

# Haldimand County Emergency Services



**ANNUAL REPORT  
2022**

# MISSION & VISION

## Who We Are Today

Haldimand County Emergency Services are here to protect the lives and property of our citizens and visitors by providing prompt and professional service in the event of fire, accident, medical emergency, disaster or any other event which may threaten the public welfare. We will serve the community through fire and accident prevention, education and the immediate response to emergencies.

## Our Preferred Future

We will provide high quality and caring service to those who live in, work in and visit our County - safely, efficiently and effectively. In order to fulfill this vision, we pledge to learn from our past, train for the present and plan for the future.

### *Core Values:*

*\*Safety\* \*Integrity\* \*Respect\* \*Service Excellence\**

## How We Will Achieve Our Mission & Vision

- ✓ Provide highly trained and skilled staff
- ✓ Reduce the incidence of injury, loss of life and property damage by providing public education programs, accident and injury prevention and fire prevention service.
- ✓ Conform to legislation, regulations, standards and policies thereby mitigating liabilities/losses to the County's assets.
- ✓ Be responsive to local economics so that our service reflects the needs of the community we serve.
- ✓ Treat all persons with respect, compassion and dignity.



*A message from the Manager of Emergency Services/Fire Chief  
Jason Gallagher ...*

It is an honor and a pleasure to present the 2022 Haldimand County Emergency Services Division Annual Report to Council, residents, and staff. Looking back on 2022, we faced many obstacles with the COVID pandemic and I am very proud of the hard work and dedication of our staff and the many accomplishments that we achieved.

The delivery of Emergency Services to the residents and visitors of Haldimand County is a complex and continually evolving task. We are now faced with legislative requirements that requires continued dedication and professionalism from staff. We are fortunate that both our paramedics and firefighters are willing to adapt to changes, work hard and continuously train to meet the needs of the community.

This report will provide you with the insight required to understand the time, effort and dedication a member of the Haldimand County Emergency Services division puts in for their community. This annual report will provide you with the accomplishments achieved in 2022, many of which would be unattainable if it wasn't for our dedicated staff.

The report outlines call volumes, response times, public education efforts, professional development and many other significant strides that were made over the past year.

The Emergency Services Division strives to provide the residents and visitors of our great communities with prompt, professional and compassionate service from well trained and well equipped paramedics and firefighters. Responding to the community during their time of need is something we take very serious, which is reflective in the high level of service we provide.

For those who have an opportunity to read this report, I hope it provides a glimpse into the daily operations of our Division. It is always an honor and a privilege to promote our division, which serves the community on a daily basis at a level which exceeds expectations.

Respectfully,

Jason Gallagher

## Our Division:

Haldimand County Emergency Services is a combined service of the Fire Department, Paramedic Services and Emergency Management under the direction of one Manager and Administrative Assistant. Emergency Services personnel play a vital part in keeping our communities safe through education and by responding to incidents and emergencies.

- The Emergency Services Headquarters located at 11 Thorburn St S in Cayuga is comprised of the following:
  - Full Time Fire Chief/Manager of Emergency Services (1)
  - Full Time Administrative Assistant (1)
  - Full Time Deputy Fire Chief (1)
  - Full Time Deputy Paramedic Chiefs (3)
  - Full Time Fire Prevention Officers (2)
  - Full Time Fire Training Coordinator (1)
  - Full Time Division Support (2)
  - Part Time Emergency Management Coordinator (1)
- The Haldimand County Fire Department consists of 274 volunteer firefighters operating 40 fire apparatus from 11 fire stations, making it one of the largest volunteer fire departments in Ontario. Incident response includes:
  - Response to motor vehicle collisions
  - Response to structure and vehicle fires
  - Response to hazardous materials and carbon monoxide incidents
  - Response to Public assistance requests
  - Response to outdoor (grass, brush) fires
  - Response to emergency medical incidents
- The Haldimand County Paramedic Services consists of 84 paramedics distributed between full time and part time. These paramedics work out of 4 bases and 1 post, strategically placed throughout the county to offer time efficient services to the community when needed for any medical emergency.
- The Haldimand County Emergency Management section is responsible for the planning and preparation of anything related to high level emergencies that would immobilize a larger section of the county. The responsibilities would be to ensure the emergency is managed efficiently with some continuity of operations continuing throughout the county.

