



ANNUAL SERVICE REPORT

2013

Excellence • Perseverance • Compassion • Protection



Senior Officers (2013)

From left to right. Front row: Chief Training Officer Mike Bekking, Platoon Chief George Birtig, Platoon Chief Dave Reid, Deputy Fire Chief Phil Alexander, Fire Chief Bill Snowball, Deputy Fire Chief Dave Decker, Platoon Chief Chris Rouble, Platoon Chief Scott Daniel, Chief Fire Prevention Officer Glenn Dick.

Back row: Communications Supervisor Mike Gottlieb, Captain/Acting District Chief Sean Ash, District Chief Dave Irving, Captain/Acting District Chief Frank Naccarato, District Chief John Preiss, District Chief Michael Perreault, District Chief Ken Robertson, Captain/Acting District Chief Walter Brinston, Captain/Acting District Chief 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, **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 Service

The City of Markham values and fosters an environment of Excellence through its Excellence Markham framework that focuses on four key outcomes: **Customer Satisfaction, Staff Engagement, Operational Excellence** and **Financial Performance**. The Markham Fire and Emergency Services Department is committed to achieving those outcomes and in 2013 successfully undertook numerous initiatives to advance

a culture of excellence. Some of those initiatives include:

- **Hot Summer Nights Program:** outreach to residents in their neighbourhoods about fire safety and public education;
- **Emergency Preparedness:** outreach to educate our communities on how to prepare themselves and their families. Liaison with other organizations and government agencies on alignment of planning efforts;
- **Ice Storm Response:** leadership at EOC and “on the ground” support from our stations in reaching out to vulnerable community members;
- **High School Cadet Program:** working with developmentally challenged youth to provide rewarding experiences within the Fire Services areas;
- **Community Outreach in Multiple Languages:** creation of educational tools in a variety of languages and in partnership with ethnic media outlets.

The Fire and Emergency Services is committed to not only providing excellent services to our residents today, but are planning for the future by working with their colleagues on Growth Management Plans and in advancing the needs of an Urban centre through its Master Fire Plan. The Master Fire Plan was approved by Council in 2012 and sets out the needs of the community for the next 10 years.

I would like to acknowledge the exceptional staff that work each and every day in the Fire Service in all areas: Fire Prevention, Fire Suppression, Public Education, Communications, Training and Mechanical. Special thanks to Fire Chief Bill Snowball and Deputy Chiefs Phil Alexander and Dave Decker for their leadership throughout the year and for their extraordinary efforts during the Ice Storm. In 2013, two valuable members of the Fire Service passed away -- both of them leaving a legacy of dedicated service – Platoon Chief Chris Rouble and Firefighter Dominic Parker.

Thanks for a great year – looking forward to 2014 which will advance our efforts on hosting the Pan Am Games!

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

Message from Fire Chief



Bill Snowball
Fire Chief

Once again and on behalf of the more than 270 members of Markham Fire and Emergency Services (MFES) I am extremely pleased and proud to present the 2013 Annual Service Report to Council, City Staff and the Citizens of the City of Markham.

Markham Fire and Emergency Services celebrated several successes in 2013 and we are proud

to highlight them in this report.

The members of MFES are a dedicated and professional group of individuals who are committed to the fire and life safety of those who work, live and play in our community. In 2013 MFES continued its journey to being the “Best Fire Service in Canada for our Citizens”.

In the area of Public Education our high school cadet program and senior ambassador program were met with great enthusiasm and resulted in excellent education partnerships in the community. The Public Education Division also continued to expand its video library of fire safety messages in several languages which can be accessed on the MFES web site.

In 2013 several of the recommendations of the Master Fire Plan that was adopted in 2012 were addressed and are at various stages of implementation. We continue to work towards a community based fire prevention model and welcomed new Fire Prevention Officer Kanat Silahtaroglu to the department.

Our Communications Division settled into its new location at 8100 Warden Ave. and has welcomed one new member Jolene Kosloff. Again this year members of the Communications Division were recipients of York Region Tri- Services Awards. Lauren McDonald was named “Call Taker of the Year” and the entire Division was recognized for “Outstanding Achievement in a Communication Centre”.

The Training Division developed a partnership with Kylemore Homes and a structure was built by Kylemore at the Markham Fairgrounds that will provide staff with training in tactical ventilation. I extend the thanks of the entire department to both Kylemore Homes and Markham Fair for their support.

As the year drew to a close the City was hit with a devastating ice storm. MFES members worked continuously throughout the week to ensure the safety of residents and the protection of property from the effects of the storm.

