



OTTAWA FIRE SERVICES 2014



2014 ANNUAL REPORT

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REPORT
2014**



**OTTAWA FIRE SERVICES
SERVICE DES INCENDIES D'OTTAWA**

*Protecting Our Nation's Capital With Pride
Protéger notre capitale nationale avec fierté*



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As Chair of the Community and Protective Services Committee I am pleased to receive Ottawa Fire Services 2014 Annual Report. My colleagues and I at City Council are committed to sustaining a safe and healthy Ottawa and this report demonstrates

Ottawa Fire Services' critical role in helping us achieve this goal.

Although fire suppression is the Service's most visible division, Ottawa Fire Services does much more than fight fires. Our fire Service is equipped with industry leading special operations groups that provide hazardous material responses and a variety of technical rescues including water rescue, auto extrication and confined space. In addition to these capabilities, Ottawa Fire Services boasts a robust public education team that serves as the first line of defence against fires, investigators to determine the cause of each fire and inspectors to ensure buildings meet the fire code.

In 2014, Ottawa Fire Services built upon its existing partnerships with community associations such as several Ottawa food banks, to enhance its public education and recruitment outreach. The Service's involvement in the many cultural events around the city, the Camp FFIT (Female Fire Fighters in Training) program and the 2014 recruitment

campaign "Courage Has Many Faces" are just some of the ways Ottawa Fire Services has demonstrated its commitment to attract a more diverse force.

I commend Fire Chief Gerry Pingitore and the men and women of Ottawa Fire Services for their professionalism and dedication to protecting our nation's capital. Whether there is a fire to put out, a resident to rescue or a fundraising event, Ottawa Fire Services is there for our community.

Thank you and I look forward to working with you as Chair of the Community and Protective Services Committee.

Sincerely

A handwritten signature in black ink that reads "Diane Deans". The signature is fluid and cursive.

Diane Deans, Chair
Community and Protective Services
Committee



On behalf of the men and women of Ottawa Fire Services, we are proud to present the 2014 Annual Report. Ottawa Fire Services prides itself on being a modern fire service that evolves with the community it serves. As one of the largest

composite fire services in Canada, teamwork is critical to our Service. Our many divisions work together to protect the 2,796 km² of our nation's capital, while remaining committed to continuous improvement and innovation.

In 2014, Ottawa Fire Services received accreditation status with the Commission on Fire Accreditation International (CFAI), making Ottawa Fire Services one of only six Canadian fire services to achieve accreditation through the internationally recognized program. Receiving accredited agency status was a three year journey that showcased the dedication of our organization as we completed the many requirements of the CFAI process including a Self-Assessment Manual with over two-hundred performance indicators and a Standards of Cover Document that examined our deployment model.

The CFAI accreditation was the realization of a key objective in our Strategic Plan's Service Excellence pillar. The CFAI process ensures that our service is operating in an efficient and effective way and has given our service the tools to base our service delivery decisions on

sound data and best practices. Accreditation is a true testament of our commitment to providing the best and most efficient service to the residents of Ottawa.

Our Service made great strides in regards to enhancing our mental health awareness program and outreach and prevention activities through such things as social media. Our Fire Inspectors were active in inspecting properties on a complaint or request basis, while also being proactive in inspecting properties for retrofit requirements and business licenses. The new provincial legislation requiring the annual inspection of all vulnerable occupancies came into effect on January 1, 2014 as well.

2015 will prove to be a busy year as we table the Station Location Study report, develop a new strategic plan and continue to enhance our Service's mental health awareness program. I am confident that we are prepared for the challenge.

I am proud to assume the responsibility of leading the men and women of a fire service steeped in a history of service to the community.

A handwritten signature in black ink that reads "Gerry Pingitore".

Gerry Pingitore, Chief
Ottawa Fire Services



OTTAWA FIRE SERVICES

SERVICE DES INCENDIES D'OTTAWA

Protecting Our Nation's Capital with Pride
Protéger notre capitale nationale avec fierté

Our Mission

Ottawa Fire Services protects the lives, property and environment for the residents of and visitors to the City of Ottawa.

Our Vision

Ottawa Fire Services will be a modern and integrated fire service that operates seamlessly, employs highly-productive and highly-motivated people, uses innovative practices and technology and strives to improve every day.

