



2019

Annual Report

WHITBY FIRE AND EMERGENCY SERVICES



2019 Highlights

Responded to a total of **5,997** emergency calls across 5 Fire Stations



Responded to **3569** emergency medical calls



Conducted **764** fire prevention inspections and **66** site plan reviews



Responded to **31** residential fire incidents totalling over **\$1,653,880 million** in dollar loss

Promoted **1** Acting Platoon Chief to Platoon Chief, **2** Captains to Acting Platoon Chief, **5** Acting Captains to Captains, **1** Fire Prevention Officer to Fire Prevention Captain, **8** Firefighters to Acting Captains



Visited **5234** homes as part of the Ever Alert Public Education Program



Responded to **764** accidents

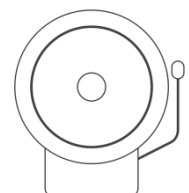


Visited **658** Grade 2 and **553** Grade 7 students as part of the Learn not to Burn Public Education Program

Completed **38,200** staff training hours



Responded to **755** fire and emergency alarm calls



Responded to **122** public education requests

(hall/truck tours, fire safety presentations, community events, fire extinguisher and fire drill training)

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Message from Your WFES Management Team

On behalf of the dedicated women and men of Whitby Fire and Emergency Services (WFES), we are pleased to present the Annual Report for 2019.

We endeavour to protect our community consistent with the three lines of defence that have been established in the Fire Protection and Prevention Act: 1) Public Education, 2) Building Inspections/Fire Code Compliance, and 3) Fire Suppression/Response. In 2019, based upon our risk reduction plan for Whitby, we focused our pro-active efforts on new public education initiatives, inspection programs, and training efforts geared to Whitby's specific risks:

- A distracted driving interactive program to help decrease the number of motor vehicle collisions.
- Pro-active inspection programs focused on accessory apartments and Whitby's downtown cores
- An increased focus on social media education
- Training programs and props to enhance firefighter skills related to Whitby emergency calls
- Technology to improve fireground effectiveness
- Increased community involvement and education

As always, the goal of our changes and improvements is to make Whitby a safer place for those who live, work, and play in our community. In 2019, you will see from the information contained within our annual report, that we believe our team has accomplished this goal. It is a sincere privilege for us to continue to serve our community under the direction and supportive leadership of Whitby's Council and CAO.