## Divisional Successes:

### *2022 Our Team:*

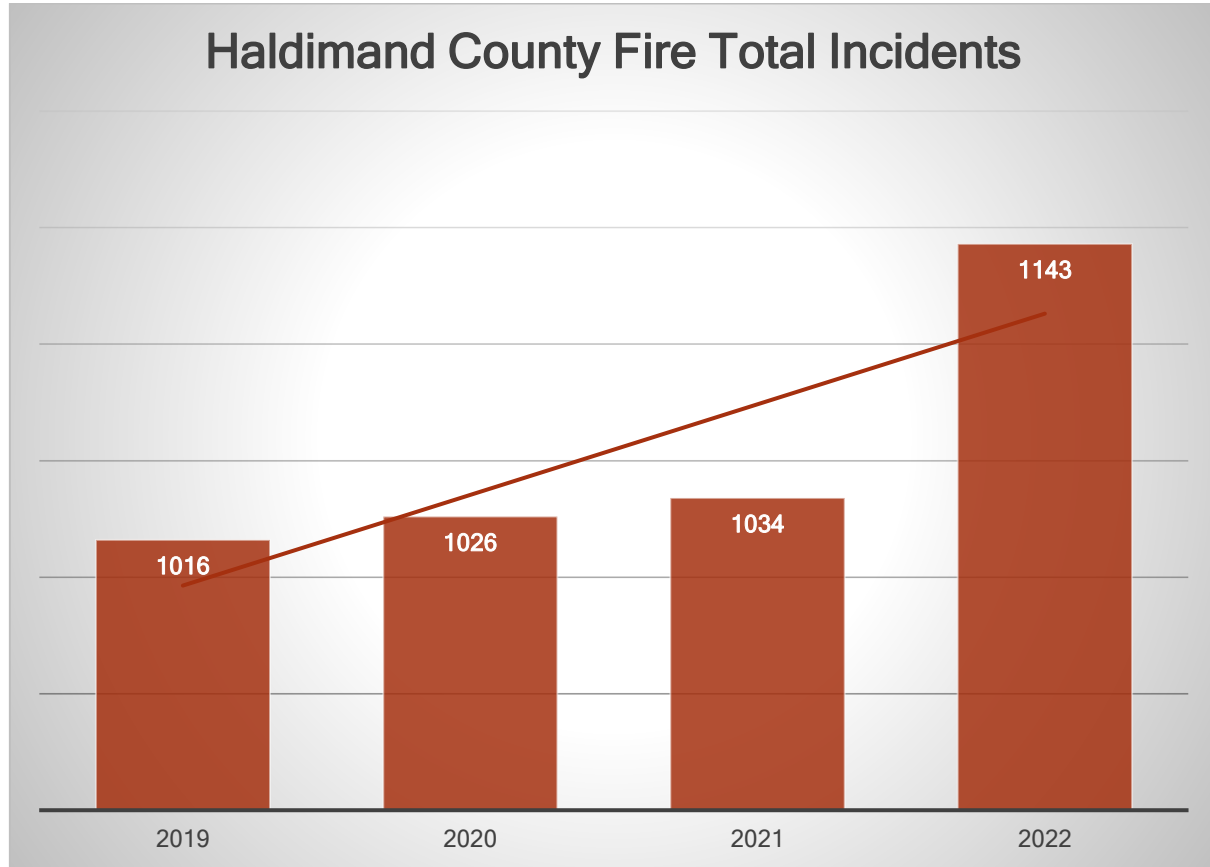
*\*Fire Department\*   \*Paramedic Services\**

*\*Emergency Management\**

- The Community Risk Assessment that was made mandatory by the Office of the Fire Marshal, has been completed in draft form.
- Continued planning for the new Caledonia Fire/Paramedic station, including preliminary facility need/space planning.
- Caledonia Ladder 1 has been put in service giving Haldimand County 3 aerials strategically placed throughout the county for efficient fire protection service.
- Continued a successful Community Paramedic Program with 180+ clients.
- Received further grant monies for the Community Paramedic Program with the addition of the Wellness Dog Program for clients that is first in North America to offer this program.
- Successful upstaff of the Cayuga ambulance base from a 12 hour service to a 24 hour service.
- Updated and improved the E&R Bylaw which defines the level of service the fire department delivers.
- Detailed plan put in place to ensure that all firefighters are certified to the mandated NFPA 1001 level by the deadline date of 2026.

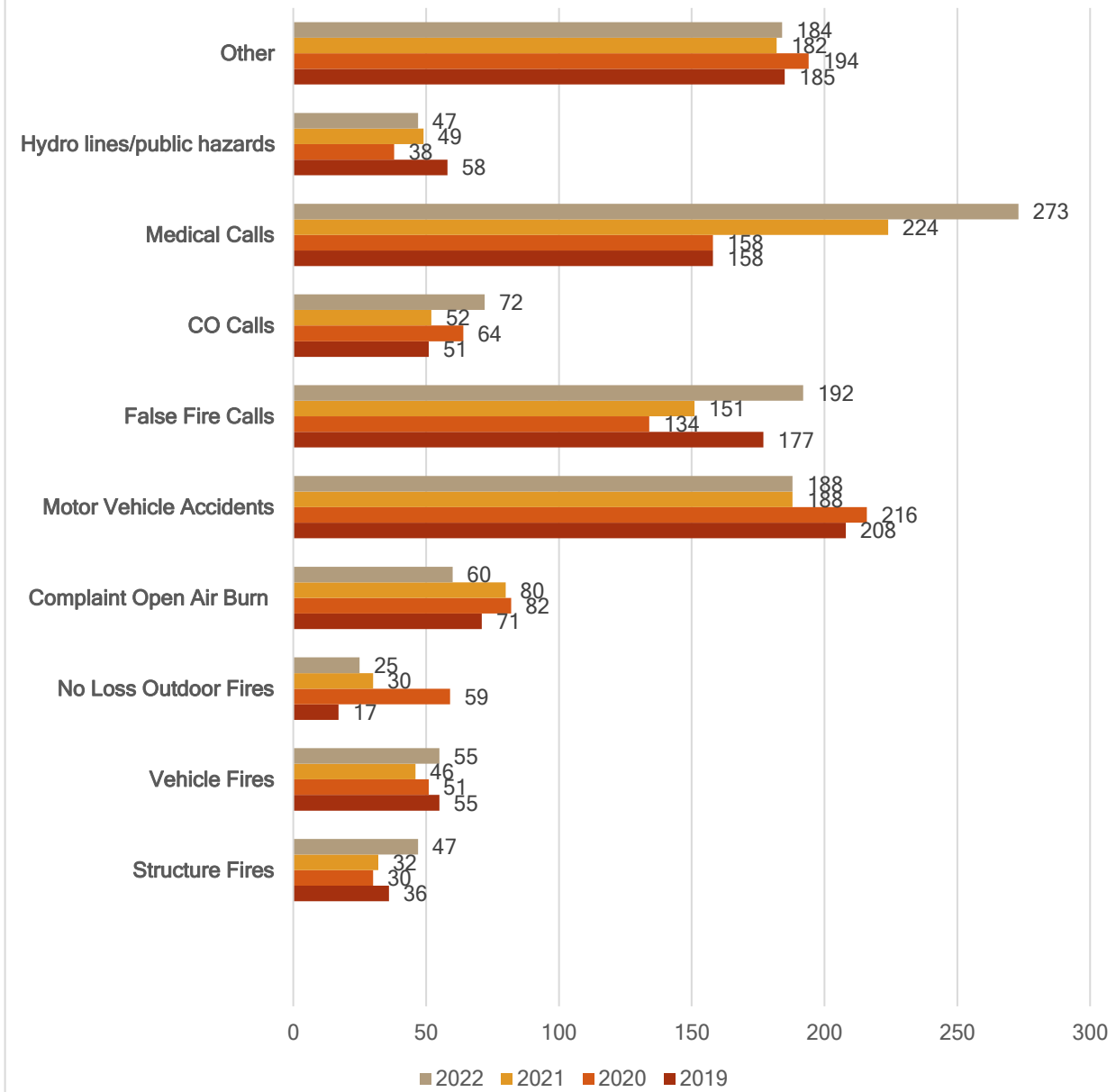
# Emergency Services Total Incidents:

