



SASKATOON FIRE DEPARTMENT
2018 **YEAR IN REVIEW**



SUMMARY

notify**now** 

Reached
85,000+
citizens

through **notifynow** alerts

Responded to

14,308
calls for service



Performed

256 fire investigations



Conducted

5,317
inspections and
re-inspections



Attended

476

community
events





Checked
185
car seats

Collected
7,571
discarded
needles



Instructed
22
high school
**F.I.R.E.
CADETS**



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THANK YOU

- International Association of Firefighters Local 80
- City of Saskatoon Communications & Public Engagement
- City of Saskatoon Information Technology

Message from the **FIRE CHIEF**

I am pleased to present the Saskatoon Fire Department (SFD) 2018 Year in Review; highlighting the important initiatives and accomplishments achieved over the last year.

Each day, over 330 staff deliver services focused on public safety, risk reduction, and emergency management.

The implementation of new service models proved successful as the relocation of Fire Station No. 3 improved response time to the southeast area of Saskatoon. This initiative has shown our commitment to excellence in the prompt and effective response to citizens. Partnerships with stakeholders remains a strong priority for the SFD. Delivery of proactive prevention and education programs continue with the Saskatchewan Health Authority, Saskatoon Public Schools, and Greater Saskatoon Catholic Schools.

Our Emergency Management Organization continues to build key relationships and provide emergency planning for all types of hazards or events through preparedness, response, mitigation, and recovery.

I am honoured to serve as Fire Chief in Saskatoon and proud to work with a dedicated team committed to serve in the professional and compassionate manner they do.