Yours truly,

WFES Management Team



Dave Speed
Fire Chief



Mike Matthews
Deputy Chief



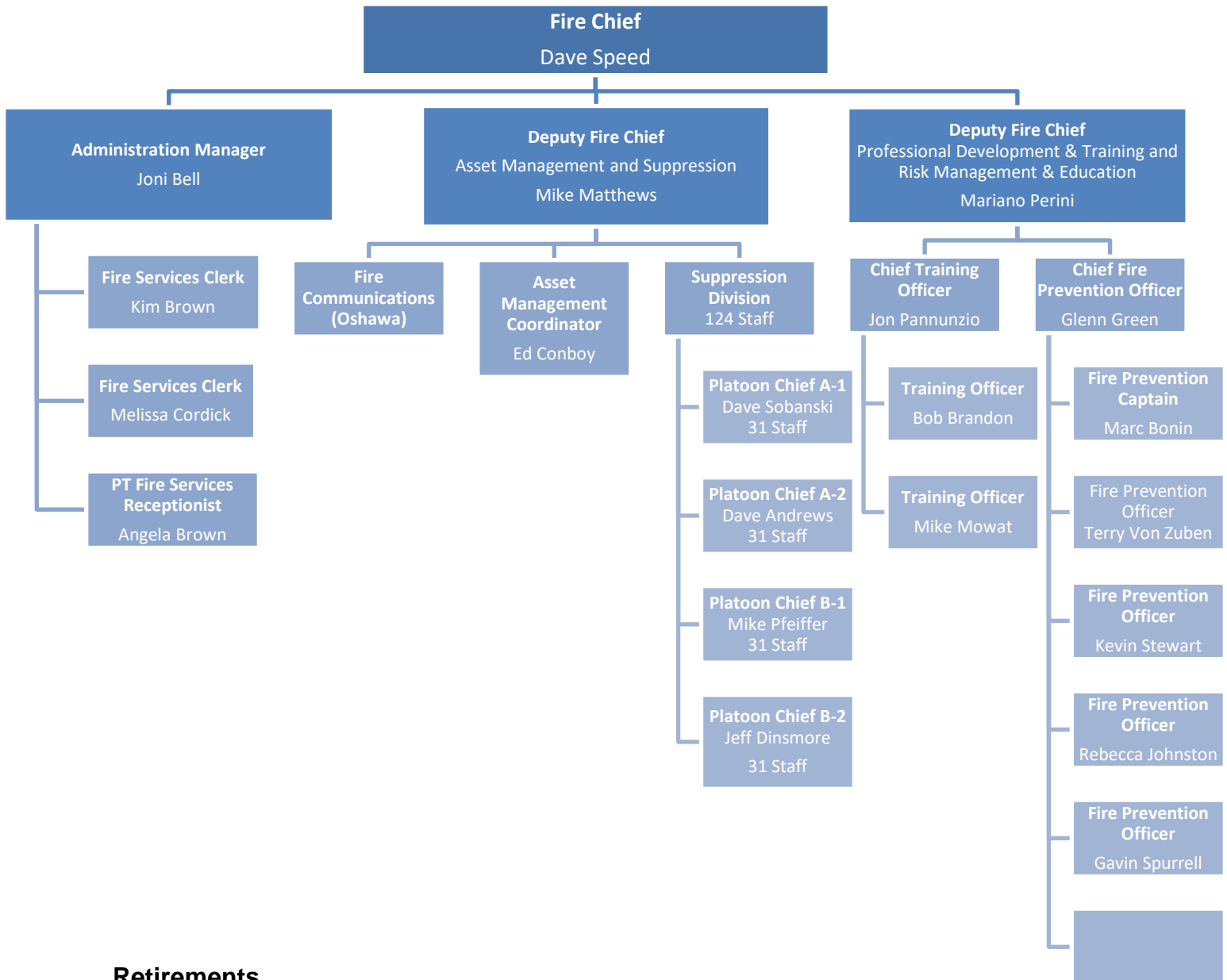
Mariano Perini
Deputy Chief



Joni Bell
Administration Manager

Your Fire Service

Organizational Structure

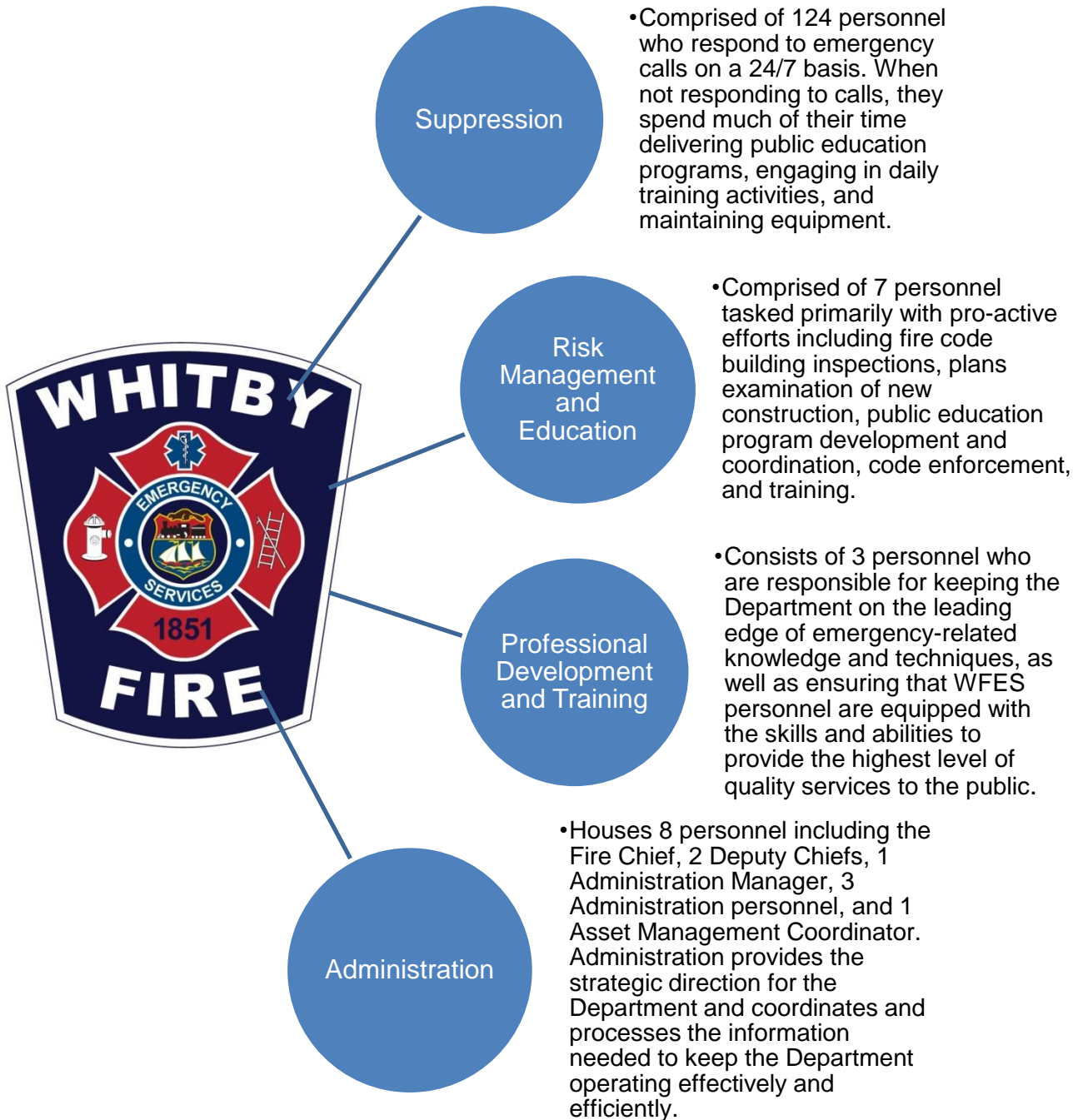


Retirements

Captain John Codlin
 Captain Randy Gallas
 Captain Dave Grylls

Thank you to each of you for your years of dedicated service to WFES and the Whitby community.

