



Vaughan Fire & Rescue Service

2015 ANNUAL REPORT



CITY OF VAUGHAN



VAUGHAN COUNCIL 2014 -2018

- Front Row : Regional Councillor Mario Ferri, Mayor Maurizio Bevilacqua, Deputy Mayor/Regional Councillor Michael Di Biase and Regional Councillor Gino Rosati
(from L to R)
- Middle Row : Ward 5 Councillor Alan Shefman, Ward 4 Councillor Sandra Yeung Racco, and Ward 3 Councillor Rosanna DeFrancesca
(from L to R)
- Back Row : Ward 2 Councillor Tony Carella and Ward 1 Councillor Marilyn Iafrate
(from L to R)



MAYOR

**HONOURABLE
MAURIZIO
BEVILACQUA**

THE CITY OF VAUGHAN

**2015
ANNUAL REPORT**

MESSAGE

FROM THE MAYOR

On behalf of the City of Vaughan, I am pleased to offer my congratulations to Fire Chief Larry Bentley and his team for their unwavering commitment and dedication to our community. We are truly blessed to have a highly skilled and talented group of men and women who play an important role in ensuring that this city remains one of the safest in the country.

Our firefighters represent the very best of what humanity has to offer. Each and every day they make a difference in people's lives through their rescue missions, volunteer efforts, community outreach, and educational programs and services. They respond to every emergency with the highest level of professionalism and compassion.

Vaughan is a vibrant and dynamic city that takes pride in providing a great quality of life for all residents. Our firefighters make an invaluable contribution to our city by maintaining the highest standards in safety and protection.

The Vaughan Fire and Rescue Service is a valued asset to our City, and I want to express my sincere gratitude for everything they do.

Hon. Maurizio Bevilacqua, P.C.
Mayor



The Mayor and Fire Chief Bentley promote Breast Cancer Awareness



The Mayor assists VFRS with a Charity Dinner



DEPUTY CITY MANAGER

MARY REALI

COMMUNITY SERVICES
THE CITY OF VAUGHAN

2015
ANNUAL REPORT

MESSAGE

FROM THE DEPUTY CITY MANAGER

At the City of Vaughan, we place a high value on the kind of programs and services we provide to our citizens and businesses. It is our goal to foster a vibrant community with a great quality of life.

We have an exceptional fire department in Vaughan. Under the leadership of Fire Chief Larry Bentley, our firefighters have repeatedly shown their dedication to promoting fire protection, prevention, education and safety in our growing city. They understand that by providing the highest level of emergency response, they are ensuring that our city is safe and secure.

A successful organization is based on leadership, a clear vision, strong values and, of course, great people. I have tremendous respect for our firefighters and their commitment to Service Excellence.

I would like to take this opportunity to thank the fire chief and his team for their dedication to service and effective emergency response.

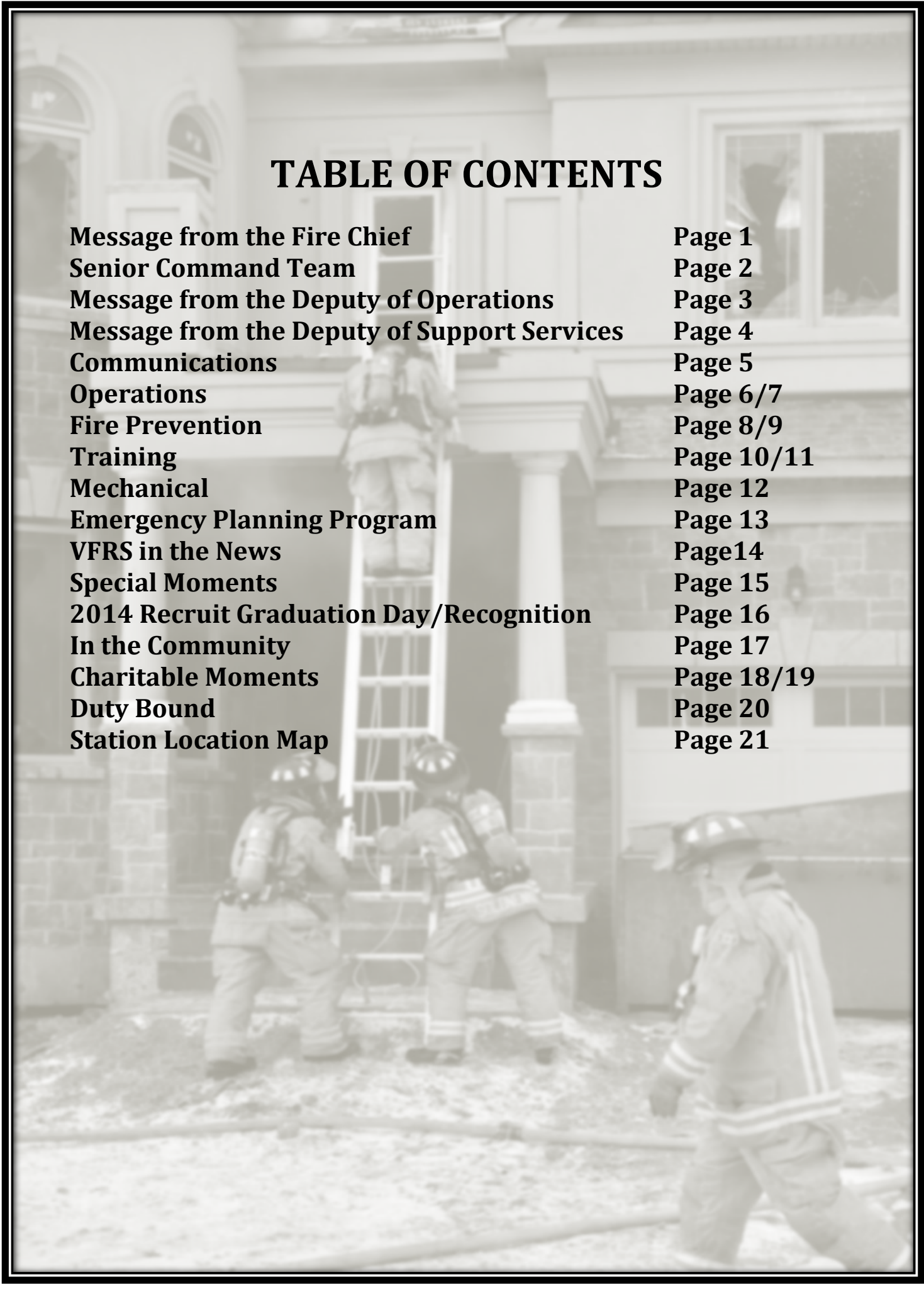
Mary Reali
Deputy City Manager, Community Services