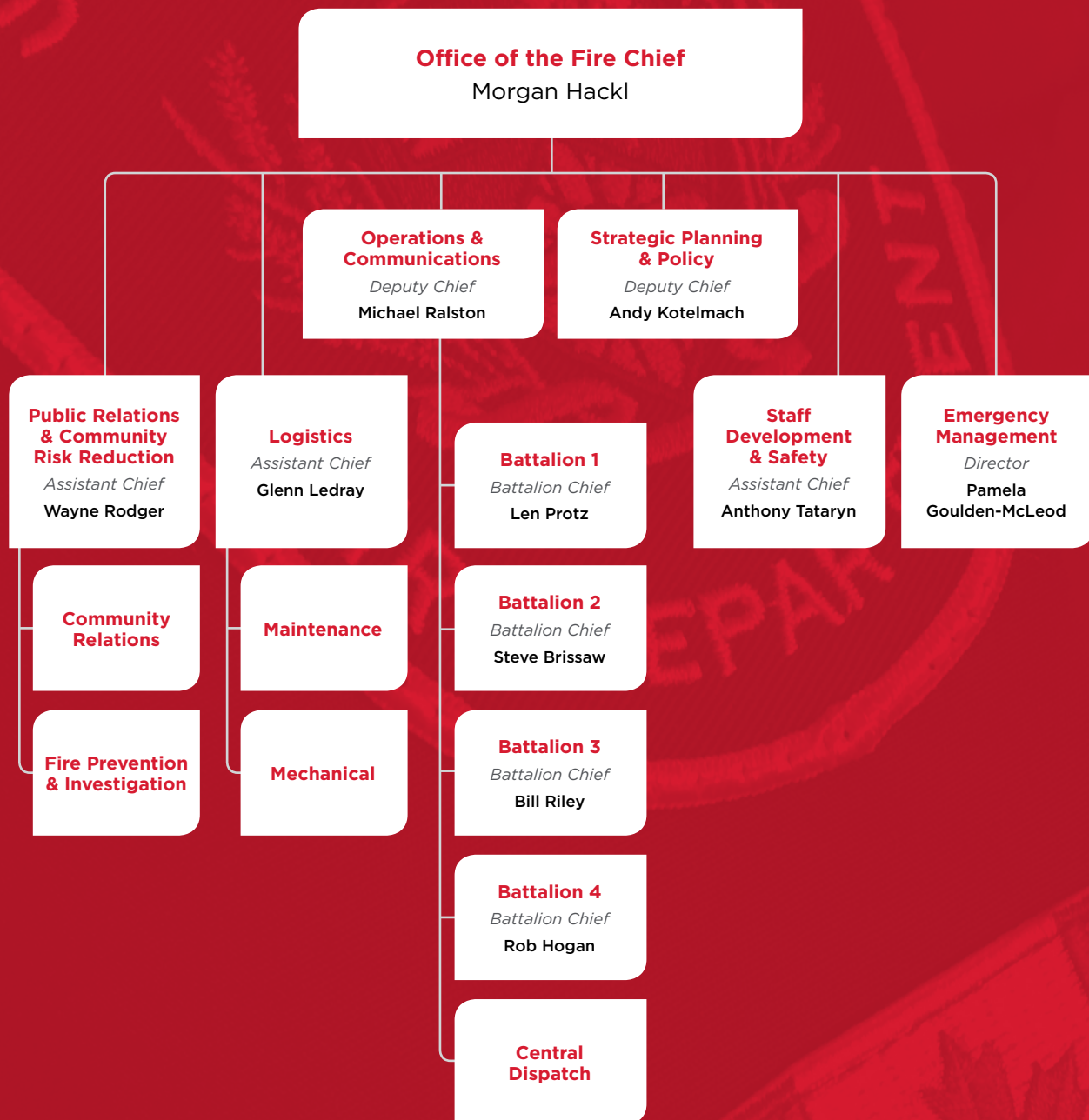
Stay safe,



Morgan Hackl
Fire Chief



ORGANIZATIONAL STRUCTURE



YOUR CITY

Saskatoon has one of Canada's most renowned fire departments, serving an estimated:

 **268,000**
residents

 **111,000**
residences

 **236 km²**

THE DEPARTMENT

The Saskatoon Fire Department is an all-hazards emergency response provider ensuring the safety of the public. Emergency response services and fire dispatch agreements are also provided to surrounding communities. The SFD protects the City's tax base and supports economic development through extensive inspection, education, prevention, and enforcement programs.

MISSION

To protect and enhance Saskatoon citizens' quality of life.

VISION

The Saskatoon Fire Department is a professional service focused on public safety and risk reduction.

FOCUS

To create a caring and committed community.

OUR PEOPLE

336 staff supporting six divisions:

- Operations & Communications
- Staff Development & Safety
- Public Relations & Community Risk Reduction
- Logistics
- Strategic Planning & Policy
- Emergency Management

VALUES

- People
- Respect
- Integrity
- Safety
- Trust
- Courage

CELEBRATING SUCCESS

STAR AWARD

Dori Krahn of the Saskatoon Fire Department received the National Fire Protection Association's (NFPA) Star Award for her dedication in effectively reaching the public with fire and life safety education. Dori serves as a Community Relations Coordinator, delivering consistent and innovative outreach to a multitude of community members and organizations. Dori was one of 12 recipients selected out of the United States and Canada.

Congratulations, Dori, on your recognition and continued commitment to the community!



FIRE STATION NO. 3

The Saskatoon Fire Department was proud to place the newly relocated Fire Station No. 3 into commission in 2018. The relocation of Fire Station No. 3 from 1906 York Avenue to 2613 Clarence Avenue was completed through the implementation of new service models after identifying the need to improve response time to the southeast area of Saskatoon. This initiative has proven successful in providing prompt and effective service to residents.



COMMUNITY RELATIONS

The Community Relations Section maintains positive working relationships with the educational, business, and institutional sectors of the City of Saskatoon through the presentation and offering of fire and life safety information, media relations, and ongoing community involvement.

Programs include:

- Fire Station Tours
- Fire Safety Events
- Firestop
- Community Events
- Remembering When
- Hospital Visits
- Crew Connect
- Fundraising Events
- F.I.R.E. Cadets
- Recruitment
- Car Seat Clinics
- Partnership Opportunities
- After The Fire
- Fire Safety Presentations



KEY PROGRAM HIGHLIGHTS

Remembering When:

Remembering When is a comprehensive fire and fall prevention program for older adults in Saskatoon. The program is centered on 16 key safety messages — eight fire prevention and eight fall prevention. In 2018, the Saskatoon Fire Department received 928 requests to lift older adults and others with physical limitations.

After The Fire:

The After The Fire program is a reactive approach to educating community members after a significant fire has occurred in their neighbourhood. Fire crews return to the affected neighbourhood to deliver informational packages and engage in constructive discussion with community members that reside within a predetermined radius of the fire scene.

F.I.R.E. Cadets:

The purpose of the F.I.R.E. Cadets program is to build new and strengthen existing life skills to the benefit of the participant. These skills are intended to contribute to one's success in all aspects of life, including future career applications. In 2018, 22 students from six high schools in Saskatoon were coached in responsibility, respect, leadership, community involvement, teamwork, pride, and professionalism over the course of an eight-week program.