## Fire Services:



Total incidents in the fire service are on an upward trend with the driver being increased amount of medical calls and increased false fire calls as can be seen on the graph on the next page representing the breakdown of incidents throughout the year.

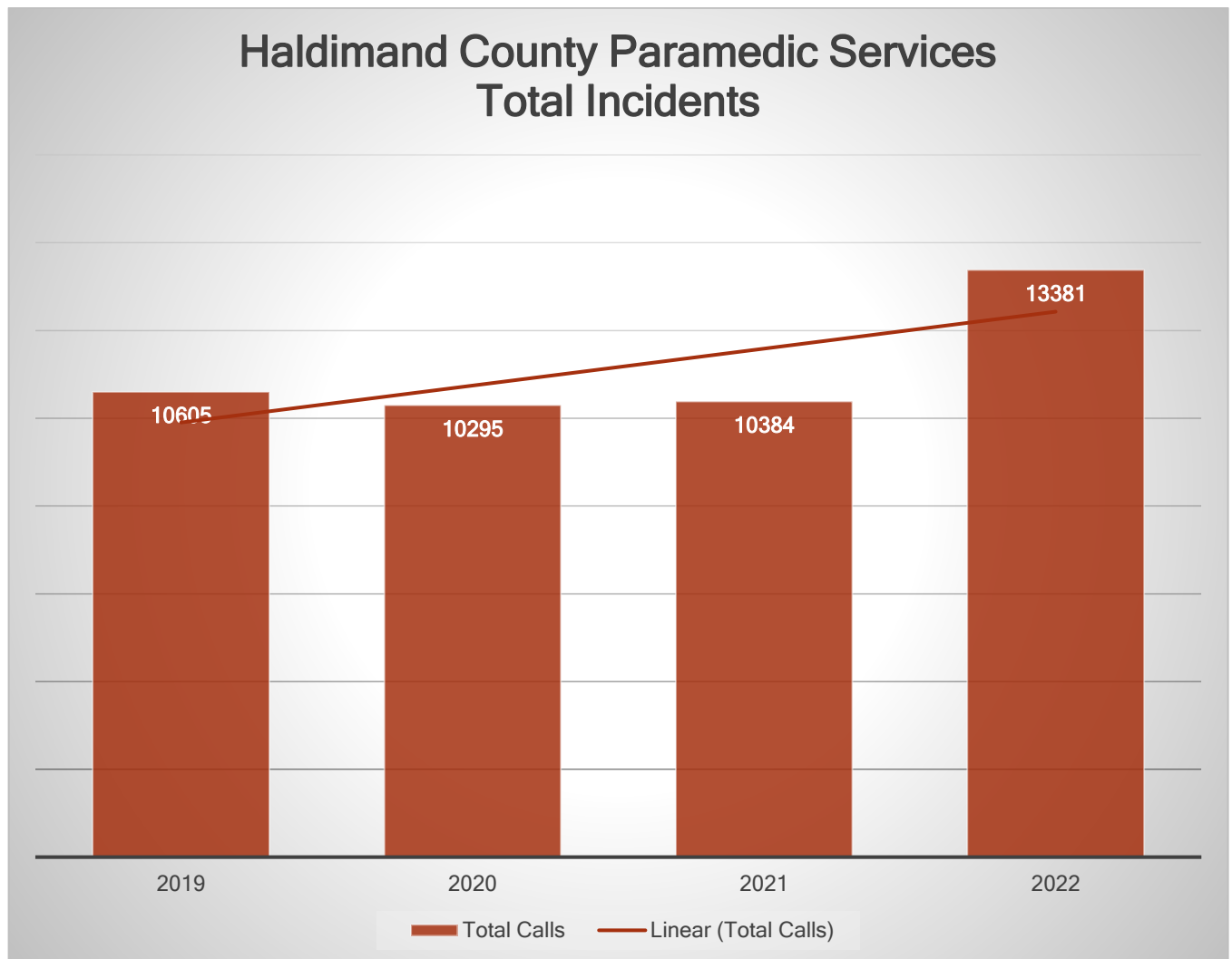
## Haldimand County Fire Breakdown of Incidents



NOTE: Out of the 273 medical calls, 106 were of assistance to the Paramedic Services for lift assists of patients over the lifting threshold of the two paramedics on scene. These are considered assist calls where the fire fighters help with lifting the patient and then clear the scene.