Our Values

Standing together, working together, serving together, as reflected by:

Teamwork

Our work together is based on trust, cooperation and a group commitment to service excellence. We will work as a team with other emergency services in pursuing broader city-wide goals.

Honour

We are honourable to our profession. We commemorate those who came before us, we respect those who are a part of the organization today and we will make the organization better for those who follow.

Integrity

We operate with integrity and we are mutually responsible for creating a work atmosphere that promotes communication and camaraderie. We lead by example and work to inspire others. We are polite, friendly and compassionate.

Commitment

We are committed to ensuring the well-being of each other and the people who live in, work in and visit the City of Ottawa. We value our community's trust and respect.

Pride

We are proud of the service we provide to the City of Ottawa. We are skilled, trained and accountable to provide the most effective prevention, education and emergency response. We will work hard everyday to maintain the highest professional standards and to maintain the public trust through our actions.

Our Motto *Protecting Our Nation's Capital with Pride*



The Ottawa Fire Services Strategic Plan (2012-2015) was developed in 2011 in accordance with the broader strategic priorities of the City of Ottawa and the Emergency and Protective Services department (EPS).

The four main pillars of the Strategic Plan are:

1. Service Excellence:

Delivering quality services to the public and Ottawa Fire Services staff is a key component of service excellence. Ottawa Fire Services continues to focus on proactively identifying opportunities to improve technology, collaborate with other organizations and strengthen public education and prevention.

2. Governance, Planning and Decision-Making:

Focusing on increasing planning capacity and establishing useful and credible performance measurements and reports, Ottawa Fire Services contributes to and

works to improve informed decision-making.

3. Employee Engagement:

Addressing recognition, recruitment, diversity, training, development and succession planning is an Ottawa Fire Services objective identified in the Strategic Plan. Recognizing, supporting and engaging its people is vital to achieving this goal.

4. Financial Responsibility:

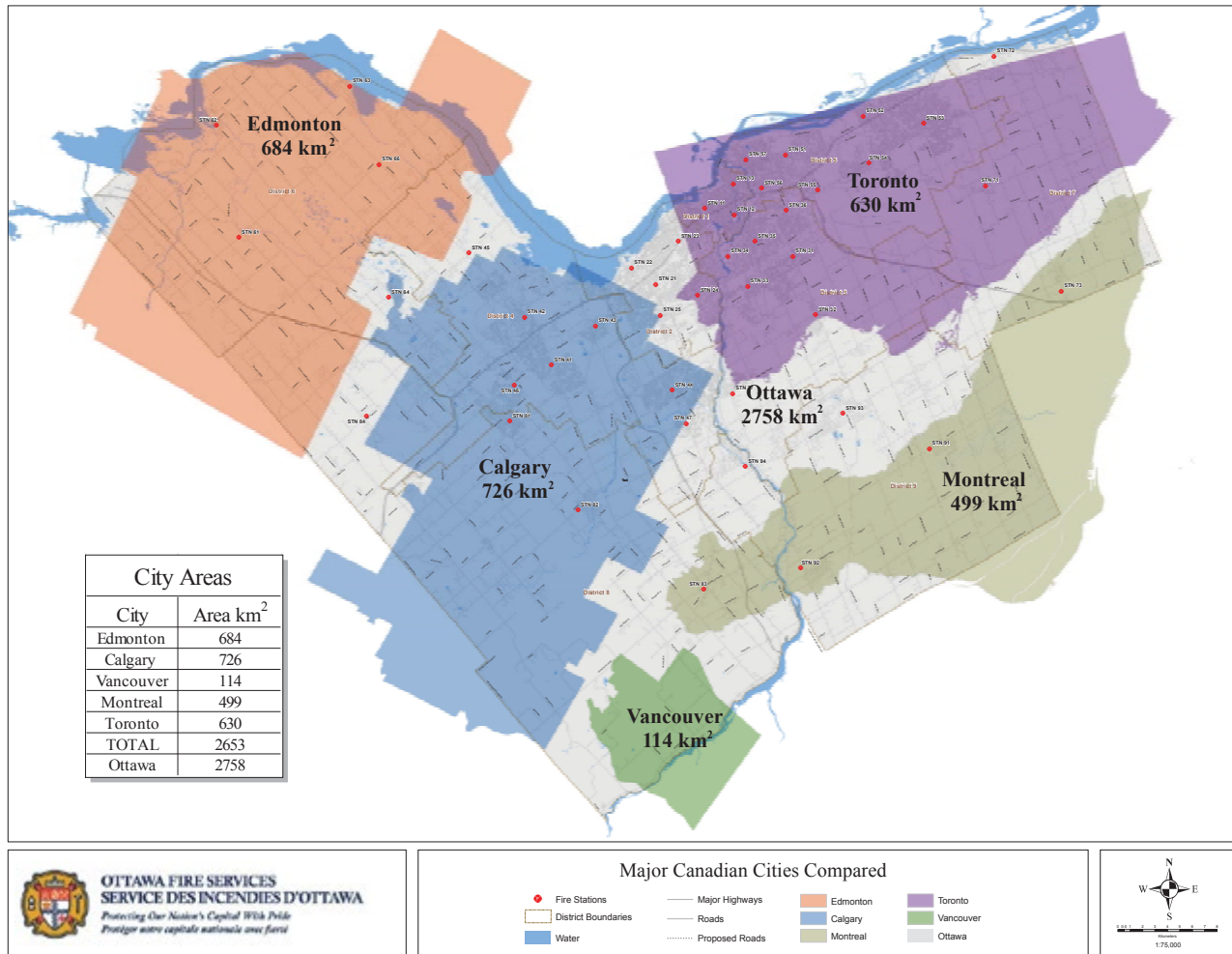
By exploring opportunities for efficiency and revenue generation in order to re-invest in new priorities and requirements, Ottawa Fire Services is fiscally responsible to the residents of Ottawa.