Deputy City Manager Mary Reali always supports VFRS staff and their antics!

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PRIDE AND HONOUR



OUR MISSION:

To provide programs to protect lives, property, and the environment from the adverse effect of fire, medical emergencies and other dangerous conditions.

PHILOSOPHY OF OPERATIONS

- ✘ Our **SUCCESS** is dependent on providing citizens with what they need, when they need it...**ALWAYS**
- ✘ Fairness, integrity, and trust as essential **QUALITIES** of ethical emergency service
- ✘ Encouragement of progressive thinking and learning through employee involvement and **TEAMWORK**
- ✘ **CITIZENS** as customers, deserving the highest quality of service
- ✘ Duty bound through perseverance and commitment to **EXCELLENCE**
- ✘ Our **TRADEMARK**...Caring about people with dignity and respect

MESSAGE

FROM THE FIRE CHIEF



FIRE CHIEF

LARRY BENTLEY

'Firefighting requires
bravery, dedication,
hard work and
commitment.'

It is my honour to present the Vaughan Fire & Rescue Service Annual Report that summarizes our activities over the past year. Our department continued to face significant challenges on a daily basis, while operating in the professional and caring manner that our customers have come to expect.

I am extremely proud of the accomplishments of the men and women of the Vaughan Fire & Rescue Service over the past year. We have increased our staff engagement substantially. In 2015, staff scored a 69% satisfaction rating through the employee engagement survey. We have steadily improved our rating over the past three years.

As a second generation firefighter in the City of Vaughan, I am humbled to represent such a high performing team and to be part of this great organization. Our members continue to rise to the challenge of ensuring the safety of our dynamic and growing community.

The year ended with the promotion of Deputy Fire Chief Andrew Zvanitajs. Deputy Zvanitajs brings a wealth of knowledge and experience from the field and his abilities are already being recognized throughout the department and the City.

This year, we wished a fond farewell to retirees Deputy Fire Chief Gary Fraser, Platoon Chief Gord Smith, Platoon Chief Gary Verdin, Captain Dave Bones, Captain Victor Ennamorato, Captain Rob Manser, Captain Grant Rowe, Captain Charles Walton, Captain Kendall Woodward, Firefighter Tom Fortner and Firefighter James Schroder.

I would like to thank Mayor Bevilacqua and Council along with Deputy City Manager Mary Reali for their support in 2015.

A handwritten signature in black ink, appearing to read 'Larry Bentley'.

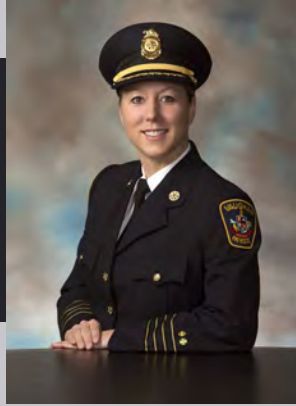
Larry Bentley, CMM III
Fire Chief

2015 ANNUAL REPORT

SENIOR COMMAND TEAM



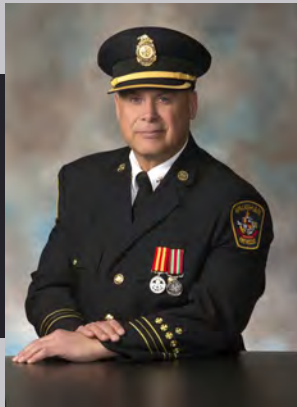
L. Bentley
Fire Chief



D. Rizzi
Deputy Fire Chief



A. Zvanitajs
Deputy Fire Chief



D. Warren
Platoon Chief



G. Moffatt
Platoon Chief



D. Morrison
Platoon Chief



J. Thompson
Platoon Chief



C. Dennis
Chief Mechanical Officer



D. Lynch
Chief Fire Prevention Officer

VACANT
Chief Training
Officer





DEPUTY FIRE CHIEF

ANDREW ZVANITAJŠ

MESSAGE

FROM THE DEPUTY FIRE CHIEF

The Vaughan Fire & Rescue Service enjoys a stellar reputation across not only the Region, but also the Province, and this has helped me easily transition into my role as Deputy Chief in helping manage one of the premier fire departments in eastern Canada.

