding work during a storm in April 2009.

The communications teams maintained a more than acceptable average incident processing time in 2010, which was well within the timelines deemed to be acceptable by the National Fire Protection Association (NFPA) standard.

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 Avenue



Planned Station
3255 Bur Oak Ave.

Administration Office:
8100 Warden Ave.



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