Whitby Fire at a Glance



Core Values

Compassion

Treating our community as if they were our family

Integrity

Being honest and trustworthy and doing the right thing

Excellence

Striving for excellence in every aspect of the service we provide to our community

The Work We Do

Through **innovation**, **leadership**, and **education**, we are dedicated to protecting life and property - Whitby Fire and Emergency Services Mission Statement

Innovation

- Close to 300 people, including local first responders, investors, entrepreneurs and municipal leaders from across Durham Region, gathered at the Whitby Fire and Emergency Services Headquarters on Wednesday, November 6 for Access IO: Community Safety and Well Being.

The Dragon's Den-style pitch event, held in partnership with the Durham Regional Police Services, provided the opportunity for tech entrepreneurs to connect with industry experts and investors in an effort to drive technology related to community safety forward in Durham Region.

Several of the best technology start-ups in the areas of emergency response, community safety and overall resident well-being shared their community safety and well-being solutions with potential investors and received feedback to help enhance their innovations and prepare them for use by municipal first responders.



- The Professional Development and Training Division is constantly researching new training equipment. As such they have sourced three new training props that will further enhance our firefighters skills:

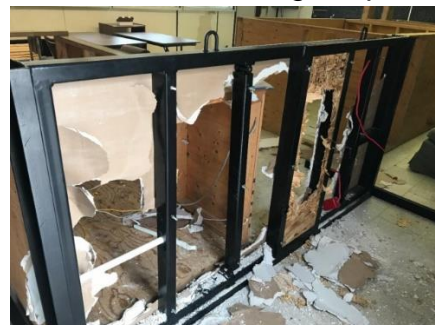
1. Vent Enter Isolate Search (VEIS) Window Training Prop



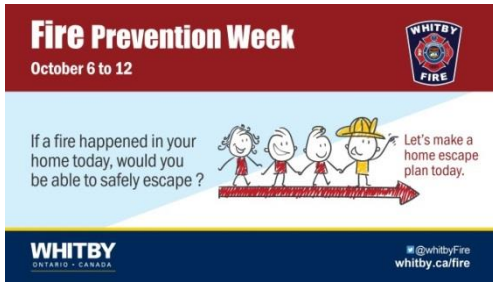
2. Fortress Forcible Entry Training Prop



3. Wall Breach Training Prop



- Working closely with our Corporate Communications team Whitby Fire has developed original fire safety messaging graphics. We utilized these graphics as a new way to provide lifesaving information to residents through our social media platforms.



- Tapping into our best and most creative ideas at all levels of the organization was the impetus for creating new internal communication channels in 2019. An anonymous suggestion program was created and was a great success. With the implementation of new ideas has come improved service quality, improved safety, and improved efficiency.

WFES Suggestion Program Results 2019	
Suggestions Assigned/In Process	17
Suggestions Implemented	44
Suggestions Not Implemented	15
Suggestions Requiring Clarification	5
Suggestions Requiring Negotiations with Union	6
Total Number of Suggestions Received	87

- A new computer system was implemented on the fire trucks this past year. Tablet Command (TC) provides responding crews particulars of the emergency incident, mapping and driving directions. In addition, there is a command component which allows the Incident Commander to assign apparatus or firefighters to specific fire ground tasks. In conjunction with Whitby's GIS department, mapping overlays highlight key interest points such as hydrants, preplans, access ramps to 400 series highways and new roadways in the Town. The implementation of this system provides the responding fire crews' with access to greater information during an emergency incident and a more effective, efficient and safe fire ground operation.



Education

- Multiple divisions within Whitby Fire and Emergency Services collaborated to develop the Open Air Burn Operational Guideline. The guideline is now used as reference tool for all to better understand the Open Air Burn Bylaw. This will provide the framework needed for consistent messaging to Town of Whitby residents.



- The Risk Management and Education Division created an Operational Guideline and Instructional Procedure for firefighter interaction with fire alarm systems and sprinkler systems, with plans for the creation of 2 portable fire alarm systems and two pull station training boards created to allow for firefighters to practice using a fire alarm system and how to reset a pull station.



- A distracted driving presentation was prepared by Chris Alldread during his tenure as Acting Deputy Fire Chief. As this is a non-traditional area of public education in the fire service, a distracted driving simulator was purchased to support this new educational direction. Thank you to CRCS for supporting this new initiative.



- Whitby Fire has signed an agreement with the Ontario Fire College (OFC) to serve as a Regional Training Center in Ontario. The Ontario Fire College continues to decentralize, in order to effectively deliver education to fire personnel throughout the Province. By signing this agreement, WFES is now in a position to offer courses as part of the Ontario Fire College Calendar, hosting both Firefighter students and OFC instructors. This will help us and Fire Departments in the Region as we will be able to get our personnel through OFC courses much faster.



- WFES Water Rescue Shift Training Instructors completed NFPA 1006 Technician Water Rescue Training. The four Shift Trainer Instructors are now able to train the crews on everything they have learned.



- Firefighters completed Utility Terrain Vehicle (UTV) training and familiarization with our new acquired Kubota. Firefighters participated in driving the UTV on a variety of surfaces, demonstrated their capabilities loading, unloading UTV on trailer and driving truck and loaded trailer on a driving course including reversing. Members also completed running the fire pump and spraying water/Fire Aid.



Leadership

- Thanks to Platoon Chief Jeff Dinsmore, a special mast and flag was created and installed on Ladder 35. The mast has been engraved with the names of Whitby Fire's line of duty deaths, so that these individuals will continue to be remembered by all. Nicholas Webb, Randy Tureski and Michael Klein have each had their names added to the mast. A ceremony was held on December 12, 2019 in honour of each of them.