As the 7th largest fire department in Ontario, VFRS stands alone in many of its accomplishments. Of particular note; we have implemented a comprehensive Symptom Assist Program with in-house training and quality assurance. Our crews are in the process of completing the final phase of NFPA Certification for career firefighters. We are enhancing our Operational Readiness protocols to strengthen the clearly defined tactical and strategic roles of crews before, during and after a critical incident. This will complement the newly passed First Responders Act (2016) and assist our fire ground leaders in deploying resources rapidly, efficiently and effectively. We are proud of our tremendous safety record in prevention and reduction of workplace injuries and with the able assistance of our crews, we

have made strategic changes to our operational guidelines to further reduce injuries. This speaks volumes to the calibre and commitment of our staff to live in a culture of safety and has resulted in thousands of dollars of savings to the City.

I am proud and humbled to be part of a command team responsible for the oversight and safety of this city, and even more so, to be a part of so many great careers, past and future. Let's all stay engaged and focused on our safety, that of our teammates, and the citizens of Vaughan. As always, we will face successes and challenges together.

Andrew Zvanitajs, BA, A-EMCA
Deputy Fire Chief

THE SENIOR COMMAND TEAM WAS PROUD TO ANNOUNCE THE FOLLOWING PROMOTIONS

IN 2015:

PLATOON CHIEF JOHN BONDRAGER

PLATOON CHIEF GRANT MOFFATT

PLATOON CHIEF JACK THOMPSON

CHIEF FIRE PREVENTION OFFICER DARREN LYNCH

DISTRICT CHIEF PETER MAYNARD

TRAINING OFFICER DARIN CHAPMAN

TRAINING OFFICER MICHELLE MOULTON

CAPTAIN BARRY ALBERT

CAPTAIN MIKE BRUMELL

CAPTAIN JACOB DABIT

CAPTAIN JOHN LAIRD

CAPTAIN JIM MACDONALD

CAPTAIN STEPHEN MCDOWELL

CAPTAIN JACQUELINE RASENBERG

CAPTAIN MICHAEL SCOTT

CAPTAIN PAUL TAYLOR

CAPTAIN ED WRIGHT



DEPUTY FIRE CHIEF

DERYN RIZZI

MESSAGE

FROM THE DEPUTY FIRE CHIEF

The City of Vaughan is on an upward trajectory of growth and transformation. The City issued 1.4 billion dollars in building permits in 2015. Industrial construction represented 46.9 percent of the building permits issued and included five new industrial buildings that were more than 100,000 sq. feet in the Vaughan Enterprise Zone. Our Vaughan Metropolitan Centre continues to take shape with residential towers, office buildings, the subway and rapid transit projects that will provide a new connection for our community within the GTA. The city is a major transportation hub that sees large volumes of goods and people passing through daily. This transportation hub includes; 400 series highways, regional highways, two main line railways, two rail yards—one being the largest in Canada, and a commuter rail line. All these factors contribute to call volume and the wide range of incident types that our firefighters respond to. This growth requires a diverse skill set in the types of technical rescue that our firefighters are performing on a daily basis. With new specialized equipment, procedures and regulations, there are greater demands on rescue personnel to possess increasingly complex skills. A critical component of ensuring a skilled and safe emergency work force is job specific training. This year we continued our technical training programs and NFPA certification.

Every building permit requires plans examination and an inspection, and our Fire Prevention Division embraces the unique challenges that the City of Vaughan's growth brings; with a creative, modern approach that encompasses best practices, evidence-based decision-making, long-range planning, and cooperation between City departments.

The goal of the Communications Division is to provide the highest degree of professionalism throughout the entire delivery of service by meeting legislated responsibilities and industry best practices. The combination of skilled and dedicated Communication Operators and state of the art technology ensures that the citizens receive the best possible service.

The men and women of the Vaughan Fire & Rescue Service 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 the City of Vaughan.

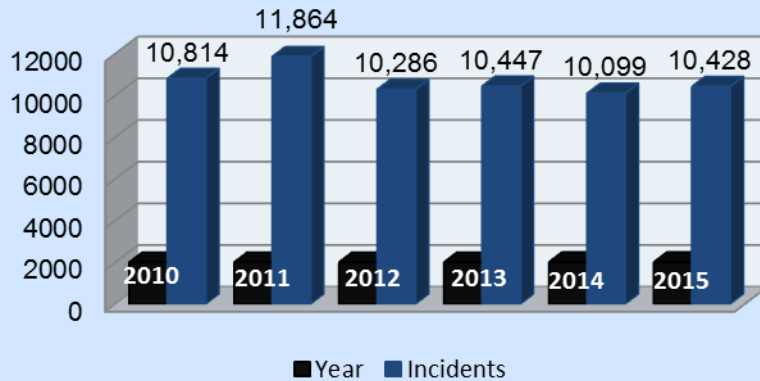
A handwritten signature in black ink that reads "D. Rizzi". The signature is written in a cursive, slightly slanted style.