## Emergency Services Total Incidents:

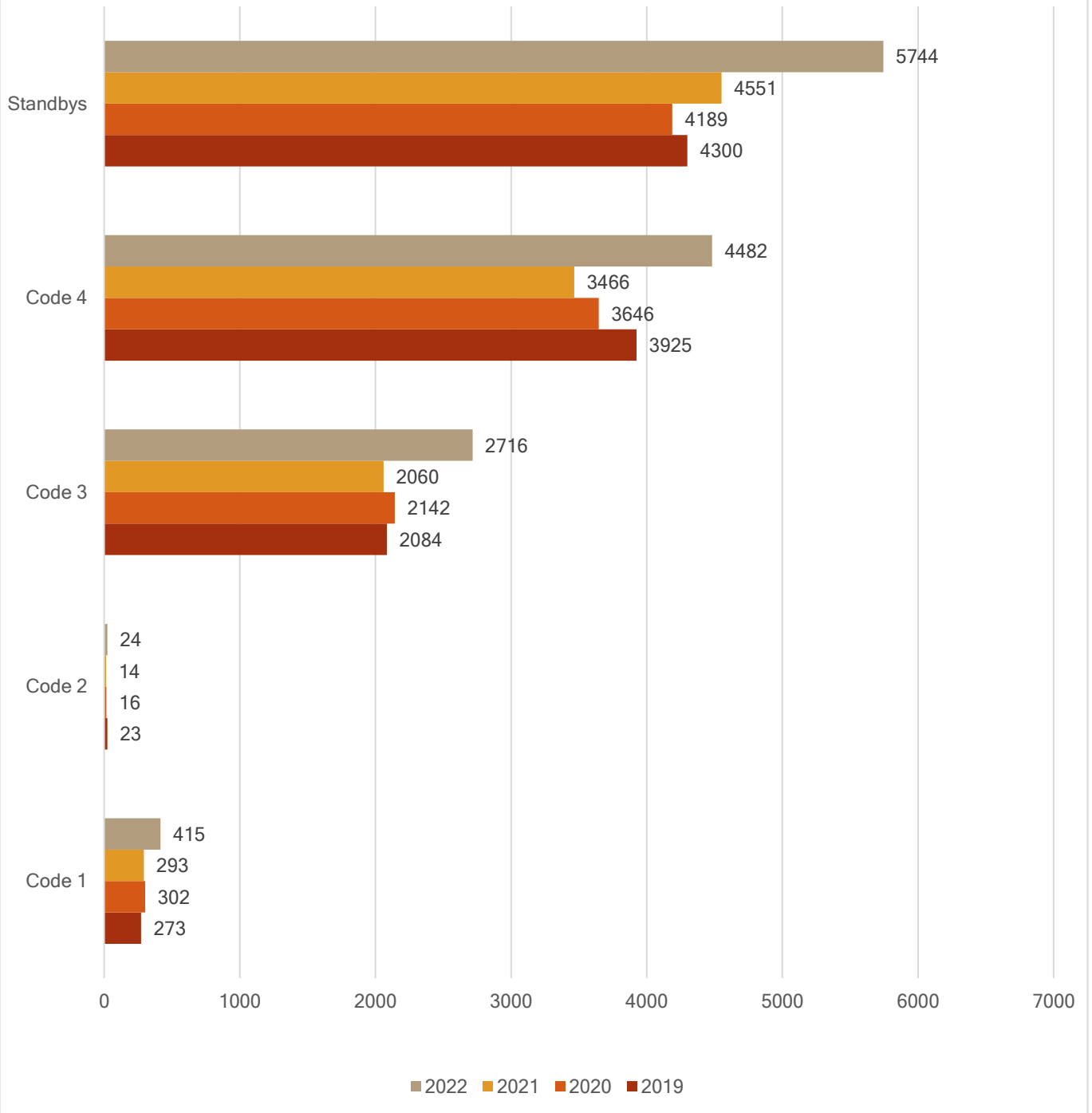
## Paramedic Services:



Total call volume is on an upward trend due to deployment changes required to assist meeting response time standards. There has been increases in all code calls as can be seen on the next page. So there is not one area being the driver for the increased call volume. It is spread evenly over all code calls.