- Joni Bell was successfully promoted to fill a new Administration Manager position. The position was created to lead the Administration function of WFES, the backbone of our Department. Duties include project management, budget administration, and continually improving administration efficiencies throughout our Department.



- Marc Bonin was promoted from Fire Prevention Officer to Fire Prevention Captain, a new position within Whitby Fire. As the Fire Prevention Captain, Marc is responsible for the development, coordination and delivery of technical training for public education and inspection programs; ensuring consistent Divisional quality of performance in plans examinations, inspections, prosecutions, public education, and training, and ensuring interactions with the public are performed in a positive manner.



- Mike Matthews was successfully promoted to the vacant Deputy Chief position. Mike brings years of experience in leadership roles in Whitby's Fire Suppression Division and the fire protection industry to fill this key role in WFES.



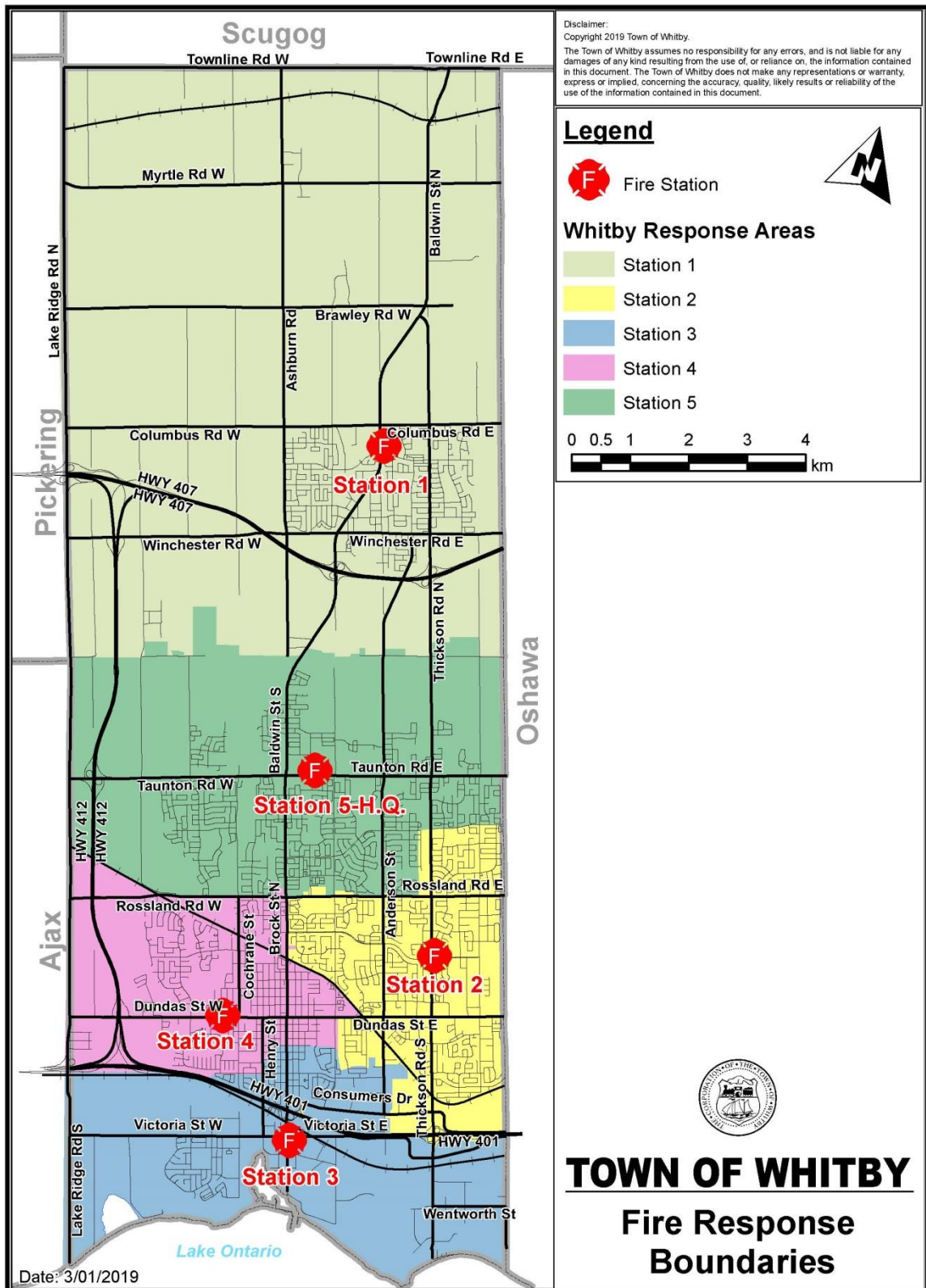
- Continuing to place the mental health of our WFES family as a top priority, in cooperation with IAFF Local 2036 we launched our first WFES Peer Support team. Members of the team are comprised off fire personnel chosen by their peers. They have received peer support training, and have already been put to good use, assisting colleauges who are struggling with mental health and wellness challenges, making for a safer workplace.



- Thank you to our Administration Staff and Firefighter Ashleigh D'Souza taking the initiative to organize pictures and messages for our first Bell Lets Talk Day. Mental health is a critical component of a person's overall wellness and we are fortunate to be able to help spread this message.