OUR SERVICE

Ottawa Fire Services has forty-five (45) fire stations strategically located within the City of Ottawa. Career firefighters staff twenty-nine (29) stations (four of which are composite stations with a combination of career and volunteer

resources). Volunteer firefighters service sixteen (16) stations. Collectively, these stations provide service to over 950,000 residents across 2,796 square kilometres.

CANADIAN CITY LAND AREAS COMPARED TO OTTAWA



When compared to the largest metropolitan fire departments in Canada, Ottawa Fire Services serves a geographic area that exceeds the total combined area served by Vancouver, Montreal, Toronto, Edmonton and Calgary fire services. In fact, Ottawa Fire Services' coverage is more

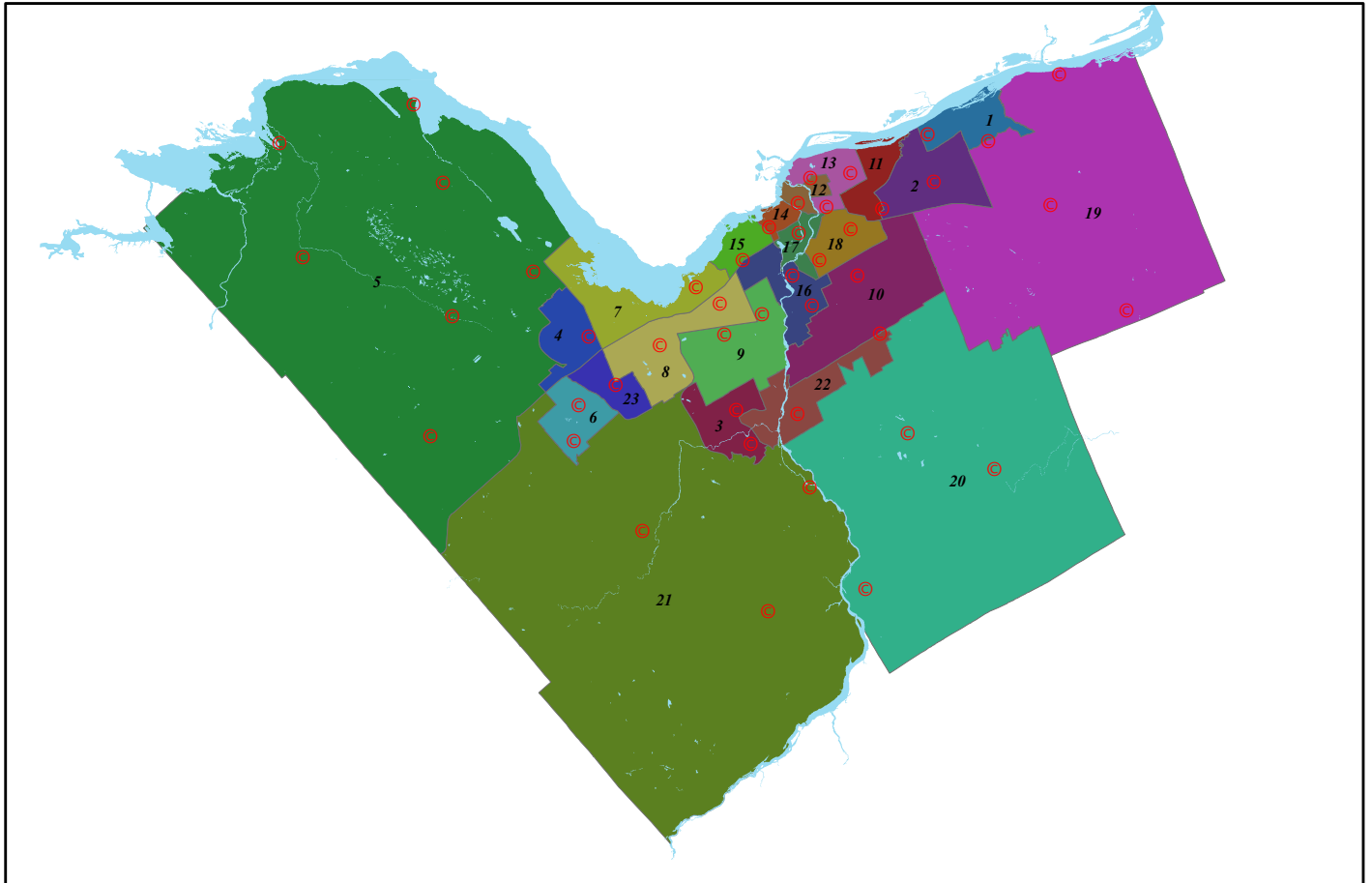
than four times that of Toronto, Canada's most populous city.