In 2013 six members of the department retired with a combined total of 175 years of service to the community. Many thanks to the following for their commitment and dedication to the citizens of Markham who they have served throughout their careers: Captains Dave Lovett, Dennis Eadie and Steve George, Firefighter Joe Rossi, Fire Prevention Officer Doug Parkin and Alarm Room Operator Therese Miller. We wish them all a happy and healthy retirement.

In September the Department suffered the loss of two valued members. Platoon Chief Chris Rouble died suddenly on September 2 and Firefighter Dominic Parker succumbed to injuries sustained in an attack and passed away on September 14, 2013. They will both be deeply missed.

In closing I extend thanks to all members of the department who continue to serve the citizens of the City of Markham with pride. Thanks to Commissioner Librecz, the Executive Leadership Team and Council for their continued support; I am honored to serve as Chief of this department.

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

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 message 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 value of working 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

Fire Safety Videos

This year we added to our already substantial bank of fire safety videos. A new kitchen fire safety video was created in both English and Cantonese. As cooking is the number one cause of fire in the City of Markham, we made this video to help educate our community on fire safe cooking behaviour, and on what to do (and not to do) if they encounter a fire in the kitchen. These videos were launched the first week of October during National Fire Prevention Week, as this year's theme was cooking fire safety.

In an effort to further serve our multicultural community, we also added a sixth language to our existing video bank. In addition to English, Cantonese, Farsi, Greek, and Tamil, a selection of fire safety videos are now available in Turkish.

These videos are available along with the remainder of our fire safety videos by visiting the “Fire Safety Videos” page at markham.ca/fire.



Fire Prevention Officer Alexander Chan, Public Education Officer Alex Freeman



Media Partnerships

Our Public Education division strived to increase our presence in the media by taking advantage of several forums. Markham Fire and Emergency Services staff members appeared on Rogers TV, OMNI TV and Fairchild TV promoting various fire safety messages to our multicultural community and beyond in the languages of English, Cantonese and Hindi. Fairchild Radio joined the 27th annual Markham Fire and Emergency Services Toy Drive as a corporate sponsor and promoted the initiative to the Chinese community throughout the holiday season. The Toy Drive also gained support from 105.9 “The Region”, York Region’s newest radio station, as their inaugural public safety announcement was in support of this worthwhile cause. The official twitter account of Markham Fire and Emergency Services (@Markhamfire) surpassed 1,000 followers as social media was utilized to provide fire safety educational messages, department activity information and emergency updates during December’s ice storm.



From left to right: Fire Chief Bill Snowball, Cadet Philip Coutts, Cadet Yiu Wing Chung, Commissioner Brenda Librecz, Cadet Alejandro Silva

Cadet Program

Our Cadet program ran for its second year in 2013. The first known program of its kind, the Markham Fire and 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 St. Augustine's Catholic High School. Our three students spent 18 weeks with Markham Fire and 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 transferable skills such as professionalism, punctuality, and respect for authority.

Parents and family were invited to attend a graduation ceremony where the students were presented with a certificate from the City of Markham and a plaque from the Markham Fire and Emergency Services.

Just as the Cadet program benefits these students, so does it benefit Markham Fire and 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.

Continuing Programs



Senior's Ambassador program at the Senior's Centre in Thornhill



2013 B.A.S.S.I.C. Safe Seniors Calendar Launch



Fire Prevention Week Open House at Station 99



Hot Summer Night at Aldergrove Park



Markham Fire Display at the Markham Fair



Junior Firefighter Recruit Day

PROTECTION

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 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 built in Markham meets the most current fire regulations and that these regulations are adhered to during the construction and occupancy phases. 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 staffs handle thousands of calls every year and treat each of them with the same urgency and professionalism.

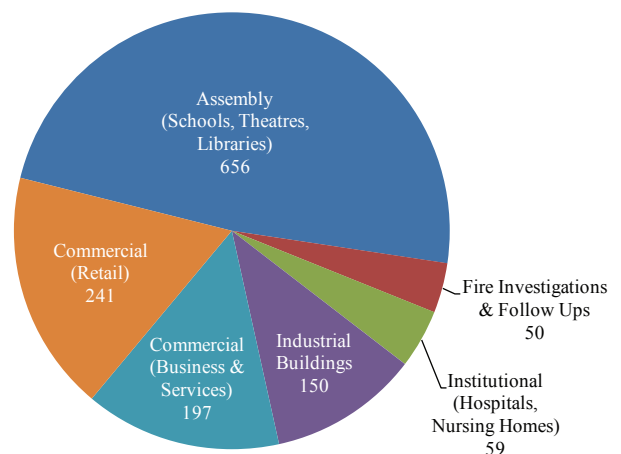
Fire Prevention

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. The ever expanding role of Fire Prevention includes Inspections, Plans Examination and Fire Investigations.