## Haldimand County Paramedic Services Breakdown of Calls



**Code 4** – Potentially life threatening.

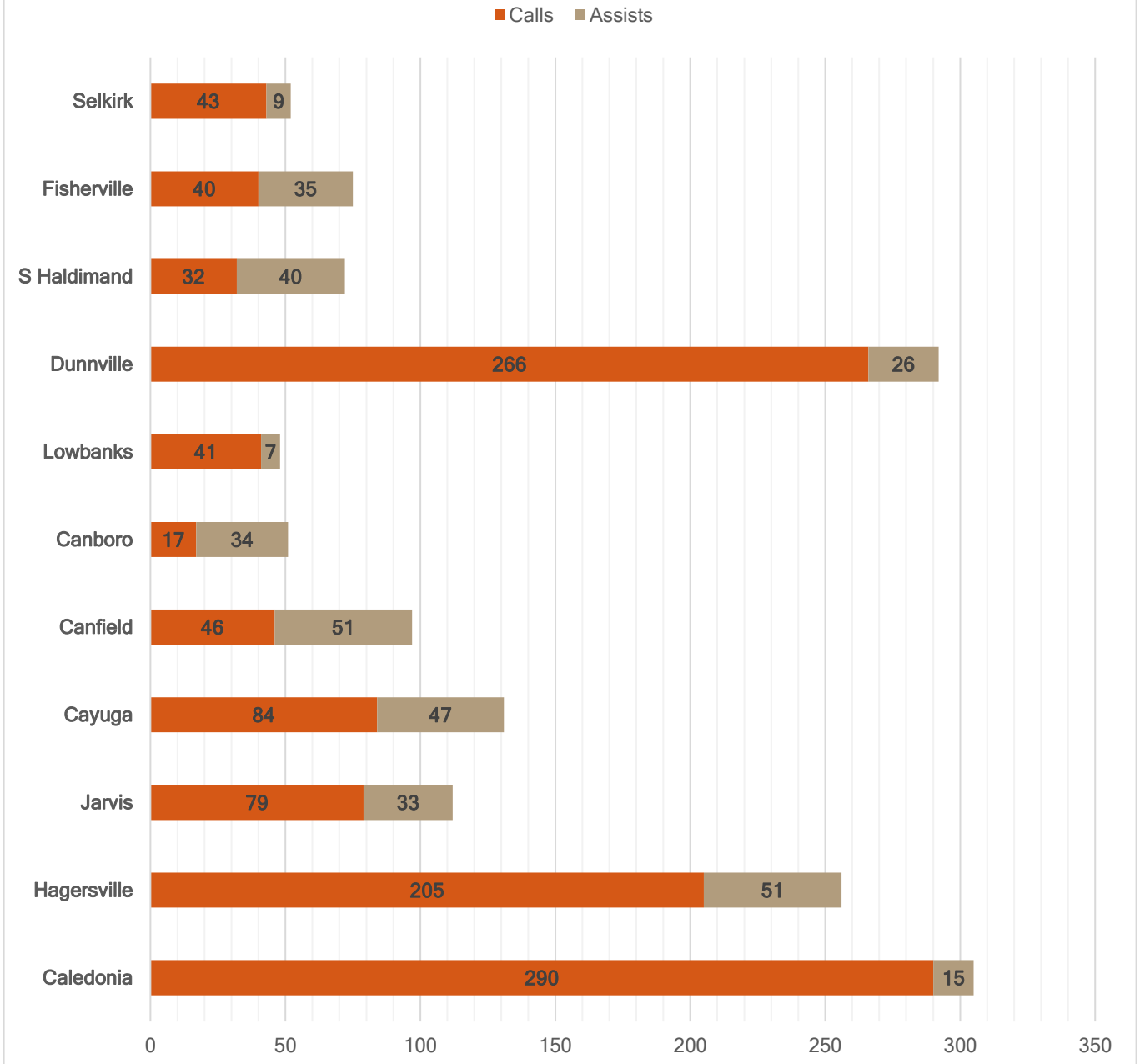
**Code 3** – Urgent.

**Code 2** – Scheduled transfers between facilities.

**Code 1** – Non-scheduled transfers between facilities.

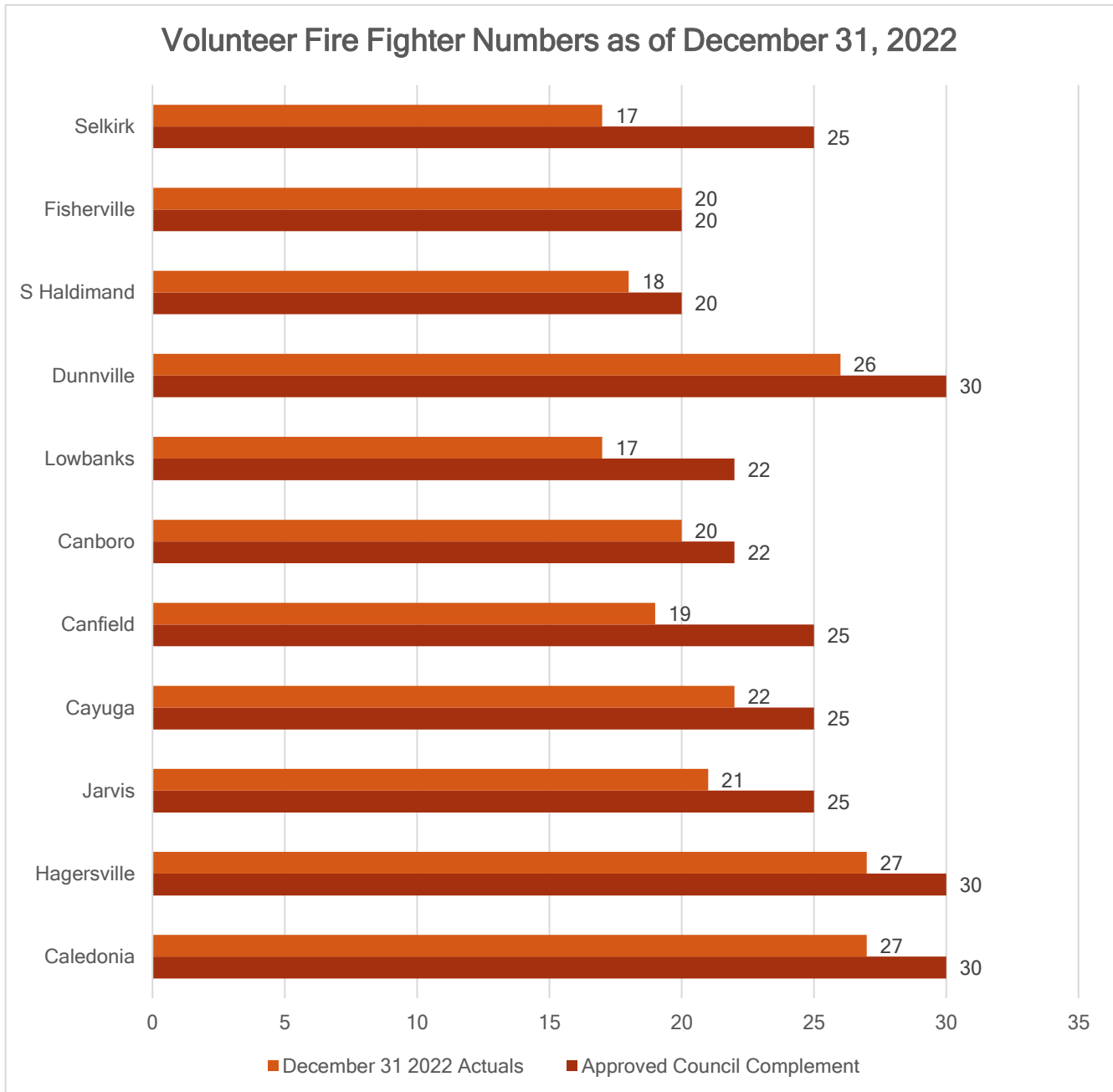
**Code 8** – Standbys to ensure adequate coverage.