In addition to a vast coverage area, Ottawa Fire Services also faces challenges in regards to a growing population, as shown in the table below:

Year	2010	2011	2012	2013	2014
Population	917,570	927,120	935,255	943,260	951,727
Households	377,097	382,873	387,733	392,704	398,119

* Population and Household amounts are yearly estimates from the Planning & Growth Management Department

OTTAWA FIRE SERVICES - CITY WARDS AND STATIONS



« Fire Stations

- Ward 1 ORLÉANS - Station 52
- Ward 2 INNES - Station 54
- Ward 3 BARRHAVEN - Stations 44, 47
- Ward 4 KANATANORTH - Station 42
- Ward 5 WEST CARLETON-MARCH - Stations 45, 61, 62, 63, 64, 66, 84
- Ward 6 STITTSVILLE - Stations 46, 81
- Ward 7 BAY - Station 22
- Ward 8 COLLEGE- Stations 21, 43
- Ward 9 KNOXDALE-MERIVALE - Stations 24, 25
- Ward 10 GLOUCESTER-SOUTHGATE - Station 31
- Ward 11 BEACON HILL-CYRVILLE - Station 55
- Ward 12 RIDEAU-VANIER- Stations 13, 57
- Ward 13 RIDEAU-ROCKCLIFFE- Stations 51, 56
- Ward 14 SOMERSET - Station 11
- Ward 15 KITCHISSIPPI - Station 23
- Ward 16 RIVER - Stations 33, 34
- Ward 17 CAPITAL - Station 12
- Ward 18 ALTA VISTA - Stations 35, 36
- Ward 19 CUMBERLAND - Stations 53, 71, 72, 73
- Ward 20 OSGOODE - Stations 91, 92, 93
- Ward 21 RIDEAU-GOULBOURN - Stations 82, 83, 94
- Ward 22 GLOUCESTER-SOUTH NEPEAN- Stations 32, 37
- Ward 23 KANATA SOUTH - Station 41

Organizational Structure



Ottawa Fire Services personnel provide many valuable services to the community beyond fighting fires, including:

- Fire Suppression (fire rescue, tiered medical response, training, communications, and incident management)
- Special Operations (water/ice rescue, auto extrication, confined space, trench, collapse and high angle rescue; hazardous material responses; Urban Search and Rescue; Chemical, Biological, Radiological, Nuclear

and Explosive response)