As frontline workers, firefighters are the more visible employees of the fire department. A fire department's fire protection team also includes many other persons who serve as part of the team, support the frontline workers and make the system work. It is also important to recognize the contributions and dedication of those who work behind the scenes. 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 a serious emergency. They contribute greatly to public safety.

Buildings Inspected in 2013 By Type



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 & Prevention Act, 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.



Fire Prevention Officer Scovell and son at the Markham Fair



Fire Prevention Officer Hollands demonstrating the use of a fire extinguisher

Long Term Care/Hospital Program

The City of Markham is home to over 20 Health Care and Group Home facilities that are considered vulnerable occupancies. Fire Prevention staff ensured that all of these occupancies were completely inspected and fully in compliance with the Ontario Fire Code in 2013. The Fire Prevention Team which includes Inspectors, Public Educators and Fire Fighters also conducted fire drills in all 20 of these occupancies to train and assist the staff in their responsibilities under the Ontario Fire Code.

The occupancy staffs were trained in the following:

- How to develop and teach a comprehensive fire safety training program for the facility.
- How to recognize and overcome barriers to training within the facility.
- How to recognize fire safety features and resources provided within your facility.
- How to improve employees' emergency response to fire.

Fire Prevention Week 2013

The slogan of 2013's Fire Prevention Week was "Prevent Kitchen Fires and Get Cooking with Fire Safety". Cooking is the number one cause of residential fires in Ontario. We provided fire safety lesson plans and seminars throughout Markham during Fire Prevention Week with Fire Safety for Babysitters at the local high schools and the local Scouts and Guides. Our Public Education Division also set up an information booth at the Markham Fair, which contained fire safety information, as well promoting safe use of kitchen stoves and safe cooking practises. The Fire Prevention Officers assisted the Public Education Division in putting on a great four day event.

Complaint/Request/Target Inspection Program

Complaint and Request inspections are considered the absolute minimum inspection program that a municipal fire service must provide in meeting their responsibilities. Adopting this minimal approach to inspection services would be perceived as providing a re-active service to the community. The inspection program provided in Markham's Complaint/Request/Target Inspection Program is considered to be the best approach for a comprehensive, pro-active inspection program for the Markham Fire and Emergency Services. In 2013 Markham Fire Prevention brought 139 buildings up to full Fire Code compliance through the Target Inspection Program.

Complaint and request inspections are considered essential when fire safety hazards or violations are brought to the attention of the fire service. Failure to investigate such complaints may leave a municipality at risk for not taking appropriate action to correct any hazards brought to its attention. Complaint and request inspections can be generated by concerned citizens or the suppression crews. 603 complaint or request inspections were conducted and resulted in full compliance during 2013.



Fire Prevention Officer Kanat Silahatarglu inspecting a water sprinkler system



Communications Supervisor Mike Gottlieb, Alarm Room Operator Lauren McDonald, Alarm Room Operator Therese Miller, Deputy Fire Chief Phil Alexander

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 one to 27, handled approximately 66,000 incoming and outgoing telephone calls to assist Markham residents in 2013. Of these, a total of 6,977 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.

At a ceremony held on April 9, 2013, Alarm Room Operator Lauren MacDonald was honoured by the Tri-Services Communicators of York Region as the “2012 Call-Taker of the Year” for Fire Services for her outstanding work leading to locating a caller who was injured and unable to provide his exact location.

At the same ceremony, the entire Communications Division was recognized for their efforts during the relocation of the Alarm Room to 8100 Warden Avenue in September 2012.

On July 31, 2013, Alarm Room Operator Therese Miller retired after almost 30 years working for the City of Markham.

The Communications Division welcomed a new recruit, when Jolene Kosloff joined as a replacement for Therese Miller in October 2013.

EXCELLENCE

Our journey towards 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 effectively.

Training

The Training Division consists of a Chief Training Officer and four Training Officers. They work with all 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.

Ice water rescue, hazardous material response, first responder medical response, travel restraint, and company officer education are conducted internally by our own staff and on-shift instructors with primary focus on the Fire Suppression Division. Our staff also provide license renewal, adult education, apparatus training and evaluations, annual live fire training, flashover and new recruit training.



Tactical ventilation training at the Markham Fairgrounds



Class of 2012 (left to right) Firefighter John Irwin, Firefighter John Paganos, Training Officer Clint Frotten, Firefighter Clemens Otrin, Firefighter Christian Monti

Tactical Ventilation for Offensive Fire Operations

This year earmarked the formal training for Tactical Ventilation for Offensive Fire Operations. Two fully staffed apparatuses in addition to either a Platoon or District Chief attended a full day of training including lecture and Class "A" live practical fire training scenarios.