Deryn Rizzi, B.A., B.Ed., MDEM, PhD Candidate
Deputy Fire Chief

2015 ANNUAL REPORT

COMMUNICATIONS DIVISION

Total Number of Emergency Incidents by Year



The Communications Division processed 10,428 emergency calls for Vaughan and 1,002 calls for King Township Fire Service totaling 11,430 calls for the year.



In April, the York Region Tri-Service Emergency Communicators Awards were held recognizing outstanding service from Police, Fire & EMS communicators.

CONGRATULATIONS TO:
Danielle Beattie Colleen Simpson



Two Vaughan operators, Danielle and Colleen, were awarded for Outstanding Performance of a Platoon/Team for their handling of a particularly strong lightning storm which passed through the region knocking out the Hope Radio Tower and generating numerous storm related 911 calls.

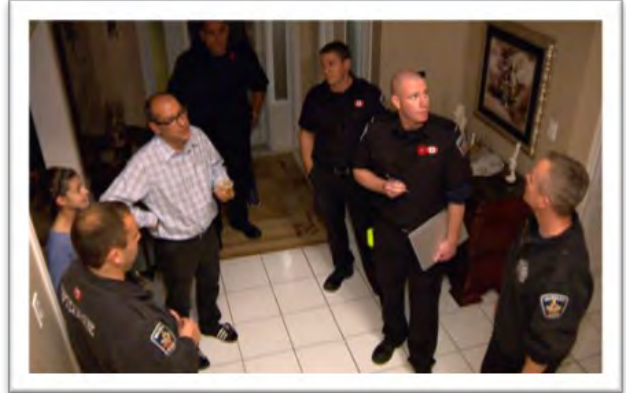
MILESTONES:

- ◆ Communications Operators participated in an interoperability exercise involving a Mass Casualty Incident with firefighters, York EMS and York Regional Police at Canada's Wonderland (April 2015)
- ◆ The division began the certification process in NFPA (National Fire Protection Association) 1061 Standard – Public Safety Telecommunicator Professional Qualifications

OPERATIONS DIVISION

The Division proudly participates in the **'After The Heat Program'** along with the Fire Prevention Division in which personnel conduct smoke alarm inspections in the area directly adjacent to where a structural fire has occurred. We believe that being able to directly relate the fire safety information that we give to property owners to an incident that occurred recently in their neighborhood, will increase community awareness and prevention of future incidents.

We visit 10 houses each side of the impacted structure, as well as 20 houses on the opposite side of the street. VFRS encourages an informed community and visited over 3,000 homes this year.



STATISTICS



THE ONTARIO FIRE MARSHAL REPORTED:

THE CITY SUSTAINED AN ESTIMATED FIRE LOSS OF \$19,501,417

THE ONTARIO FIRE MARSHAL REPORTED:

13 CIVILIAN INJURIES

4 FIREFIGHTER INJURIES



OPERATIONS DIVISION

RESPONSE STANDARD CITY WIDE OBJECTIVE:
7 MINUTES OR LESS TO EMERGENCY INCIDENTS

The majority of first due engine company responses, measured from receipt of the initial call, are within the 3 to 7 minute range.

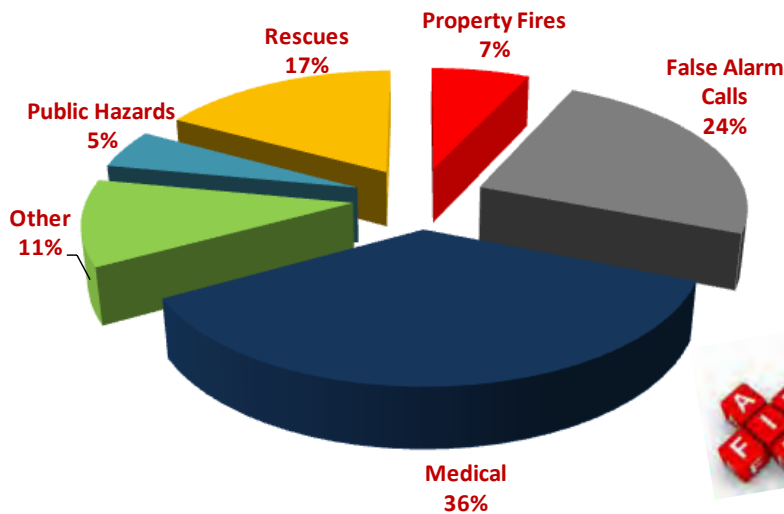


*Turn Out Time = Time taken to don personal protective equipment, board the fire apparatus and safely secure themselves for travel.