- Fire Prevention and Public Fire Safety Education (fire prevention inspections, code enforcement, determination of cause and origin of fires, attendance at public education events and dissemination of public fire safety educational materials)

To provide these crucial services, Ottawa Fire Services personnel are dispersed into the following areas:

Division	Number of Personnel
Office of the Fire Chief	3
Operations & Special Operations	1,350
Career Personnel	863
Volunteer Personnel	487
Communications & Asset Management	51
Community Standards, Education, Planning & Safety	56
Fire Business Performance Measurement Unit	10
TOTAL	1,470

Commission on Fire Accreditation International



Commission on Fire Accreditation International

In 2012, Ottawa Fire Services began the process to become an accredited agency with the Commission on Fire Accreditation International (CFAI) as part of a key initiative within one of the four main pillars of its Strategic Plan (2012-2015), Service Excellence. Over the next two years, Ottawa Fire Services gathered materials from all of its divisions including, operations, special operations, training, inspections, investigations, communications, asset management and administration to complete the two main components of the CFAI process, the Self-Assessment Manual and a Standards of Cover. These documents provided a comprehensive look at each division and its deployment strategy to ensure it is operating efficiently and effectively.

These documents were examined by peer evaluators from CFAI comprised of leaders from fire services around North America.

The Self-Assessment Manual is a comprehensive and transparent account of all areas of the fire service. The report is broken down into ten categories each of which contains performance indicators that compare Ottawa Fire Services to industry best practices and standards. The categories of the Self-Assessment Manual are:

1. Governance and Administration
2. Assessment and Planning
3. Goals and Objectives
4. Financial Resources
5. Programs
6. Physical Resources
7. Human Resources
8. Training and Competency
9. Essential Resources
10. External Systems Relationships



Commission on Fire Accreditation International

The Self-Assessment Manual evaluates fire services on 253 performance indicators, of which 82 are core competencies that Ottawa Fire Services had to immediately comply with in order to receive accreditation. The performance indicators are spread over the 10 categories to truly assess all aspects of the service. Each performance indicator contains a detailed description of how the service is performing the task. Following the description is an appraisal from the CFAI peer assessor team based on their analysis of the services performance in relation to the performance indicator. Each performance indicator also has a go-forward plan to ensure Ottawa Fire Services remains in or obtains compliance with the CFAI performance indicator. These go-forward plans were established by Ottawa Fire Services and validated by the CFAI peer assessors. The Self-Assessment Manual is a guiding document used for work-plans and strategic planning and provides a model for continuous improvement.

The Standards of Cover serves as Ottawa Fire Services integrated Risk Management Plan. It is a comprehensive deployment analysis that defines the written procedures which determine the distribution and concentration of fixed and mobile Ottawa Fire Services assets. The purpose of the document is to assist Ottawa Fire Services in ensuring a safe and effective response force for fire suppression, rescue, emergency medical response, and specialty response situations that are recognized by industry best practices and to establish response times that are held to industry standards.

Over the past few years, there has been a major shift in the fire industry when it comes to resource deployment. Leading organizations in the fire service industry, including the Ontario Fire Marshal's Office and the National Fire Protection Association have adopted a risk-based deployment model that is based on the response time of an effective response force (number of firefighters) to specific



risks in each community (population density and building type) rather than solely based on the arrival of the first crew on scene.

Through the completion of the Standards of Cover, Ottawa Fire Services was able to modify its deployment strategy to align with industry best practice and has adopted a risk-based deployment model based on an effective response force and response times that are recognized internationally. These standards were then applied across the city and used to develop a new Station Location Report.

Once Ottawa Fire Services completed the Self-Assessment Manual and Standards of Cover documents, a team of CFAI peer evaluators made up of Fire Chiefs and senior fire industry members from across North America, spent a week in Ottawa meeting with Ottawa Fire Services personnel. These meetings took place with members of various ranks across the organization with the objective to observe operations and validate the materials submitted by Ottawa Fire Services. As a result of this process, recommendations were provided to Ottawa Fire Services as it prepared to present the documents to the CFAI panel for accreditation. Approximately four months later, Ottawa Fire Services officially received accreditation status, making the Service less than 200 agencies worldwide, and one of only six agencies in Canada to achieve International



Accredited Agency Status with the CFAI. The CFAI process has measured Ottawa Fire Services to industry standards and best practices and through the Self-Assessment Manual and the Standards of Cover has created a blueprint for service delivery and continuous improvement.

