	<h1>TOWN OF COCHRANE POLICY</h1>
<b>Policy No.:</b> <b>Policy Title:</b> <b>Approval Date:</b> <b>Revision Date:</b> <b>Department:</b>	<b>1402-02</b> <b>FIRE SERVICES - LEVEL OF SERVICE</b> <b>July 12, 2010</b> <b>March 10, 2014</b> <b>Community and Corporate Services</b>

### Policy Statement

The Town of Cochrane will provide fire protection services according to the provisions of this policy and the Standard Operating Guidelines of the Cochrane Fire Services.

The Town of Cochrane Council recognizes that within the municipal boundaries of the Town that residents and visitors can be exposed to a variety of dangers from fire and other emergencies.

The Town of Cochrane Fire Services was created to assist, whenever possible, those persons within the municipal boundaries of the Town of Cochrane, in protecting their health and property when those emergencies arise. Council has determined that the most cost effective and appropriate manner in which to deliver Fire Protection Services within the Town is through the use of a composite Fire Services organizational structure, which is comprised of full-time and casual firefighters.

Town Council and Administration recognize however, that an emergency response cannot be guaranteed for each and every emergency incident that arises due to the limited resources Council can expend on fire protection services and the difficulty in ensuring that staff will be available in sufficient number and with sufficient training on a 24 hour basis, to respond to every call for assistance received in a timely and safe manner.

Council also recognizes that when a response is provided the service level of that response may be different in various areas of the Town or in Mutual Aid Districts. A response may differ for a variety of reasons including:

- the geographical size and layout of the Town;
- the difficulty in accessing the remote areas within the Town and;
- the location, staffing and training levels of the emergency responders, and other agencies providing emergency services within the region,

- the differing availability of water for fire suppression purposes within areas of the Town or region;
- adverse weather conditions;
- multiple or simultaneous emergency events;
- reliance on contract emergency support services;
- the limited resources the Town of Cochrane can expend on training emergency personnel and on the purchase of equipment when compared to the different types of emergencies for which training and equipment are available;

Council therefore establishes those levels of service contained in this policy document and such further levels of service as Council may formally amend.

## 1. Reason for Policy

- 1.1 To Identify the services the Town of Cochrane Fire Services is authorized to provide and to identify the level or standard to which each service will be performed.

## 2. Definitions

- 2.1 **Awareness level:** Responders will recognize risks and hazards secure the area and call for trained assistance-
- 2.2 **Fire Services:** The Town of Cochrane Fire Services.
- 2.3 **Operations level:** Responders will take defensive action to contain and control the incident and seek assistance from outside agencies equipped to mitigate the incident
- 2.4 **Priority Dispatch System:** A unified system used by dispatch centers to assign appropriate aid to emergencies, including a systemized caller interrogation, pre-arrival instructions, standardized protocols and total quality management system.
- 2.5 **Technician level:** Responders will initiate offensive action to bring the incident under control and to an end.

## 3. Responsibilities

- 3.1 Town Council to:
  - 3.1.1 Approve by resolution this policy and any amendments.
  - 3.1.2 Consider the allocation of resources for successful implementation of this policy in the annual budget process.

- 3.2 Chief Administrative Officer to:
  - 3.2.1 Implement this policy and approve procedures.
  - 3.2.2 Ensure policy and procedure reviews occur and verify the implementation of policies and procedures.
- 3.3 Senior Manager to:
  - 3.3.1 Ensure implementation of this policy and procedure.
  - 3.3.2 Ensure that this policy and procedure is reviewed every three years.
  - 3.3.3 Make recommendations to the Chief Administrative Officer of necessary policy or procedure amendments.
- 3.4 Supervisors to:
  - 3.4.1 Understand, and adhere to this policy and procedure.
  - 3.4.2 Ensure employees are aware of this policy and procedure.
- 3.5 All Employees to:
  - 3.1.1 Understand and adhere to this policy and procedure.

#### **4 Levels of Service**

- 4.1 Emergency Responses:
  - 3.1.2 Fire Services equipment shall be deployed for all emergencies as it is deemed that they are required and where practical to do so.
  - 3.1.3 The Fire Services shall provide when possible, a response to all structure fires; motor vehicle accidents, rescue calls, dangerous goods incidents and wild-land fires within the Town of Cochrane or elsewhere in accordance with this policy. Wild-land fires include those, which the Town of Cochrane is obligated to provide an initial response to pursuant to the Forest and Prairie Protection Act of the Province of Alberta.