Crew Connect:

The Crew Connect program was designed to facilitate the relationship between fire crews and community organizations or groups in their respective response districts. Fire crews are provided with the resources to engage their respective community organization or group through educational community building. The program was introduced in late 2018 and by year end had five fire crews actively leading the charge.

Firestop:

The Firestop program is a juvenile firesetter intervention initiative directed towards youth aged 17 or younger who are involved in the unsanctioned and non-instrumental use of fire. The program provides efficient, effective, and meaningful educational intervention for young firesetters and their families. It is the goal of the program to reduce property damage and injuries that result from fires set by youth.



FIRE PREVENTION & INVESTIGATION

The Fire Prevention & Investigation Section provides a proactive service to protect life and property. Staff are assigned to each fire station to provide technical support and code enforcement follow up for the Operations & Communications Division.

Programs include:

- Fire Inspections
- Fire Investigations
- Property Maintenance Analysis
- Plan Reviews

KEY PROGRAM HIGHLIGHTS

Fire Inspections:

Staff conduct fire inspections that include the reliability of code-specific fire protection features, fire hazard recognition, gathering of building construction data, and obtaining emergency contact information. Fire inspections are conducted on all commercial and multi-residential buildings. When voluntary compliance cannot be achieved through an inspection and education process, enforcement action is pursued; in 2018, a total of 761 enforcements were followed through.

Fire Investigations:

Fire investigations are conducted to enhance public safety and fire reduction. Staff conduct fire investigations that include gathering of property and owner history, cause of origin determination, finding of suspicious identifiers, and future prevention of such fires. Analysis

of the causes of fires is used to establish program priorities, training opportunities, and fire safety education.

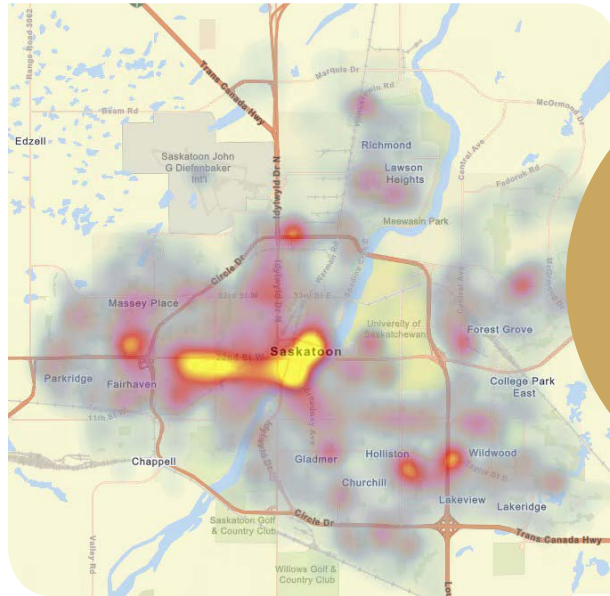
Property Maintenance Analysis:

Property maintenance concerns received to the Saskatoon Fire Department are assigned to the appropriate district fire inspector for further analysis. Staff conduct enforcement action pursuant to the Property Maintenance and Nuisance Abatement Bylaw No. 8175 which establishes the minimum standards for buildings, structures, and yards throughout the City of Saskatoon. In 2018, a pilot project with the City's Community Standards Division proved successful in providing prompt response to property maintenance concerns.

Plan Reviews:

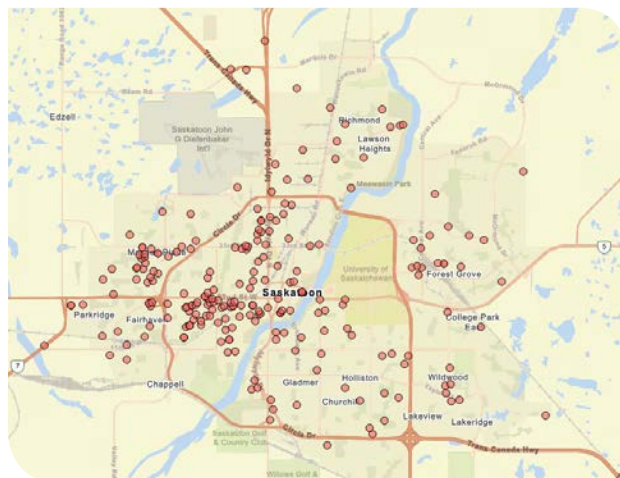
Staff conduct plan reviews in conjunction with the City's Building Standards Division to address fire code requirements that would otherwise go unnoticed until after construction begins. These inspections ensure that all building, fire, and other applicable codes have been met and that the building is safe and habitable.