2015 AVERAGE RESPONSE TIME FOR ALL EMERGENCY CALLS				
STATION	AVERAGE RESPONSE TIME	AVERAGE *TURN OUT TIME	AVERAGE CALL HANDLING TIME	AVERAGE TRAVEL TIME
71	5:24	1:08	0:50	3:26
72	6:09	1:12	0:50	4:07
73	6:24	1:09	0:50	4:25
75	6:12	1:10	0:53	4:09
76	6:33	1:19	0:59	4:15
77	6:31	1:08	0:50	4:33
78	6:25	1:11	0:50	4:24
79	6:49	1:12	0:49	4:48
710	6:28	1:11	0:52	4:25
AVERAGE:	6:19	1:11	0:51	4:16

STATISTICS

EMERGENCY RESPONSE BY CATEGORY:



'False and nuisance alarms waste time, money and resources'

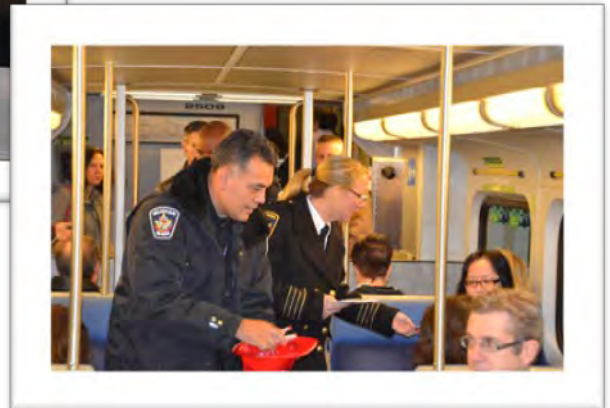


OTHER	PUBIC HAZARDS	RESCUES	PROPERTY	FALSE ALARM	MEDICALS
Assistance to Police, complaint investigations, call cancelled en-route, other public services, and incidents not found	Includes gas leaks, spills, toxic chemicals, electrical emergencies and carbon monoxide investigations	Vehicle accidents, building collapse, commercial/ industrial accidents	Private and commercial property fires and explosions	Includes alarm equipment malfunctions, accidental, malicious and human perceived emergency	Respiratory problems, chest pain, unstoppable bleeding, etc.

FIRE PREVENTION DIVISION

You seldom hear about the fire that was prevented, or the fire that was safely controlled and extinguished before firefighters arrived, but these unheralded moments are our greatest source of pride—this requires more than just the hard work of fire inspectors, it requires a commitment from everyone in the community. Our dedicated team of fire inspectors are well trained with professional certifications in fire inspection, building construction, public education, fire safety planning, and fire investigation. We are in the community daily inspecting new/existing buildings, and teaching fire safety to businesses, and residents of all ages and cultural backgrounds.

Partnering with Go Transit and McDonald's—firefighters, fire inspectors, and chief officers spent a morning in October at the Rutherford Train/Bus Go Station promoting fire safety. McDonalds supplied a mobile truck and delivered free freshly brewed McCafe coffee to commuters as they made their way to the train. Vaughan Fire and Rescue Service staff handed-out snacks, spoke to commuters, and provided over 1500 educational pamphlets!



Fire Prevention Week Kick-off was held at the North Thornhill Community Centre for approximately 2000 people. Members of the community met fire inspectors and firefighters while learning about carbon monoxide alarms, smoke alarms, dialing 911, kitchen fire safety, home escape planning, fire investigation techniques, fire trucks, extinguishers, and general fire safety.

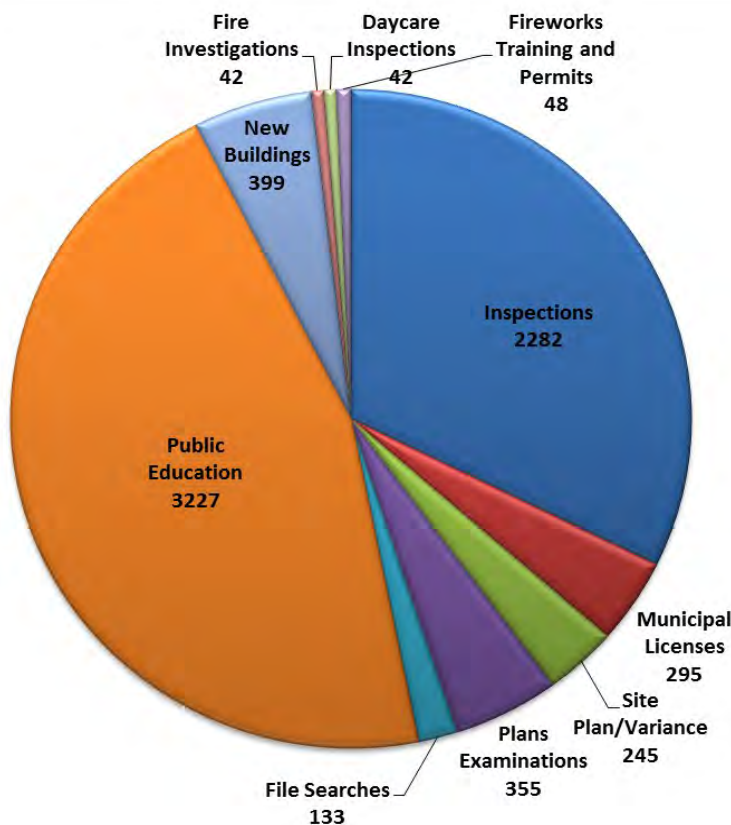


FIRE PREVENTION DIVISION



Fire safety for seniors continues to be one of our highest priorities and in addition to our annual inspections and witnessing of fire drills for all retirement homes and care facilities throughout the City, we partnered with B.A.S.S.I.C. (Bringing an Awareness of Senior Safety Issues to the Community) and delivered fire safety education to over 700 attendees at their annual senior's symposium.