- 4.2 Structural Fires:
  - 4.2.1 Fire Services provides Structural Firefighting at the Technician Level.
- 4.3 Medical Emergencies:
  - 4.3.1 When the Priority Dispatch System identifies the need for a fire crew response, Fire Services shall provide a medical co-response to outside medical agencies.
  - 4.3.2 At a medical emergency the Fire Services shall operate at an awareness level, no greater than basic life support at the Emergency Medical Responder level (EMR).
  - 4.3.3 Fire Services shall not transport patients.
- 4.4 Dangerous Goods:
  - 4.4.1 Fire Services shall provide dangerous goods response at the awareness level:
- 4.5 Flammable Liquid Fire Fighting:
  - 4.5.1 Fire Services shall provide flammable liquid fire fighting services for small spill fires and small containers up to 500 liters at the Technician level.
  - 4.5.2 Fire Services shall provide flammable liquid fire fighting for large spills or containers in excess of 500 liters to the Operations level.
- 4.6 Rescue Calls:
  - 4.6.1 Fire Services shall provide vehicle crash rescue at the Technician level.
  - 4.6.2 Fire Services shall provide high angle rescue at the Operations level.
  - 4.6.3 Fire Services shall provide surface water and surface ice rescue at the Technician level.
  - 4.6.4 Fire Services shall provide most other rescue services at the Awareness level and where possible, at the Operations level.

4.7 Disaster Services Response:

4.7.1 In the event that there has been a declaration of a state of local emergency, the Fire Services will operate as per the Municipal Emergency Plan and under the direction of the Town of Cochrane Director of Emergency Management.

4.8 Mutual Aid Agreements:


4.8.1 The Town of Cochrane Council encourages the Senior Manager Protective Services to recommend Mutual Aid Agreements and Service Agreements with neighboring Municipalities.

4.8.2 Fire Services may be made available at the request of the RCMP, the Chief Officer of another Emergency Service or Fire Department, or the Chief Administrative Officer of another Municipality with whom a mutual Aid Agreement exists. All requests and confirmation of any response will be relayed through 911 Dispatch.

4.8.3 In the event of a mutual aid response, a staffing of firefighters in sufficient quantities to provide initial fire protection should be maintained in the Town of Cochrane.

4.8.4 In the event that Fire Services are required to respond to an incident in an area that a mutual aid agreement is not in existence, the Municipality in which the event occurs will be invoiced by the Town of Cochrane for the equipment and staffing as per the Fee Schedule of the Town of Cochrane, or as approved by Council in the annual budget process.

**5 End of Policy**

	<h1>Town of Cochrane Procedures</h1>
<b>Policy No.:</b> <b>Policy Title:</b> <b>Department:</b>	<b>1402-02</b> <b>FIRE SERVICES - LEVEL OF SERVICE</b> <b>Community and Corporate Services</b>

**1. Definitions**

- 1.1 **Priority Dispatch System:** A unified system used by dispatch centers to assign appropriate aid to emergencies, including a systemized caller interrogation, pre-arrival instructions, standardized protocols and total quality management system.
- 1.2 **Awareness level:** Responders will recognize risks and hazards secure the area and call for trained assistance.
- 1.3 **Operations level:** Responders will take defensive action to contain and control the incident and seek assistance from outside agencies equipped to mitigate the incident
- 1.4 **Technician level:** Responders will initiate offensive action to bring the incident under control and to an end.

**1. Staffing:**

- 2.1 There shall be employed and trained Full Time fire fighting personnel, supplemented by Part Time/Casual personnel, who make up the remaining emergency crew in the event of a large scale event, sufficient to provide a staffing level in the Town of Cochrane to facilitate a 4 person crew.
- 1.1 Personnel shall be scheduled for work so as to provide 24 hour response coverage, 365 days per year.
- 1.2 Sufficient Administrative staff and Fire Prevention Personnel shall be employed and trained to meet the requirements of the Fire Services Division of the Town of Cochrane.
- 1.3 Staffing levels shall be increased as required utilizing Part Time/Casual Personnel as dictated by situations and operational requirements.

## **2. Training:**

- 3.1 Firefighter training shall be based primarily on those services delivered by the Fire Services as described herein.
- 3.2 Fire Services personnel shall be equipped and trained for structural and wild land fire suppression according to those minimum standards required by the accompanying policy and as generally recognized in the Province of Alberta.
- 3.3 The Senior Manager, Protective Services is responsible for ensuring all firefighters initially achieve and maintain the training levels required by the Fire Services Division of the Town of Cochrane.
- 3.4 The Senior Manager, Protective Services shall submit fire fighting training records to the Chief Administrative Officer of the Town of Cochrane by December 15 of each calendar year who shall in turn maintain a consolidated report on training levels for the CAO.
- 3.5 The Senior Manager, Protective Services will ensure that appropriate training occurs for all Fire Services personnel on an annual basis based on budget resources and operational need.
- 3.6 Those Fire Services personnel who provide any or all of the specific service delivery tasks noted below shall be trained and equipped to those minimum standards as generally recognized in the Province of Alberta.
- 3.7 Fire Services personnel shall participate in ongoing training to achieve these minimum levels and to maintain their skills in these areas.
- 3.8 Fire Service personnel shall not be expected to perform duties beyond their scope of training or where at the sole discretion of the Officer in Charge at an emergency, conditions are such that fire personnel are in too great a peril.