Ottawa Fire Services accreditation status with CFAI will be re-assessed every 5 years. Ottawa Fire Services is required to submit an annual compliance report to the CFAI that provides a status update to the CFAI peer evaluator's on the requirements of accreditation. To assist in maintaining compliance, Ottawa Fire Services has established a comprehensive performance measurement framework that includes all critical CFAI performance benchmarks. This has resulted in improved reporting on operational performance from a statistical accuracy perspective and has established a quarterly reporting cycle that will include all key CFAI indicators. A compliance committee has been established to ensure the Service is successful in achieving the recommendations from the Self-Assessment Manual, which include:

- Improve response times and effective response force performance by adopting service level objectives and revising current running assignments as provided in the Standards of Cover
- Improve data accuracy and risk hazard analysis by developing a more accurate risk classification process and completing the mobile data terminal project. The committee has already completed the performance measurement framework
- Improve fire prevention strategies, inspection initiatives and public education programming focused on high risk properties
- Improve the process for the review and revision of current Standard Operating Procedures and Guidelines

The CFAI process will ensure Ottawa Fire Services continues to provide quality services to the City of Ottawa and will play a vital role in developing a new strategic plan.

Performance



As set out in the Ottawa Fire Services Strategic Plan, the Service is focussed on increasing planning capacity and establishing useful and credible performance measurements and reports to ensure informed decision-making. In order to maximize resources and provide efficient and effective services, a thorough performance analysis is required. The CFAI process has established a new standard of response time performance that is explained in the 2015 Station Location Report and will be reported on in next year's annual report.

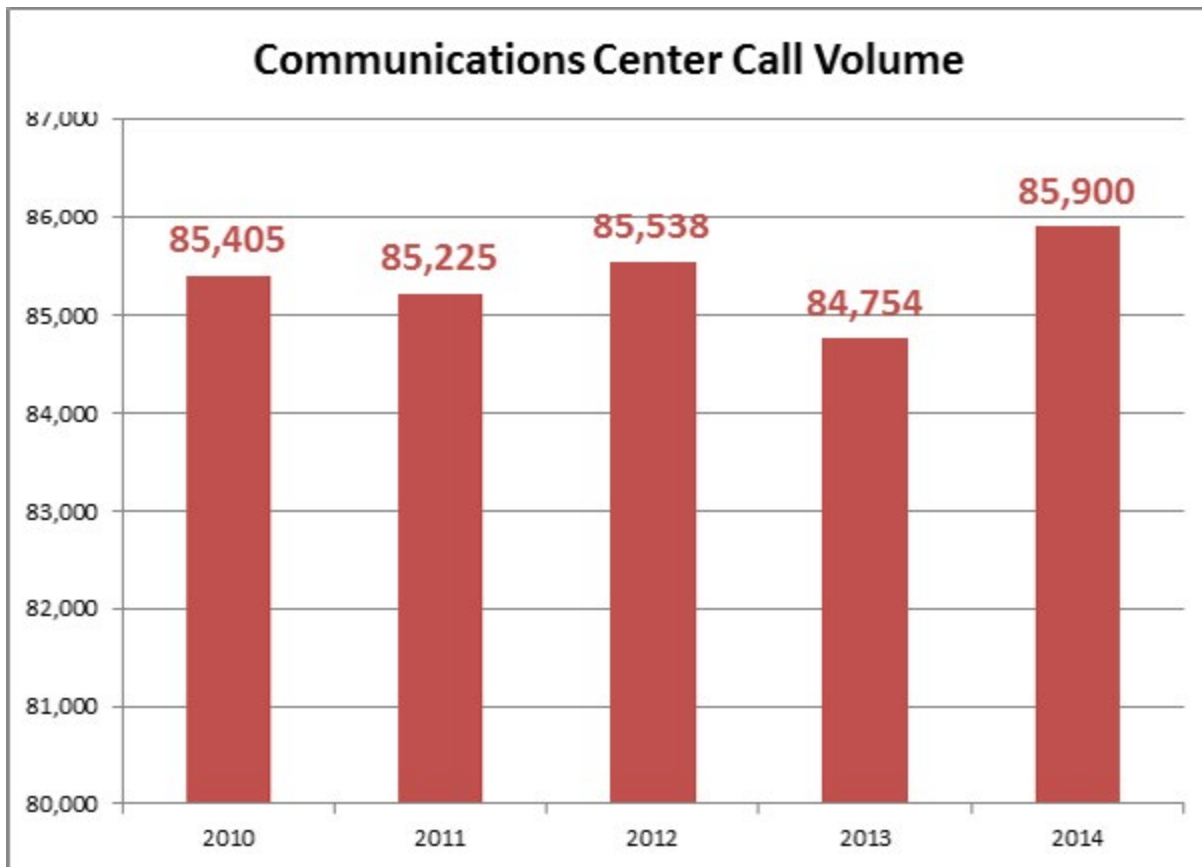
Ottawa Fire Services measures response times for each call for service. There are a number of factors which may affect response times from year to year: construction zones, time of year