The live fire exercises took place at the Markham Fairgrounds for the purpose of developing knowledge base of offensive operations utilizing tactical ventilation prior to and during firefighting and the logistics of coordinating efforts.

In total 191 suppression personnel received training in tactical ventilation.

Heliport – MSH Preplanning

To meet the needs of the growing communities surrounding Markham-Stouffville Hospital, it has added an expansion to the hospital complex including a rooftop heliport. Our training staff was involved in researching and developing an Emergency Response Plan for the emergency crews. Priority was given to ensuring the staff maintain a working knowledge of the hospital. The training included changes and modifications to the hospital including the heliport. 200 Suppression staff received training across the department.



Live Fire Training

206 suppression personnel, including Platoon and District Chiefs participated in Markham Fire and Emergency Services live fire training sessions this year.

The practical training involved two fully-staffed apparatus for a full day of realistic firefighting scenarios. This year's learning objectives focused on firefighter and victim rescue, and incident Command's response to a "Mayday" transmission. Other training objectives include, fire ground tactics, accountability, and search and rescue techniques. This training was conducted at Richmond Hill's Training Tower.



Aerial rescue operations training in the Richmond Hill burn tower



90 m Pre-connect Hose Deployment Drill

Incident Command Software

The Markham Fire and Emergency Services recognizes that decisions made during emergency situations are largely influenced by previous experiences. Training staff attained “Flame-Sim Incident Command Training Software” and became familiarized with its application to provide Company Officers with experience in simulated emergency situations, instructions for correct tactical decisions, and repetition to form “good habits.”



Virtual training with Flame-Sim Fire Department Training Simulation

Ice/Water Rescue

In conjunction with the Coordinator, On-Shift Ice/Water Instructors conducted practical Ice/Water Rescue training scenarios as well as pool training and shore based operations including the familiarization of new equipment implemented this year.



Ice rescue training at the Waldon Pond on Austin Drive



Instructor training on the New Marars ice rescue board at Cornell Community Centre Pool

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, and 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 ladder and pump testing, and vehicle and ladder certification were completed as well. In 2013 the division processed over 450 work orders.



Kelly Pickering and Paul Saunders

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 structure within Markham. 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.

Suppression

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 6,977 emergency incidents during 2013, which resulted in a total of 14,067 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 2013, 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, 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.

2013 Promotions

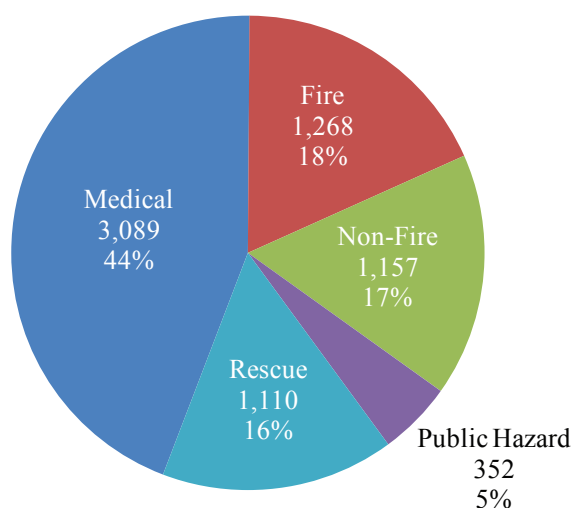
Ken Robertson and Frank Naccarato were promoted to the rank of Platoon Chief.

Sean Ash was promoted to the rank of District Chief.

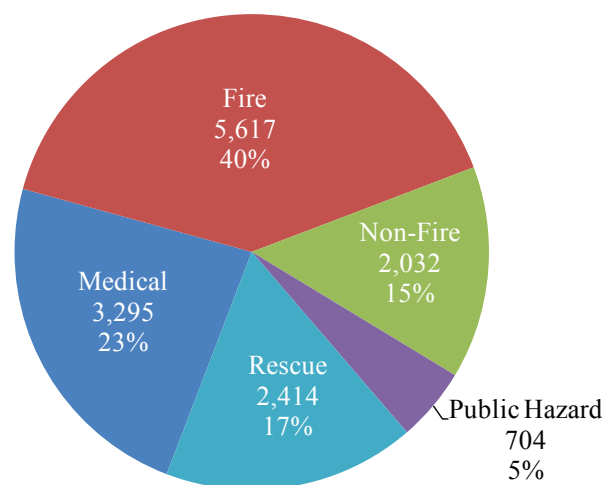
Michael Thomson and Christopher Nearing were promoted to the rank of Acting District Chief.

Kirby Crang, Douglas McKnight, Jeremy Acton, Nick Katsoulis and Andrea Beneteau were promoted to the rank of Captain.