# Haldimand County Fire 2022 calls / assists per station



As can be seen, for comparison purposes, Caledonia, Dunville and Hagersville have the highest volume of incidents and are allotted the highest number of Volunteer Fire Fighters as can be seen below.

### Volunteer Fire Fighter Numbers as of December 31, 2022

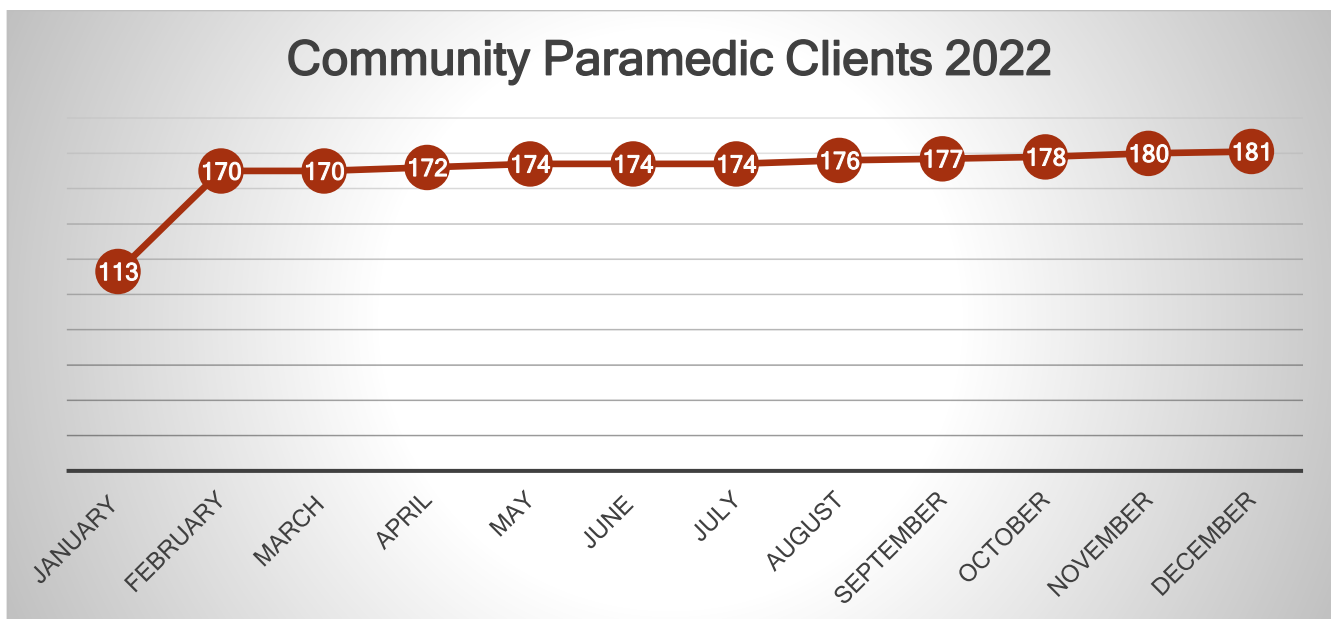


The chart above shows that certain stations have retention issues of fire fighters which needs to be addressed as full compliment is required to provide the efficient service that the residents and visitors deserve in their time of need.