■ PUBLIC EDUCATION ■ PREVENTION ■ ■ ENFORCEMENT ■ 2015 ASSIGNMENTS



We provide inspections and plan reviews for fire alarm systems, sprinkler systems, smoke alarms, carbon monoxide alarms, fire extinguishers, special extinguishing systems, flammable liquid storage/processing operations, fire separations, storage, exiting, access for firefighting, fireworks/pyrotechnic events, and general fire hazards. Our fire investigation team works closely with the Ontario Fire Marshal's Office and provides valuable insight to our inspectors and public educators with regards to fire risks in the community.

TRAINING DIVISION

Our goal is to provide our firefighters with the knowledge and skills to better serve the citizens of Vaughan. Our emphasis is on the safety of our firefighters and providing a high standard of service.

We welcomed 17 new career firefighters to the City of Vaughan. This recruit class completed 12 weeks of intense practical and theory based training.

RECRUIT CLASS 2015



Live Fire Training

Live Fire training is considered a highlight of the year. Each of our four platoons focused on practical training exercises and in-depth scenarios. This intense training provides our firefighters with the opportunity to hone their skills in a challenging team environment.



TRAINING DIVISION

Specialized Training

All of our firefighters attained certification in NFPA 1006 core competencies for technical rescue. Training our staff in more advanced techniques is crucial in our ever-changing city. Due to the nature of the fire service, our team must be proficient in executing many different skills in an emergency.

We provide specialized training for technical rescues which requires a specific skill set, knowledge and equipment in order to safely resolve a complex rescue. One of the highlights for 2015 was Confined Space Training where we had Station 75 and Station 76 certified under NFPA 1006.



CONFINED SPACE TRAINING

Various Training is Performed Throughout the Year



MECHANICAL DIVISION

VFRS purchased two new pieces of equipment for the department. The engine/rescues are state of the art and environmentally friendly with on board GREEN generators. When the fire apparatus are at idle for more than three minutes, the engine automatically shuts off and a smaller engine maintains essential systems, lighting and heat/air conditioning as required. This system promotes savings in fuel consumption, a decrease in the frequency of preventative maintenance; all while protecting the environment and lowering operating costs.

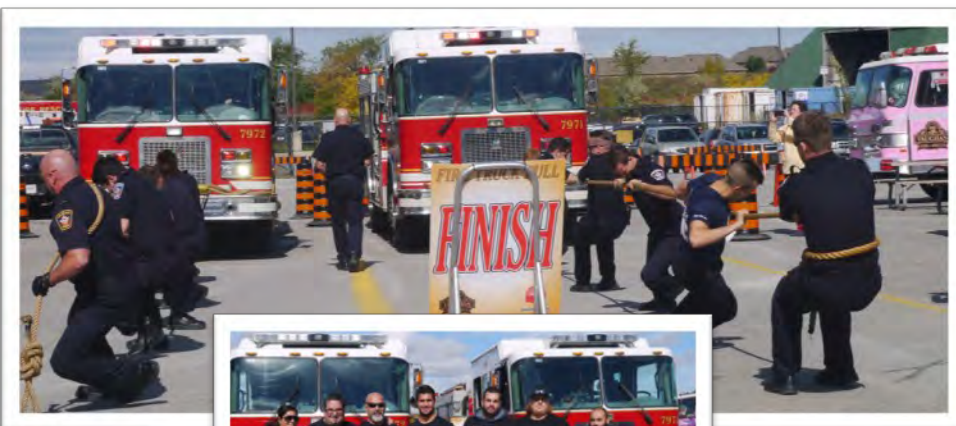


Two new Incident Command vehicles were added to the fleet with state of the art communications and mapping systems.



ANNUAL UNITED WAY FIRE TRUCK PULL

Each year, the Mechanical Division successfully arranges the United Way Fire Truck Pull. Teams, from all across the City of Vaughan, challenge each other for the quickest times!



2015 CHAMPIONS!



Teams are recognized for their SPIRIT!

EMERGENCY PLANNING

The Emergency Planning Program's focus is putting public safety first through initiatives that promote prevention, mitigation, preparation for, response to and recovery from emergency situations.

To enhance our readiness in serving residents displaced from their homes by a disaster, the program procured 225 cots that have been positioned in three community centres in the east, central and west ends of the city. On September 9th an emergency shelter exercise was conducted at the Al Palladini Community Centre to give staff and volunteers from the York Region Branch of the Red Cross the opportunity to learn how to set up the cots and convert the facility from a recreation use to that of a place of refuge.