Number of Incidents in 2013



Number of Vehicles Dispatched in 2013





Yale Lane House Fire, Ward 5

On October 16 at 7:57AM crews responded to multiple calls of heavy smoke coming from a home on Yale Lane. Upon arrival an offensive fire attack was performed to support a primary search of the building. The adjacent home on the West side was also damaged due to exposure. When the fire ignited there was an occupant inside the home who escaped without injury. Five pumpers, two aerials and Chief vehicles were dispatched to the incident.

An “After the Heat” program was conducted a few days after the fire providing neighbouring resident’s information on home fire safety.



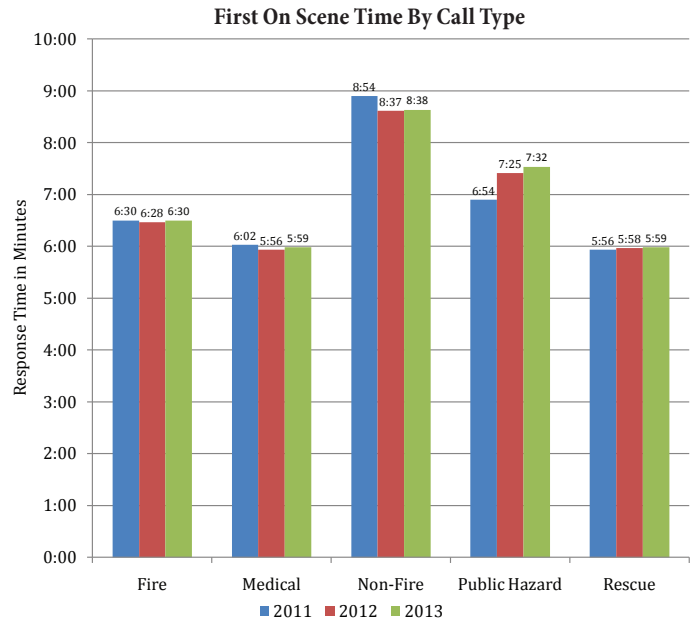


Eastpine Drive House Fire, Ward 8 source: news.ca.msn.com

On September 2 at 1:20 AM fire crews arrived to a house on Eastpine Drive which was fully involved with flames and was impinging on neighbouring homes. A marginal attack was performed in conjunction with attempts to enter and rescue a trapped victim in the basement. Through determination and team work crews were able to reach the basement and rescue the victim out of the basement to the street where EMS were standing by. He was transported to hospital with minor burns, cuts and smoke inhalation.

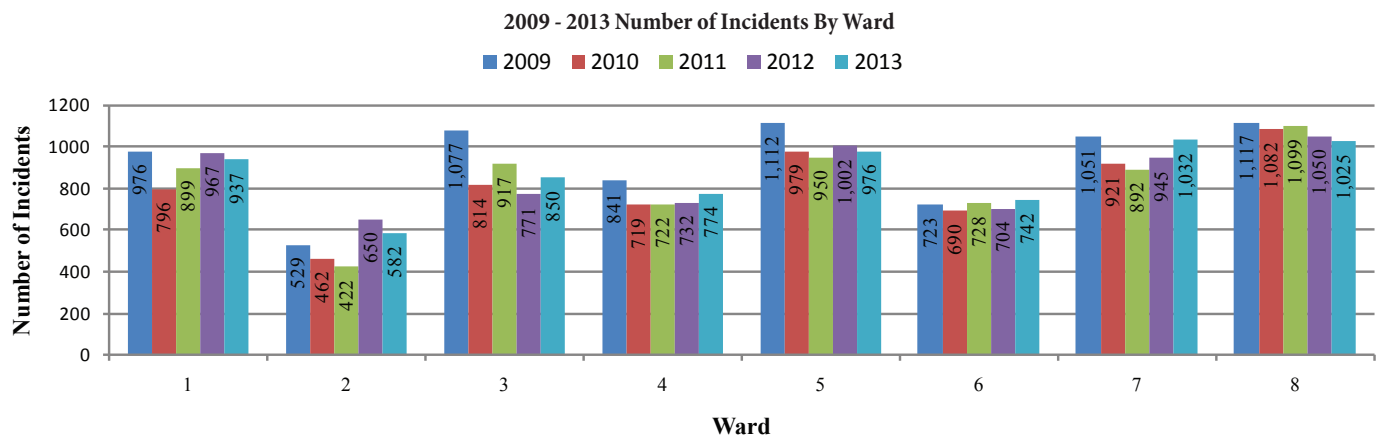


Left to right: Firefighter Shea McGuire, Captain Blaine Dobson, Firefighter John Roszkiewicz, Firefighter Matthew Batten, Tommy Ho (rescued man), Captain Norman Dupuis, Firefighter Wilson Chung