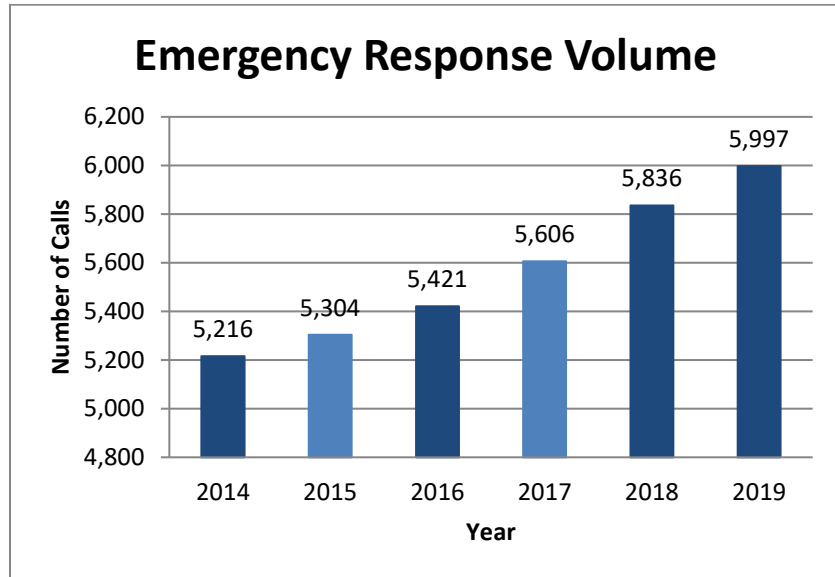
Emergency Response Boundaries



Emergency Response Statistics

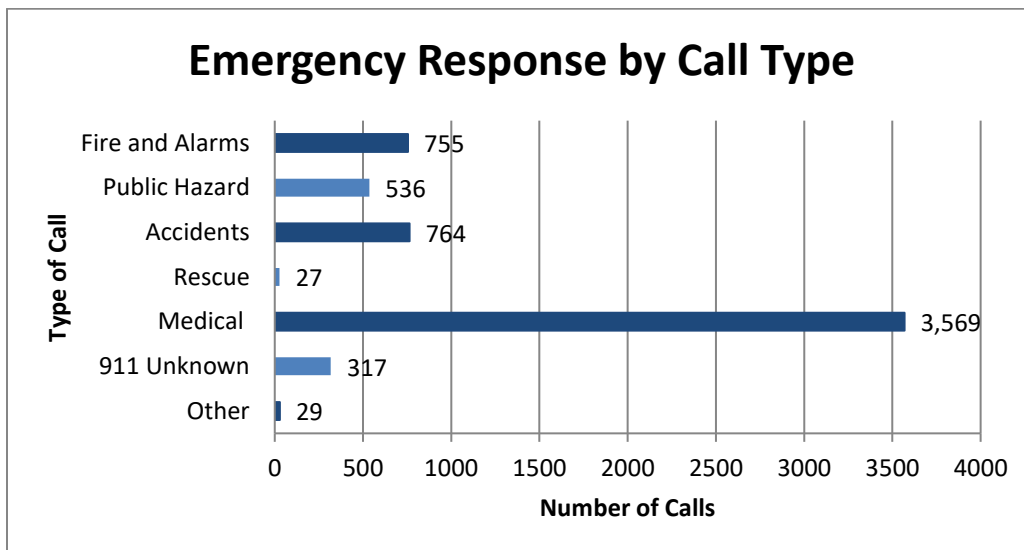
Response Summary

Whitby Fire responded to 5,997 emergency calls in 2019, an increase of 2.8% from 2018.



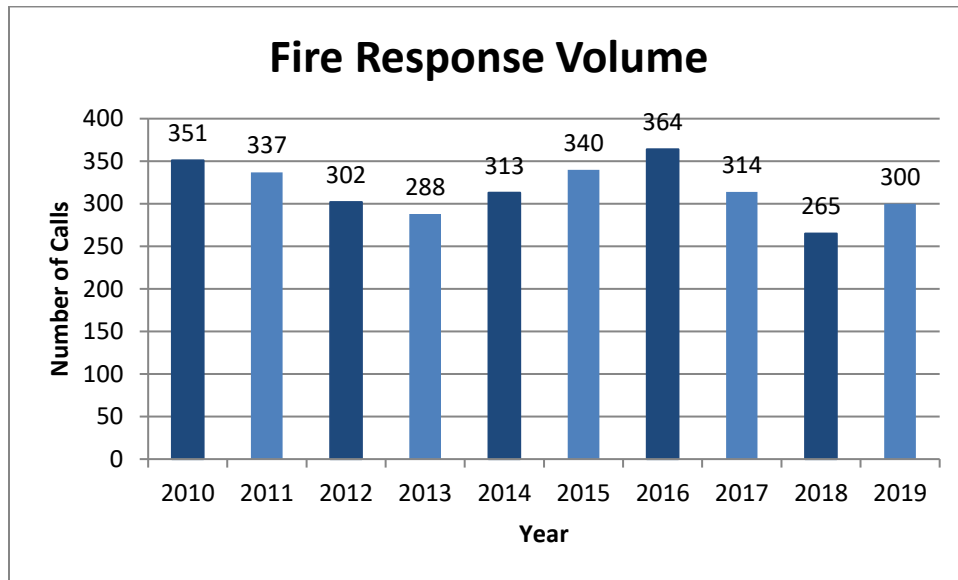
Response Breakdown

Whitby Fire responded to 3,569 medical calls in 2019, representing 59% of the total call volume.