(weather), time of day, traffic, traffic intensification, and station cover off.

The chart below reflects the trends for response times of the 90th percentile averages over the past five years.

In 2014, Ottawa Fire Services recorded 63,161 apparatus responses to 22,177 incidents. The continued exemplary efforts of the Operations, Special Operations and Communications Division, together with increased focus on prevention and public education programs, have resulted in an improved 2014 statistical report card for Ottawa Fire Services.

	2010	2011	2012	2013	2014
URBAN	05:52	05:56	05:38	05:49	05:24
SUBURBAN	07:36	07:56	07:47	07:45	07:41
RURAL	13:50	14:46	14:57	14:35	15:00



The Communications Division directly impacts the ability of Ottawa Fire Services to provide effective fire protection and emergency response to the City. As the first point of contact in an emergency or life threatening situation, this division is equipped with the technology and systems to receive calls from the public and from

other emergency agencies. The Communications Division contributes to reducing intervention time, injuries, loss of life and property due to fires and other emergencies and creates a safer working environment for emergency responders.

Response Type	2013 Call Volume	2014 Call Volume
Fire	1,099	921
Fire Related	2,255	2,266
False Alarm	8,279	8,466
Hazmat	1,166	1,203
Rescue	3,884	3,634
Medical	3,509	3,263
Aid Agreements	10	17
Miscellaneous	2,503	2,407
Grand Total	22,615	22,177

**Note: Miscellaneous calls include but are not limited to illegal grow operation (no fire), and assist police.*



Leadership & Innovation



MENTAL HEALTH

With increased awareness and research on mental health over the past few years, it has become clear that mental health has a large impact on overall health. First responders are often providing service to people experiencing an incredible amount of stress and anxiety and are regularly exposed to emergency situations. Ottawa Fire Services recognizes the importance of mental health and in 2014, Ottawa Fire Services Management and the Training Division made mental health awareness and support one of the service's main priorities.

Ottawa Fire Services in partnership with the Mental Health Commission of Canada became the first fire service in Canada to commence a certification program for all its personnel entitled "Mental Health First Aid". The program gives personnel the tools and resources to identify and provide service to someone who may be experiencing a mental health crisis. The program goes further to give personnel tips for identifying mental health illness in themselves, how to cope, and where to go for help. Ottawa Fire Services para-trainers have received the instructor training and have begun training all OFS personnel.

To help raise awareness about mental health with the goal of removing the negative stigma associated

with mental health illness, Ottawa Fire Services used several mechanisms to interact with personnel on the topic. Articles were written by management for the Ottawa Fire Services internal newsletter and several communiqués were sent from the Fire Chief's office to personnel on key dates such as Bell Let's Talk Day. Resources were distributed to personnel, including a booklet that provides tips on how to identify and cope with Critical Incident Stress. Personnel also received a wallet sized card that contains a list of the many resources in the community available to personnel who may be struggling with mental illness.

WELLNESS AND FITNESS INITIATIVE

The Wellness and Fitness Initiative (WFI) is a voluntary program with the aim of ensuring that uniformed personnel are equipped with the proper resources to work safely and effectively and maintain good health throughout their career and retirement. The components of the initiative include medical evaluations, enhanced fitness, rehabilitation and injury prevention, behavioural health, and data collection. Through a team of dedicated and qualified management and staff, Ottawa Fire Services continues to develop and implement the WFI around physical, mental and emotional wellness.