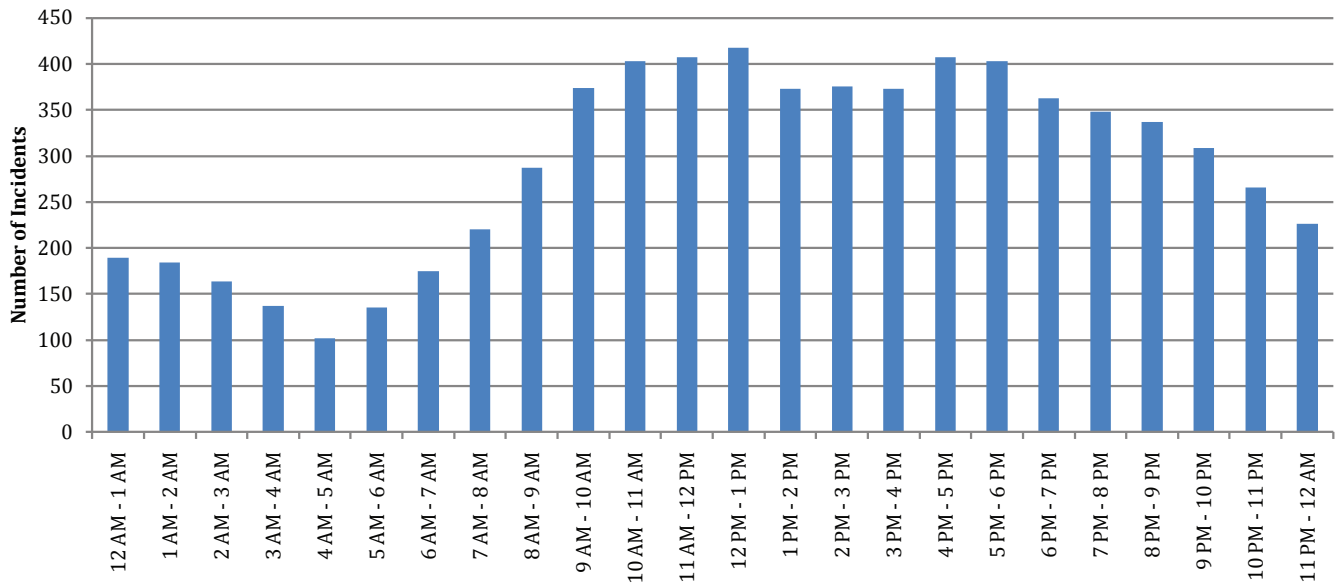


Incidents Type Definition

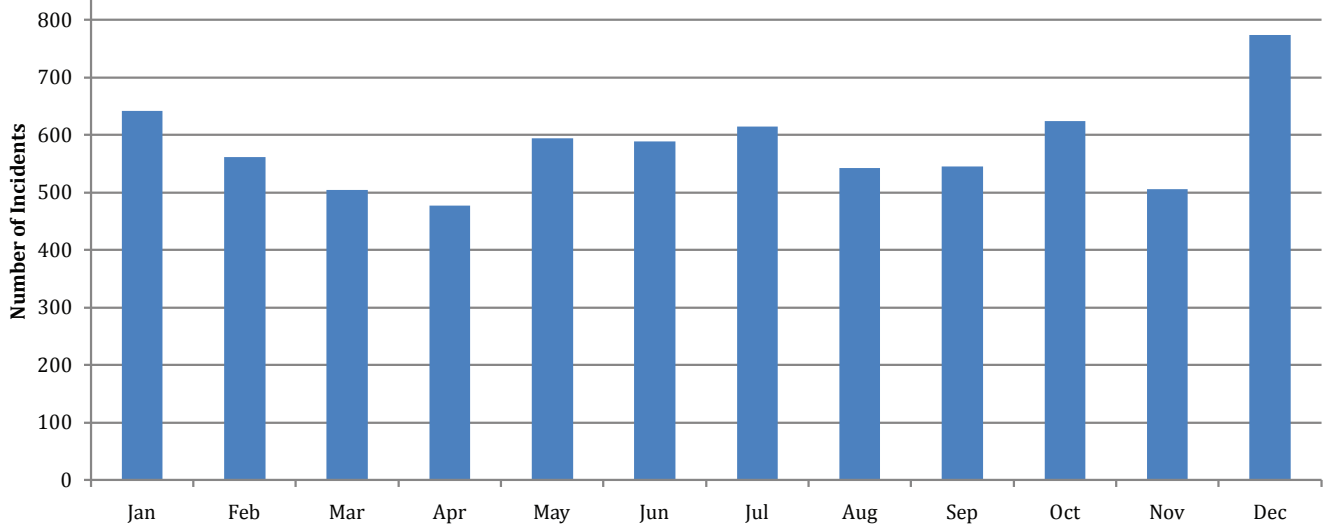
Incident Type	Nature
Fire	Fire/Smoke Visible Remote Alarm Brush/Grass Fire Garbage Fire Vehicle Fire
Medical	Medical Emergency
Public Hazard	Police/Medical Assistance Hazardous Materials Hydro/Telephone/Mailbox Lock-out (House, Car, Elevator)
Rescue	Motor Vehicle Collision Aircraft Incident Train Incident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