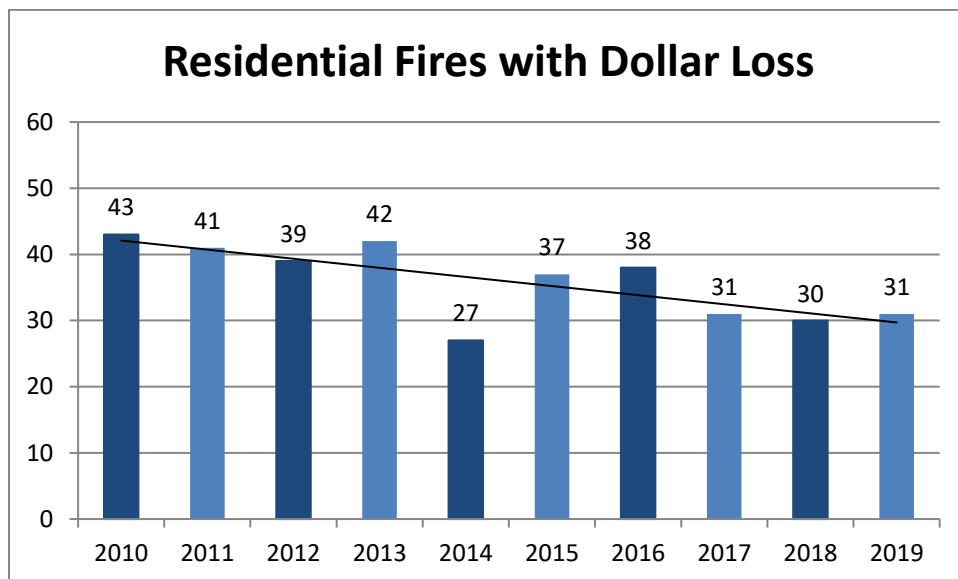


Fire Response Data

Whitby Fire responded to 300 fire incidents in 2019, representing the third lowest number of incidents in the past 10 years. Fire incidents are defined as fires/explosions structural and non-structural.



Whitby Fire responded to 31 residential structure fires with dollar loss in 2019. This is the third lowest number of residential fires with dollar loss in the past 10 years.



Fire safety public education programs are making a difference.

Large Scale Emergency Response Management

The Town's annual emergency exercise was held April 3, 2019 in the Town's Emergency Operations Centre (EOC). This year's scenario was a flooding event with all members of the EOC Municipal Control Group (MCG) taking part. The MCG is comprised of 36 people from throughout the organization, each bringing expertise and skills from their respective areas to ensure the emergency is effectively handled.

The Emergency Management and Civil Protection Act requires that a scenario is held each year, and as always, there were many lessons learned in 2019's exercise that we have implemented to help us improve our service to the community.



Whitby Welcomes New Fire Recruits

On November 8, 2019, Whitby Fire and Emergency Services celebrated the graduation of eight new firefighter recruits and three fire prevention officers.

Over nine weeks, the firefighter recruits underwent a rigorous training program that included live-fire training, fire suppression, search and rescue, firefighter rehabilitation and mental health resiliency. Over fifteen weeks, the fire prevention officer recruits received training on the Fire Code and Building Code, fire alarms, sprinklers, retrofit, customer service and many other technical subjects.

With the quality of the people that we have added, we are very excited about the future of our Department and look forward to their energy and new ideas.



Firefighters in Training

On October 25, 2019, Whitby Fire and Emergency Services conducted live-fire training as part of its onboarding process for its new firefighter recruits.

Members of the Town of Whitby's Council and Senior Leadership Team also participated in the training to help build increased understanding of the important role firefighters play to keep the community safe. They received a sneak peek into the conditions a firefighter encounters in a fire, along with the fire safety gear and equipment that they use.

During the exercise, WFES displayed and taught participants techniques for fire suppression, search and rescue, and firefighter rehabilitation.

The training is part of ongoing emergency exercises conducted by WFES to ensure firefighters are prepared to respond to any situation.



Corporate Collaboration

It would not be possible for us to provide our service to the public without the work that is accomplished by Departments throughout the rest of the Corporation. We rely heavily upon our Department partners, including:

Public Works

Town mechanics invested 2500 hours in 2019, repairing and maintaining fire vehicles. As well, snowplough operators kept streets clear for us to quickly respond to emergencies.

Building Services

2880 hours were provided by Building Services staff last year repairing and maintaining fire halls.

Human Resources

Countless hours were spent providing expert guidance on training, recruitment, compensation, WSIB, labour relations, performance, and organizational development.

Corporate Services

Support for computer technology, along with finance and purchasing expertise are at the core of what we need as a Fire Service to operate smoothly. They were instrumental last year as technology was introduced into fire trucks in the form of a Tablet Command system.

Corporate Communications

We understand the safety risks in our community and the messaging we need to get out to people to help keep them safe. The Town's Communication experts helped us to convey these messages in fresh, new effective ways in 2019.

Clerks, Legal and Enforcement Services, Planning and Development, Community Services, the CAOs office, Engineering and even Library Services each play a large role in helping us to provide our services to the public each year.

Thank you everyone. We are blessed to be part of a great, collaborative team in Whitby.