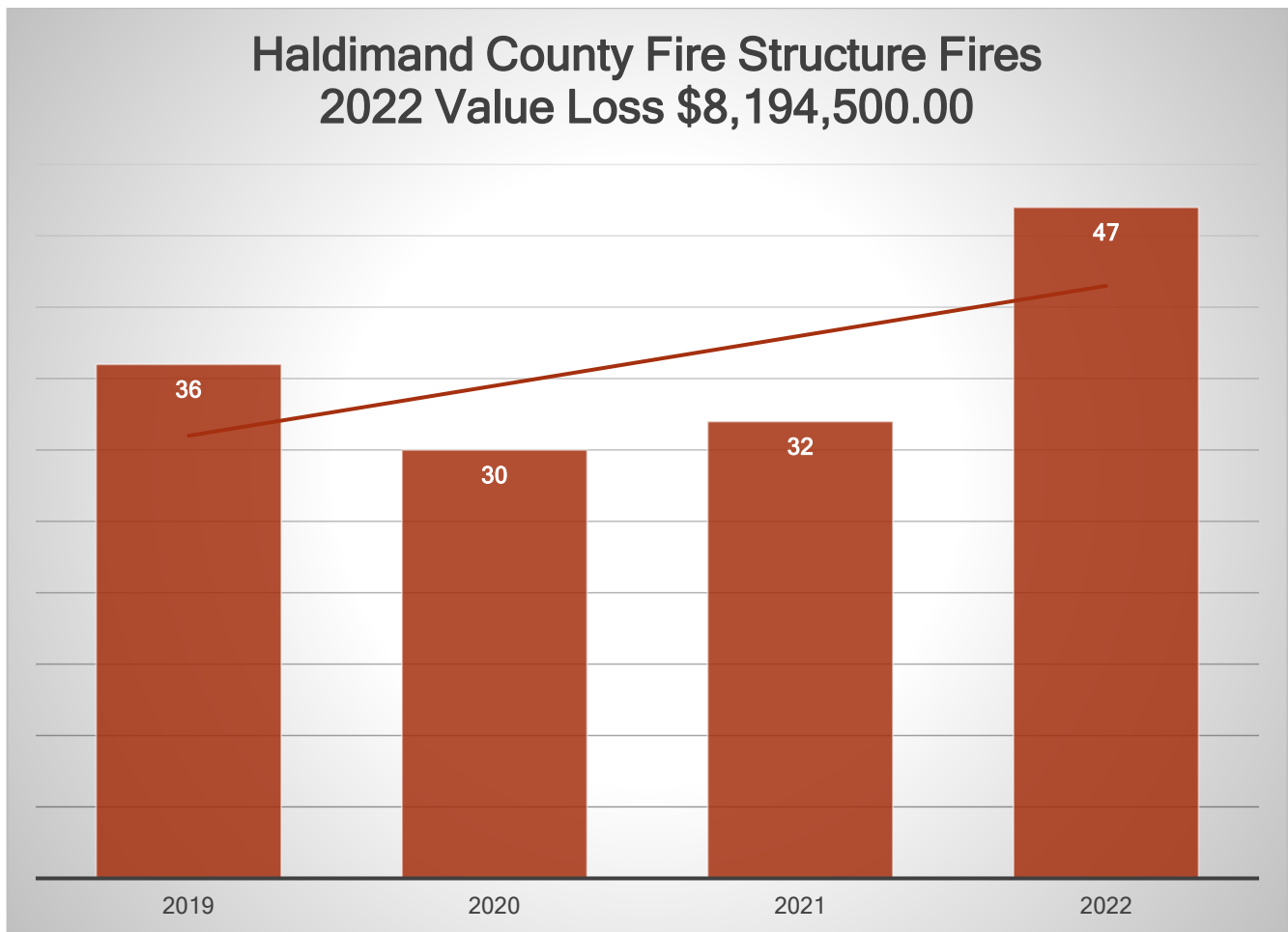
## Community Paramedic Program:

The program has been in operation for 2 years and numbers of clients has showed to have remained consistent over 2022. Growth was experienced in the first year of implementation and has remained steady over 2022. Over the last year many resources and training initiatives have taken place to constantly improve the services offered:

- The Wellness Dog Program has been added, receiving full support by the Province of Ontario and Haldimand County. The Wellness Dog Program has had an amazing effect on clients physical health, mental health and social well-being.
- 8 Community Paramedics have been trained as Wellness Dog Handlers
- Community Paramedics are taking a practitioner Course that will make them Certified CP Paramedic Practitioners.
- Community Paramedics completed a phlebotomy course making them certified in blood draws.
- Recently signed Dr Jeff Remington as the program's Medical Director.
- Community Paramedics are in the process of completing training on Point of Care Testing equipment and Remote Monitoring equipment to aid clients.
- Wellness Clinics are offered 3 days per month by the Community Paramedics.  
Services offered are:
  - Checking blood pressures
  - Checking temperatures
  - Checking Respiration, pulse and oxygen levels.
  - Checking weight
  - Checking blood sugar levels
  - Up to 150 clients are seen in these programs
- Virtual Reality headsets are offered to clients with mobility issues so that they may visit any place while in the comfort of their own home.
- The program has received positive feedback from clients, family and many residents of Haldimand County.