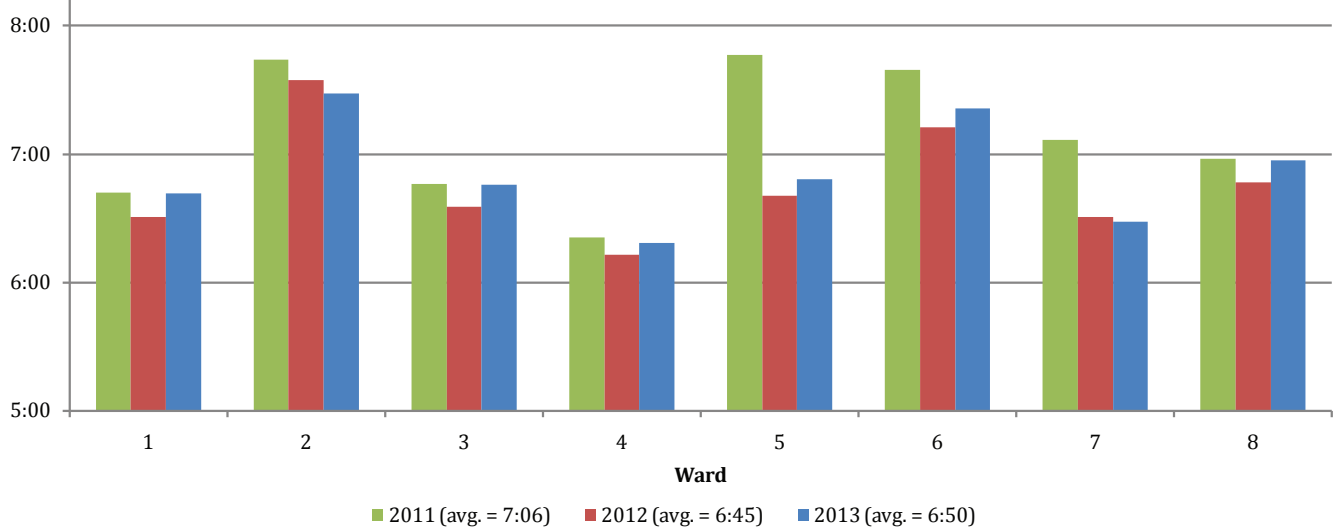
24-hour Incident Distribution By Volume, 2013



12-month Incident Distribution By Volume, 2013



Total Response Time by Ward, Aerials and Pumpers, 2011-2013





Fire apparatus donated by City of Markham to the San Pedro Volunteer Fire Department in Buenos Aires, Argentina



956 and the crew visits the special needs class at Markville Secondary School



Jeff Keeping, son of retired Captain Berick Keeping and the starting centre of the Toronto Argonauts, bought the Grey Cup to MFES Administrative office and various fire stations



Presentation of a Certificate of Appreciation for Dhruv Rajani, age 2, who alerted his grandmother of their neighbour's kitchen fire



2013 Annual Holiday Toy Drive



Station visit by the Chinese delegation

2013 Departures

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



Senior Fire Prevention Officer Nicholas Webb
19 years of service



Captain Dave Lovett
31 years of service



Platoon Chief George Birtig
14 years of service



Fire Prevention Officer Doug Parkin
26 years of service



Captain Dennis Eadie
32 years of service



Firefighter Joe Rossi
28 years of service



Alarm Room Operator Therese Miller
29 years of service



Captain Steve George
29 years of service

In Memoriam

On behalf of the residents of Markham, thank you for your commitment and dedication to their safety. You will be in our hearts.



John Christopher Rouble
Platoon Chief

Chris passed away suddenly at his home in Bexley on September 2, 2013 in his 55th year, having served 32 years with the Markham Fire and Emergency Services, the past 11 as the Platoon Chief for Platoon 2.

Chris joined the department in 1981 as a member of the class hired for the opening of station 94 and quickly became known simply as “Rube”. He quickly demonstrated his knowledge, skills and abilities especially about windows and doors. He was seconded to many recruit classes and taught forcible entry because of this knowledge. He continued teaching throughout his career recently instructing new officers in the week long officer school. As well as teaching for the department Chris also proctored the site management and emergency operations centre courses at the Canadian Emergency Preparedness College in Ottawa. When Chris was a Captain his crew was the first to receive a lightning bolt award for their life saving efforts as part of the Defibrillation Program.