## **3. Emergency Responses:**

- 4.1 Fire Services equipment shall be deployed for all emergencies as outlined in the Level of Services Policy.
- 3.1 The Fire Services shall provide when possible, a response to all structure fires; motor vehicle accidents, rescue calls, dangerous goods incidents and wild-land fires within the Town of Cochrane or elsewhere in accordance with the policy. Wild-land fires

include those, which the Town of Cochrane is obligated to provide an initial response to pursuant to the Forest and Prairie Protection Act of the Province of Alberta.

- 3.2 A response as provided in 3.2 may only be initiated where the Senior Manager, Protective Services or his designate in charge determines, in his sole discretion, that it is safe to respond, and that appropriate personnel and equipment are available. The Senior Manager, Protective Services or his designate in charge may, at any time following the receipt of an alarm, request the assistance of any other Emergency Service with whom the Town of Cochrane has entered into a mutual aid agreement or, any Town of Cochrane resource or personnel he deems necessary.
- 3.3 All emergency dispatches, utilizing the Priority Dispatch System, shall be made in accordance to the policies established herein and shall be tiered such that where the personnel is not available or where the Senior Manager, Protective Services or a designate determines a safe response cannot be made the most appropriate and available equipment and personnel will be asked to respond.

#### **4. Structural Fires:**

- 5.1 Fire Services provides Structural Firefighting at the Technician Level.
- 5.2 The Senior Manager, Protective Services or his designate in charge, in his sole discretion, may choose an offensive or defensive attack or to withdraw his resources as deemed appropriate.
- 5.3 It shall be the responsibility of the Senior Manager, Protective Services, or designate, upon receiving an emergency call or dispatch to request appropriate backup from a mutual aid partner if deemed necessary.

#### **5. Medical Emergencies:**

- 5.1 When the Priority Dispatch System identifies the need for a fire service response, Fire Services shall provide assistance to outside medical agencies.
- 5.2 At a medical emergency the Fire Services shall operate at an awareness level, no greater than basic life support, as per medical protocols
- 5.3 Fire Services shall not transport patients.



**6. Dangerous Goods:**

- 7.1 Fire Services shall provide dangerous goods response at the awareness level:
- 7.2 From a safe distance, determine contents or make up of the dangerous goods.
- 7.3 Contact CANUTEC at 613-996-6666 (call collect 24 hours) or \*666 (press star 666) for assistance in mitigating the incident.
- 7.4 If known and applicable, notify the transporter or the owner of the goods as soon as is practicable.
- 7.5 Contact mutual aid resources to mitigate the emergency at the Technician level as appropriate.

**7. Flammable Liquid Fire Fighting:**

- 8.1 Fire Services shall provide flammable liquid fire fighting services for small spill fires and small containers up to 500 liters at the Technician level.
- 8.2 Fire Services shall provide flammable liquid fire fighting for large spills or containers in excess of 500 liters to the Operations level.

**8. Rescue Calls:**

- 9.1 Fire Services shall provide vehicle crash rescue at the Technician level.
- 9.2 Fire Services shall provide high angle rescue at the Operations level.
- 9.3 Fire Services shall provide surface water and surface ice rescue at the Technician level.
- 9.4 Fire Services shall provide most other rescue services at the Awareness level and where possible, at the Operations level.

**Disaster Services Response:**

10.1 In the event that there has been a declaration of a state of local emergency or a disaster, the Fire Services will operate as per the Municipal Emergency Plan and under the direction of the Town of Cochrane Director of Emergency Management.

**9. Mutual Aid Agreements:**

11.1 The Town of Cochrane Council encourages the Senior Manager, Protective Services to recommend Mutual Aid Agreements with neighbouring Municipalities.

11.2 Level of Response as per agency's request according to guidelines as above for staffing and available apparatus.

11.3 Fire Services may be made available at the request of the RCMP, the Chief Officer of another Emergency Services or Fire Department, or the Chief Administrative Officer of another Municipality. All requests and confirmation of any response should be relayed through 911 Dispatch.

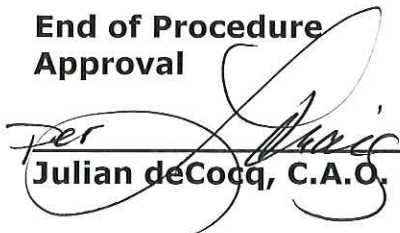
11.4 In the event of a mutual aid response, a staffing of firefighters in sufficient quantities to provide initial fire protection will be maintained in the Town of Cochrane.

**10. Services Where Mutual Aid Agreements Do Not Exist:**

12.1 The Town of Cochrane Council encourages Fire Services to respond to the request of an outside agency or Municipality if the appropriate resources, personnel and equipment are available, and that the Fire Services personnel will not operate outside its established Standard Operating Guidelines.

12.2 In the event that Fire Services are required to respond to an incident in an area that a mutual aid agreement is not in existence, the Municipality in which the event occurs will be invoiced by the Town of Cochrane, at the direction of the Senior Manager, Protective Services for the equipment and staffing as per the Fee Schedule of the Town of Cochrane By-Law , or as approved by Council in the annual budget process.

**End of Procedure  
Approval**

*per*  
  
Julian deCocq, C.A.O.

*2014/4/7*  
Date