INSPECTIONS



Conducted
5,317
inspections and
re-inspections

INVESTIGATIONS



Performed
256
fire investigations

EMERGENCY MANAGEMENT ORGANIZATION

The Emergency Management Organization (EMO) works with City of Saskatoon colleagues, community partners, government agencies, businesses, non-profit groups, first responders, and citizens to promote and strengthen emergency management and business continuity. Working collaboratively with these groups, the EMO coordinates preparedness, planning, response, and recovery with the goal of making Saskatoon a safer and more resilient community.

Programs include:

- Extreme Weather Planning
- Emergency Social Services Preparedness
- Incident Command Training
- Organized Public Events
- Emergency Activations
- notifynow Alerts

KEY PROGRAM HIGHLIGHTS

Incident Command System Training:

During major or escalating events Incident Command System (ICS) may be implemented. ICS is a standardized, on scene, emergency management framework. It's an integrated organizational structure that is scalable depending on the incident. This flexible management structure provides common terminology, communication pathways amongst responders, and the ability to set and meet joint objectives. In 2018, 37 internal and external partners were trained in varying levels of the ICS framework.

notifynow Alerts:

The notifynow alert system can provide timely, trusted, and targeted public safety messages when you need to know most, reducing stress for yourself and those you care about. The EMO and trusted agency partners work together in providing a coordinated response that may include sending notifynow emergency messages to the residents of Saskatoon. When an emergency notifynow message is issued, you would receive a voice, email, or text message — depending on your preferred method of communication indicated when signing up.



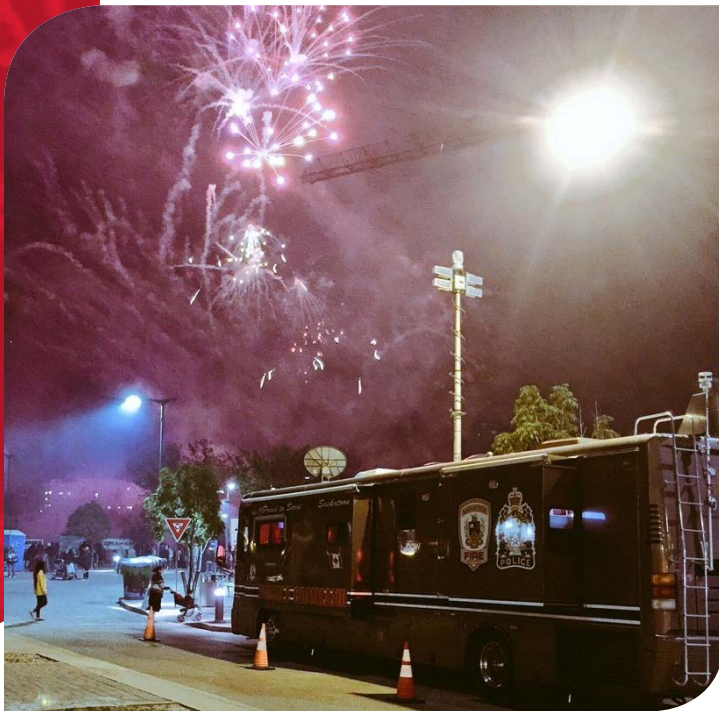
notifynow

Sign up for notifynow alerts by visiting saskatoon.ca/notifynow

Mobile Command Unit:

The Mobile Command Unit (MCU) is a partnership between the City of Saskatoon, Saskatoon Fire Department, Saskatoon Police Service and the Emergency Management Organization. The MCU is a retrofitted recreational vehicle that has been in operation as an Incident Command Post since the fall of 2017. The MCU and the use of Incident Command System support efficient and coordinated responses to emergency incidents for the citizens of Saskatoon; this coordination often results in a more timely resolution while minimizing the impact or effects on citizens.

The MCU can be activated by either the Saskatoon Fire Department or the Saskatoon Police Service. In addition to emergency activations, it's activated for organized public events such as fireworks festivals, parades, FIBA tournaments, and the Hometown Hockey event, among others. In 2018, the MCU was activated a total of 25 times; mitigating 17 emergencies, overseeing seven special events, and participating in one training exercise.



OPERATIONS & COMMUNICATIONS

Answering the call for service, the Operations & Communications Division mitigates a wide scope of emergencies and is responsible for the front-line response to the citizens of Saskatoon.