He had mentored many officers and firefighters and will be missed by the department.



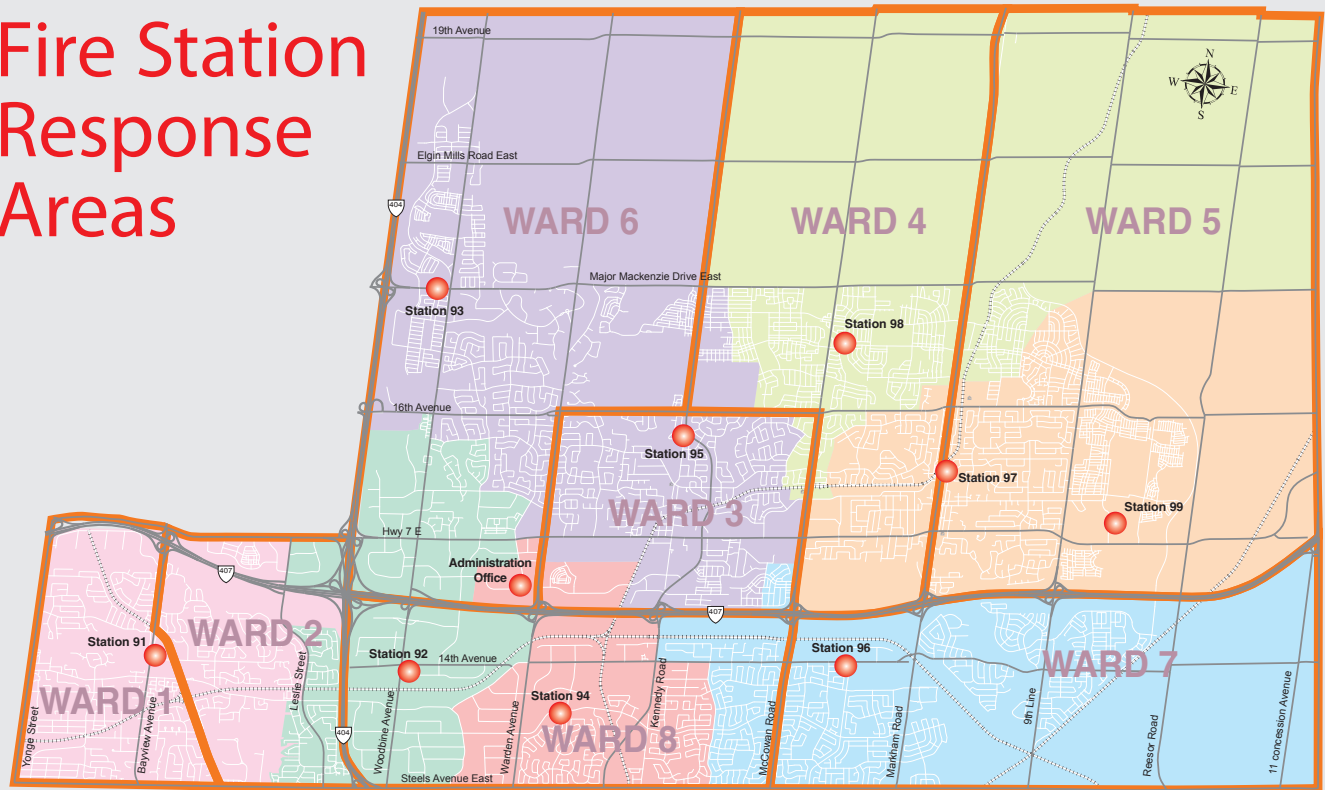
Dominic Parker
Firefighter










Dominic died suddenly on September 16, 2013 as the result of injuries received during a tragic incident on September 13, 2013. Dom had just successfully completed his first class exam to be promoted on his anniversary date on September 15, 2013.

Dom was a 4-year member of the department, however made a significant impact in his short time with the department. Dom was front and centre with his signature “Tilley” hat and several of the toll booth fund raisers for Muscular Dystrophy. Dom was often heard around the station stating his two favourite sayings “The Lord Hates a Coward” and “Living the Dream, Just Living the Dream”.

Dom was a very proud of being firefighter and had just received a lightning bolt award for his life saving efforts as part of the Defibrillation Program. He was also a part of the crew at the Eastpine fire where a gentleman was rescued safely from the basement. Dom really enjoyed being part of a smaller department where he was able to get to know everyone.

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. |
| Administration Office:
8100 Warden Ave. | | |



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