Emergency preparedness education sessions were delivered to over 940 residents including a specialized session for 710 seniors at the June 19th Senior's Safety Fair. Public safety videos on sun safety, evacuation procedures, suspicious packages and bomb threats were created to train staff and citizens. Through 10 community events, 50,660 pieces of safety literature distributed to citizens to promote emergency preparedness.



City personnel are committed to ensuring that we are always ready to respond to any emergency no matter the scale, rapidly. To maintain this high level of service excellence, staff at all levels participated in emergency drills at 21 City facilities and a mock emergency exercise requiring planning the response to three industrial fires. Senior staff participated in the York Region mock emergency exercise that provided the opportunity to developed a multi-jurisdiction cooperative response. The program and Vaughan Fire and Rescue Service participated in field exercises with local industries, long term care facilities and Canada's Wonderland.

The program is committed to service excellence through ensuring the safety and well-being of citizens.



VFRS IN THE NEWS

City of Vaughan

2015 LEAD STORIES:

Graduation Ceremony for Vaughan Fire and Rescue Service 2014 Recruits

Firefighters Battle Blaze at Vaughan Golf Course

Firefighter's Invention Could Help Crews Deal with Chemical Leaks

Vaughan Fire Department Offers Fireworks Safety Tips for Victoria Day Weekend

Family Dog Rescued, No One Hurt in Vaughan House Fire

Thornhill House Fire Spreads to Neighbouring Home

Fire Officials Investigate Cause of Thornhill House Fire

Vaughan Crash That Killed 4 Leaves First Responders 'Heartbroken'

'They're human and they cry': Tragic accident leaves first responders heartbroken

Your Life Depends On it—Smoke Alarms Increase Chances of Surviving a Fire by Up To 50 Per Cent

Mayor Bevilacqua and fire Chief Bentley Talk Fire Prevention and Breast Cancer Awareness

A Celebration for Vaughan Heart Attack Victim's Road to Recovery—Luigi Valente Helps Save Neighbour's Life



Public Heroes Awards
Six Youths Named as 'Public Heroes' in the GTA



Vaughan Fire's Public Hero—LEO GALLO above with Fire Chief Larry Bentley

SPECIAL MOMENTS WE SHARED WITH YOU...

At times, special requests are received from the community and VFRS is more than happy to oblige.



Diana Iazzi
1997-2015

Diana requested that we escort her and her date to prom.

She will be forever in our hearts.



Happy Birthday Nicholas!



We Support Local Heroes!



Karla is our #1 Fan!



Cow Milking.....We Do That Too!



RECRUIT GRADUATION CLASSES 2014-01 AND 2014-02

GRADUATION CELEBRATIONS
TOOK PLACE ON
JANUARY 20, 2015



CLASS 2014-01 CHIEF TRAINING OFFICER AWARD—A. STOLF (L)



Awards were presented by
Chief Training Officer
J. MacDonald



CLASS 2014-02 CHIEF TRAINING OFFICER AWARD—M. LACEY (L)



PRIDE AND HONOUR AWARD RECIPIENTS
CLASS 2014-01 D. MALONE & CLASS 2014-02 T. GOUBEIA



2014 PROMOTIONAL RECOGNITION

'Our SUCCESS is dependent on providing citizens with what they need, when the need it...ALWAYS'

IN THE COMMUNITY



CHARITABLE MOMENTS

IT IS AN HONOUR TO GIVE BACK TO OUR COMMUNITY



Hundreds of caring community members signed the first ever pink Vaughan fire truck in support of Breast Cancer Awareness Month!



Winners of the City of Vaughan annual Fire Truck Pull in support of the United Way!

(United Way is dedicated to creating the opportunities people need to improve their lives and build a better future).



In support of the Vaughan Food Bank!

(The Vaughan Food Bank provides emergency food to low-income residents of Vaughan free of charge).

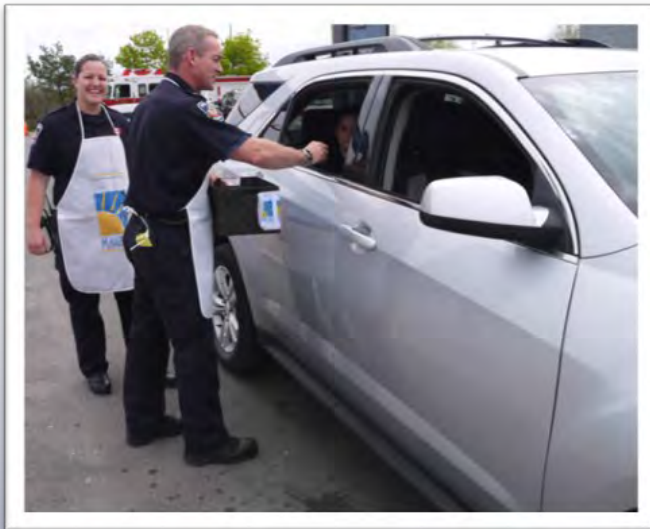
CHARITABLE MOMENTS

IT IS AN HONOUR TO GIVE BACK TO OUR COMMUNITY



The Vaughan Professional Fire Fighters Association members raised \$10,565 in support of Movember!

(Movember is an annual event involving the growing of moustaches during the month of November to raise awareness of various cancers, such as prostate cancer).



McHappy Day!