Programs include:

- Fire Suppression
- Hazardous Materials
- Confined Space Rescue
- Extrication
- EMS
- High/Low Angle Rescue
- Public Hazards
- Water Rescue
- Public Assists
- Heavy Urban Search and Rescue
- Dispatch Communications

IN 2018



worth of property and infrastructure **caught fire**

93.84%

was **protected** and **saved** by the Saskatoon Fire Department



was **lost** as a result of fire

Did You Know?



We have **140** Firefighter-Paramedics staffed across nine fire stations!



ENGAGING STAKEHOLDERS

 **1.7M+**
social media
impressions

 **496**
posts

 **801**
media releases

The Saskatoon Fire Department is accessible to media 24/7/365 through monitored non-emergent dispatch phone lines.

Public education and incident information is published to the City of Saskatoon website and can be accessed by visiting saskatoon.ca/firenews. This content consists of fire and life safety topics, as well as updates and summaries for active or concluded incidents.

TESTIMONIALS

"...I just wanted to write and say thank you. We had to call 911 tonight for my father...The fire [crew] arrived before the ambulance. The [crew] who entered my parent's house were just fantastic. They were very kind, professional, and thorough. They took a very stressful situation and made it good. My father got good care from the [firefighters], to the paramedics, to the nurses, and the doctor at the hospital tonight. The 911 operator was also a fantastic help. I just wanted to say thank you...keep on doing such great work."

"Thank you so much for putting on the slip and slide in the park today. My sons, ages 2 and 4, had an absolute blast. Your time and the extra effort that an event like this takes are so appreciated by our family — on top of everything you usually do for our community!"

"To all of you who tended to the fire on Salloum last week, I just wanted to say thank you for saving my home... We were moments away from losing our house as well [since] the wind was driving the hot ash towards us."

"Professional, compassionate, and wonderful to deal with. I can not thank the department enough for the treatment they provide as responders to EMS calls..."

EMPLOYEE WELLNESS & BEHAVIOUR HEALTH

The Saskatoon Fire Department has Critical Incident Stress Management (CISM) and Employee and Family Assistance Program (EFAP) peer support persons and advisors to aid in times of crises or difficulty for our employees, their families, and the community.

When large incidents occur in our province we all work together to support the community impacted. After the incident involving the Humboldt Broncos team bus in April of 2018, the Saskatoon Fire Department was there to assist our neighbours.

SFD provided support for the first responders involved; five CISM members travelled to support Tisdale and Zenon Park, meeting with those first on the scene of the motor vehicle collision. The SFD Management Team was activated to assist with requests from the Emergency Operations Centre in Humboldt. In addition, SFD provided an Incident Commander and Planning Section Chief for the trauma response in the first week after the incident.

The **Saskatoon Fire Department** is committed to supporting employee growth and wellness through a multitude of programs, practices, and events.



CAREER OPPORTUNITIES

Operations:

As a fully trained and highly skilled professional Firefighter-Paramedic, you'll use modern equipment, methods, and techniques to mitigate a wide scope of emergency activities associated with the preservation of life and property.

Logistical Support:

Our Maintenance Technicians and Heavy Duty Mechanics perform routine maintenance and urgent repairs on all of our operational and support equipment, fleet vehicles, and fire apparatus. These hard working problem solvers are also responsible for outfitting fleet vehicles and fire apparatus with new technology, emergency equipment, and necessary upgrades for firefighting, medical, rescue, and support operations.

Dispatch Communications:

A Dispatcher is often the first point of contact for those calling on emergency services. As a Dispatcher, you'll receive and direct all requests made to the Saskatoon Fire Department for emergent and non-emergent response. You'll use a computer aided dispatch system to assist in tracking and deploying resources, as well as to log the most current and up-to-date information about an incident.

Fire Prevention:

As a Fire Inspector, you'll be well versed in code-specific fire protection features, hazard recognition, and municipal bylaws enforcement. Your role is integral to providing proactive fire and life safety services to the City of Saskatoon. Some Fire Inspectors choose to expand their knowledge and join our team of experienced Fire Investigators.

Community Relations:


As a Community Relations Coordinator, you'll foster positive working relationships with the public through the implementation and guidance of programs, events, and public education initiatives.


Administrative Support:

Working behind the scenes, but front and centre in the station, our Administrative Support professionals are dedicated and driven to support each internal division, as well as provide prompt and satisfactory response to administrative inquiries and requests received to the Saskatoon Fire Department.





CONNECT WITH US


 (306) 975-2520


 saskatoon.ca/fire


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 Saskatoon Fire Department

Proud
to Serve
Saskatoon