In the Community

2019 Junior Fire Chief



Whitby Fire and Emergency Services announced Eniola Olaoye as the 2019 Junior Fire Chief. Eniola – a grade six student at Julie Payette Public School – was selected out of the graduates from this year’s Junior Firefighter Summer Camp. At camp, Eniola demonstrated a keen knowledge of fire safety, good sportsmanship and willingness to help others.

As part of the 2019 Fire Prevention Week (October 6 to 12), Eniola was picked up at her school by a fire truck and driven to Whitby Fire Hall 5 for a day of Junior Fire Chief training. Eniola’s training included learning how to use equipment such as hoses and extinguishers. She also had the chance to experience an aerial ride where she was safely secured on the unit 100 feet in the air.



The Junior Fire Chief for the Year Contest is supported by Durham District School Board and generously sponsored by Canadian Tire North and Whitby McDonalds.

Tim Hortons Camp Day

On Wednesday June 5, Whitby Fire and Emergency Services took part in Tim Hortons Camp Day. Proceeds from all Tim Hortons coffee purchases on Camp Day help send youth to a Tims Camp for a camp-based development program.

Youth who attend Tim Hortons Foundation Camps are supported to learn life skills like leadership, resilience and responsibility so they can return home and thrive in school, work and contribute to their communities.



Doors Open Whitby

On Saturday, May 4, Whitby Fire and Emergency Services participated in Doors Open Whitby. Activities included auto extrication demonstrations, a live burn demonstration, truck and station tours. Over 700 residents of Whitby attended the event.



McDonald's McHappy Day

On Wednesday, May 8, Whitby Fire and Emergency Services participated in McDonald's McHappy Day. \$1 from every Big Mac, Happy Meal and hot McCafe beverage was donated to Grandview Children's Centre. WFES staff were busy working the drive-thru and taking donations. McDonald's Whitby locations raised \$48,000 and Durham locations raised over \$242,000.



Breakfast from Grandview



Gavin and his brother Hayden visited Hall 5 to share their culinary skills with Whitby Fire. Gavin was recently featured in a Grandview Kids video showcasing his joy in cooking and presenting culinary dishes. After viewing his video, Chef Gavin and his brother Hayden were invited by B2 Platoon to attend Hall 5 on June 9, 2019 to share his culinary expertise. Both Gavin and Hayden prepared breakfast for the crew. A meal of fresh cut strawberries, scrambled eggs and pancakes was enjoyed by all.

Ontario Fire Buffs

On Saturday, May 11, a group from the Ontario Fire Buffs came to Whitby to document and photograph the Fire fleet at all Stations. This diverse group consisted of a retired Fire Chief, retired Firefighters, Dispatchers, Fire Mechanics and private citizens that all have a passion for Fire Apparatus and the job we do. It had been several years (2003) since their last Whitby Fire Department tour and so much has changed.



Paws for a Cause

Epilepsy Durham Region (EDR) made the soft plush charity dog, Lora the Lavender Labrador Labrador, available to front line First Responder staff to help comfort individuals facing traumatic situations. Through the Paws for a Cause fundraising initiative, EDR enthusiastically donated 1,900 Lora the Lavender Labrador charity plush dogs on December 17th, 2019 at the Region of Durham Headquarters.



In the News

Fire Breaks Out at LCBO in Downtown Whitby

Whitby Fire and Emergency Services responded to a three-alarm blaze at the LCBO on Gilbert Street on Sunday.

The call came in at about 9:50 a.m. and flames were visible on the roof area upon fire crews' arrival.

"The fire looked kind of spectacular from a distance — a lot of smoke and flame," said fire Chief Dave Speed.

Firefighters managed to contain the fire to the LCBO building and had it under control within about an hour, he added.



There were no injuries and no other structures in the area were affected. Damage is estimated at about \$1 million.



"That's mainly due to the inventory — it's a rough estimate," said Speed, noting they've since turned the building back over to the owner. The cause of the fire is undetermined.

Source: Whitby This Week

Fire Destroys New Whitby Home

The Ontario Fire Marshal's office is investigating after a fire ripped through a newly-constructed home in Whitby on May 8.



Fire crews were called to Pennine Drive, located just northeast of Taunton Road and Country Lane, at about 6:20 a.m. on May 8 and began battling the blaze that spread throughout the two-storey house. “The fire is under control and there is extensive damage to the home, but fortunately our crews on scene were very effective and did a pretty excellent job,” said Chris Alldread, the Acting Deputy Chief with Whitby Fire and Emergency Services.

“The homes are very close together and even with that factor, they were able to contain the fire to the house of origin — so that limited any damage to the adjacent homes.”

Five pumpers and a ladder responded to the call, followed by additional units. There were no occupants inside and no firefighter injuries were reported, he added.

“I think the construction was complete but nobody was actually living in the house yet; the new owners hadn't taken possession, from what I understand.”

Alldread could not provide an estimate on the extent of the damage, but noted that it was “significant.”

Determining the cause of the fire will be part of the OFM's investigation.



Source: Whitby This Week

Fire Breaks out at Gerdau Steel Mill in Whitby

Whitby Fire and Emergency Services responded to a blaze at Gerdau Steel on Hopkins Street Wednesday morning.

Acting deputy chief Mike Matthews said a call came in at about 6:45 a.m. on Jan. 23 regarding a fire in the conveyer belt area of the melt shop.

“All of our on-duty crews responded, so that was five pumpers and one ladder with the platoon chief, and we initiated a callback for additional firefighters to come in,” he said, adding the fire was brought under control.