(Funds raised in local McDonald's Restaurants help support children and their families in need through charities such as the Ronald McDonald Houses).



Tim Horton's Camp Day!

(The one day each year when every penny from coffee sales at Tim Hortons Restaurants is donated to the Tim Horton Children's Foundation).

DUTY BOUND THROUGH PERSEVERANCE



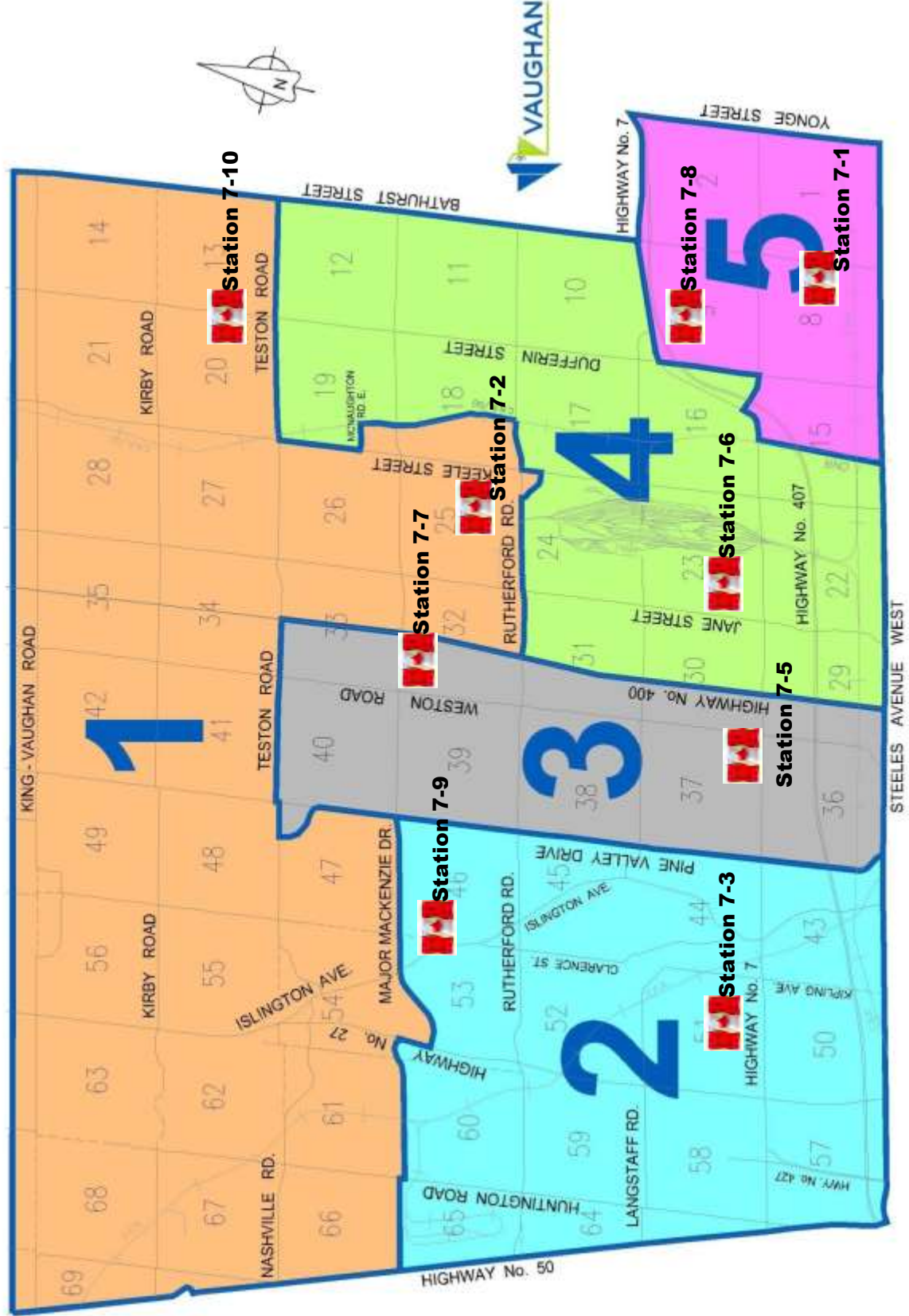


VFRS Station Location Map

City of Vaughan

Locations:

- Station 7-1
835 Clark Ave.
Thornhill, ON
L4J 7M1
- Station 7-2
9290 Keele Street
Maple, ON
L6A 1P4
- Station 7-3
325 Woodbridge Ave.
Woodbridge, ON
L4L 2V7
- Station 7-5
2 Fieldstone Drive
Woodbridge, ON
L4L 9H2
- Station 7-6
120 McCleary Court
Concord, ON
L4K 3Z1
- Station 7-7
40 Eagleview Heights
Woodbridge, ON
L4H 2V7
- Station 7-8
111 Racco Parkway
Concord ON
L4J 8X9
- Station 7-9
9601 Islington Ave.
Woodbridge, ON
L4H 3G7
- Station 7-10
10800 Dufferin St.
Maple, Ontario
L6A 1S2



Thank you to Sabrina Sacchetti for her continuous dedication to this report.



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