## Structure Fires:

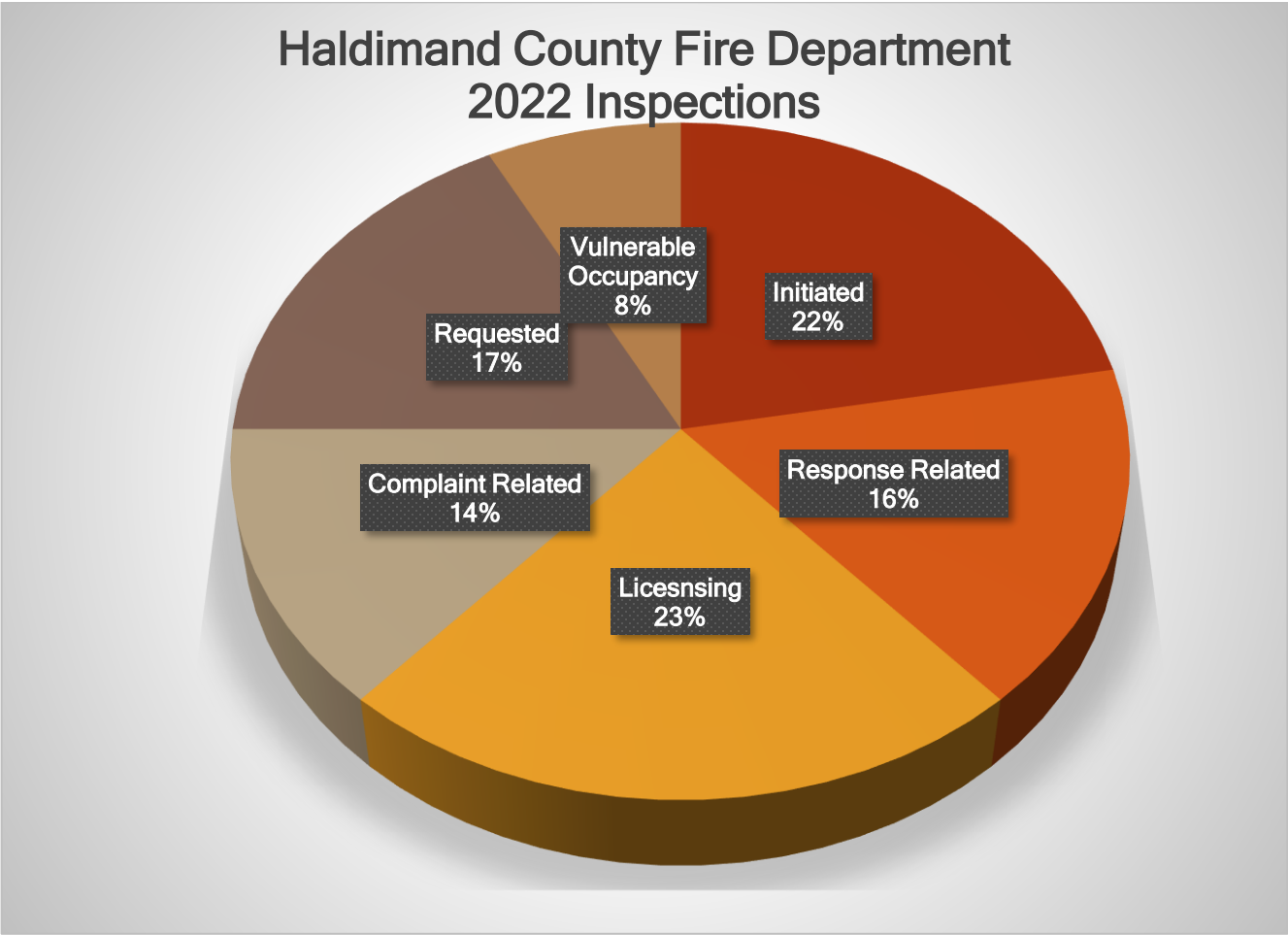


Structure fires have increased, not only in Haldimand County but across the province as well. The Fire Marshal has provided communication to this effect. As well, provincially, non-working smoke alarms have been on the rise. Haldimand County experienced 37% of residential structure fires did not have working smoke alarms in 2022.

Starting in 2023, Haldimand County has taken a zero tolerance approach for non-working smoke alarms found in residential homes. This reinforces the messaging from the Office of the Fire Marshal and stresses the importance of proper alerting of residents should a fire occur in their home, especially during the night hours when everyone is asleep.

As for, high dollar value loss, this is attributed to the increase in calls as well as increased building costs.

**Fire Prevention Bureau:**



Haldimand County Fire Prevention Bureau was busy with inspections, fire prevention activities and public education. A total of 208 inspections were completed over the year and 114 fire prevention activities, of which included review of planning applications, public consultations, education and fire safety plan reviews.

## **Training Division:**

The Haldimand County Training Division is committed to providing our fire fighters standards set for NFPA 1001 FF I & II and Hazmat 1072 during recruit training. As well as offering current fire fighters the opportunity to challenge the testing to achieve certification. These standards are recognized all across North America and will become mandatory in Ontario for all fire fighters from the Ontario Fire Marshal and Emergency Management.

## **Emergency Management Program**

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The Haldimand County Emergency Management Program designs, coordinates and implements various initiatives and activities to comply with Provincial Emergency Management Legislation.

Annual Emergency Management programming strengthens Haldimand County's ability to prepare for, respond to, and recover from major emergencies.

In 2022 Haldimand County met all of the Emergency Management Program requirements as outlined:

- Maintaining Municipal Emergency Response Plan to align with the Incident Management System (IMS)
- Establishing a Municipal Emergency Control Group responsible for decision-making during a large-scale emergency or disaster
- Conducting an annual review of the municipality's critical infrastructure
- Conducting an annual risk assessment of potential hazards
- Conducting annual training for Emergency Control Group members
- Performing an annual emergency exercise
- Distribute public education relative to emergency management