It was contained inside one of the plants but firefighters moved workers from all of the buildings as a precaution. No injuries were reported.

The cause is still under investigation and there's no word yet on the extent of damages.

Source: Whitby This Week

11-year-old Sunderland Boy Helping Homeless with Sleeping Bag Drive

A young boy from Sunderland, Ont. is once again rolling out an initiative to help people struggling with homelessness in the region.

Easton McCready launched ‘Warm the Streets of Durham’ in 2018, collecting blankets and sleeping bags for people living out in the cold. This year, he’s getting some extra help at local fire stations....



Easton wants to surpass the amount they collected last year, and that’s where the Whitby and Oshawa fire departments come in.

“Between the two municipalities, we’re looking at 11 fire stations that are always open to accept a donation that Easton’s looking for, to help out the needy in our community,” said Glenn Green, Whitby Chief Fire Prevention Officer.

Source: Global News

Engaging the Public

Public Satisfaction Survey Results

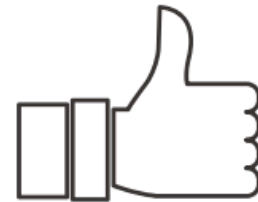
As part of our commitment to continuous improvement, Fire Chief Dave Speed conducted a survey of people that were involved in some of our responses this year. The purpose of the survey was to gauge the quality of services delivered.



94% believed our response was prompt



100% believed they were treated well



100% believe we are good at our jobs

Whitby Fire and Emergency Services values the opinion of the community and will continue to identify opportunities to engage the public in terms of feedback, planning, projects and information sharing.

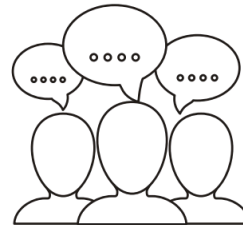


Engaging Through Social Media in 2019

Established October 2017, the @WhitbyFire Twitter account has proven to be an effective means of communicating active incident alerts, fire safety information, training initiatives and more.



312 tweets sent
13% increase over 2018
40,586 engagements
80% increase over 2018

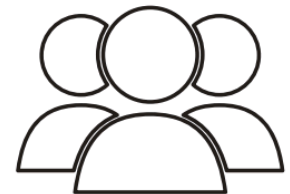


520,230 unique tweet impressions in 2019
14% increase over 2018

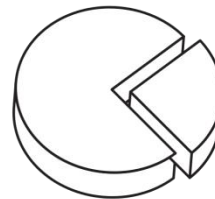
1,930 link clicks
35% increase over 2018



468 followers gained
1,513 total followers
37% increase over 2018



4,218 likes
87% increase over 2018
1,493 retweets
3% decrease from 2018



38% female followers
62% male followers

Connect With Us

Inquiries or questions?

Join the conversation:

- Online at www.whitby.ca/fire
- Via phone at 905-668-3312
- On Twitter @WhitbyFire

In case of an emergency, call 911



Testimonials from the Public

Good morning Chief Speed,

I just wanted to take the time to email you today to thank you! I am a secondary teacher at Henry Street High School of students with Special Needs. We had the opportunity to attend the Fire Safety presentation at the Durham Safety Village. The presentation and activities were excellent for my students and so very necessary!

My students are definitely a part of the population that is vulnerable to these types of safety concerns and the fact that you and your team spend the time (and resources) in fire prevention amongst kids (particularly those with special needs) is awesome. My students now know how to handle certain situations better and this has started a conversation about safety at home. An area of weakness for our students is problem solving and the fire presentation definitely allowed them to gain knowledge and support with this.

Again, a big thank you to you and Terry Von Zuben - he did a really good job and connected well with our students.

- Secondary Teacher at Henry Street High School



It is with sincerest thanks that we present these cards to you and all of the Whitby Fire crews. We have learned in class all about community helpers. Some aspects of your jobs can be dangerous, and the fact that you work long hours, you cannot be with your families all the time. Thank you from the bottom of our hearts for helping to keep us and our community safe. You are such excellent examples of upstanding superheroes and wonderful role models for future generations.

- The Kindergarten Class at St. Theresa Catholic School



A shout out to Whitby Fire for not making me feel like more of a fool. One piece of toast, jammed in the toaster, and enough smoke to set off the alarm at work made for a very interesting afternoon. Professional and a great sense of humour! Thanks guys.

- A message received from a member of the public

When we were leaving the park yesterday, my kids were excited when they saw a firetruck. From a distance, I got my phone out and took a picture. The firefighter closest to the front of the truck in the picture was inside the truck at the time. He saw me take the picture, got out and started walking over. I thought I was in trouble for taking a picture.

He then asked if the kids would like a picture with the truck. Of course they were all for it! After one picture of them standing in front of the truck, he picked up Declan and helped Mak right onto the front of it. He was so awesome and made their day! It was their first time being that close to a firetruck and firefighter. If anyone knows this wonderful man, please tell him a huge thank you. Thank you from all of us.



- Message received from a member of the public

My wife and I were first on the scene today and witnessed the accident as it happened. Thank you to the 911 operator for walking my wife through what to look for and letting us know your staff were on the way. It wasn't long after the call that your firefighters were on scene. Excellent work by all first responders today, fire, paramedics and the police. Witnessing others stop to help was a true testament to the human spirit.

- Message received from a member of the public

Year in Photographs









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