The WFI is a program actively designed with input from firefighters, delivered by firefighters and provides Ottawa Fire Services with resources that are aimed at the early detection of cancer and decreasing heart disease, physical and mental injuries and other illnesses. The program has an emphasis on physical training and education in a safe environment and participation rates have been high.

The Fire Leadership Team, in collaboration with the Ottawa Professional Fire Fighters Association (OPFFA) recognizes the need for a firefighter specific wellness program due to the inherent

physical and mental risks that come with the profession.

In 2014, the WFI committee began an 'Awareness Level' training program. The program includes a familiarization with the initiative, documentation for firefighter specific medical screenings, and examining how the WFI has benefited other North American departments.

FIRE DYNAMICS GRANT



The goals of the Safety and Innovation Division are to develop, implement and maintain programs to meet the highest possible level of safety for all Ottawa Fire Services' personnel. The Division is actively engaged in fostering a culture of safety, learning and service excellence that is supported by a highly reliable Occupational Health and Safety Management System.

In 2013, the Safety and Innovation Division received a grant from Defence Research, Development Canada and the Canadian Safety and Security Program (CSSP). Ottawa Fire Services, in collaboration with the Calgary, Montreal and Halifax fire services and the support of an extensive range of stakeholders and international partners, will develop and deliver an evidence-based fire dynamics training and development program. The CSSP is a federally-funded program aimed at strengthening Canada's

ability to anticipate, prevent, respond to, mitigate, prepare for, and recover from natural disasters, accidents and crimes.

In 2014, Ottawa Fire Services lead the project through the many stages of development with the objective of changing the way fires are fought internationally. This project addresses gaps between the science behind how fire behaves under various circumstances and current firefighting strategies and tactics. The project team, supported by Canadian and international partners such as the Canadian Council of Fire Marshals and Fire Commissioners, the Canadian Association of Fire Chiefs, the Fire Department of New York and the International Association of Fire Fighters are in the midst of developing the curriculum.

In 2015, training will be done under live-fire conditions using several Enclosure Fire Dynamics Training Simulator (EFDTS) tool designs in coordination with Canada's National Research Council. Concurrently, twenty Ottawa Fire Services personnel will be trained as EFDTS instructors who will begin certifying representatives from training agencies and fire services across Canada and beyond.

Leadership & Innovation



TECHNOLOGY

An anchor of service excellence is leveraging technology to improve operational performance and deliver more efficient service. Ottawa Fire Services recognizes the vital role technology plays in evolving as a modern service. As such, Ottawa Fire Services has engaged in several opportunities to enhance its communications services through technology.

Mobile Data Terminals (MDT) provides front line apparatus and chief fire officers with vital information as they respond to an incident, such as details about the incident and road mapping. Additionally, it allows responding officers to message surrounding apparatus and dispatch to seek additional information about an incident. In 2014, Ottawa Fire Services expanded its use of MDT's with the purchase of a new MDT system, G1 Tablet. The tablet is used by responding crews in the rear of the vehicle to access information that will enhance the situational awareness of the chief officer and driver. Ottawa Fire Services also installed MDT's in the vehicles of all Platoon, District and Sector Chiefs which provide management tools and additional capabilities to senior officers.

In 2014, the service built a computer lab at its

Training Center located on Industrial Ave. The computer lab is currently being used for Records Management System and MDT training, as well as to help facilitate the training associated with the new promotional process. The computer lab plays a crucial role in training personnel on new technologies being implemented in the service. The lab allows personnel to familiarize themselves with technology before they use it in emergency situations. Future use of the computer lab will include multimedia training systems focused on allowing teams of Ottawa Fire Services officers to practice command and control, radio procedures and strategies and tactics in simulated "real-life" incidents.

As part of an on-going commitment to the training and education of its members, the Training Division is responsible for identifying training needs, activities, knowledge, skills, and abilities required to deal with anticipated emergency conditions. In 2014, the Training Division purchased Command Simulator software which is an interactive multimedia software environment that assists firefighters and other emergency response personnel in performing collaborative, hands-on training on critical functions such as; the practice of command & control, radio communication, Incident Command strategy and tactics.



As an emergency service, Ottawa Fire Services prides itself in being visible within the community and takes every opportunity to engage and educate the public about fire safety. As the first line of defense against fires, education and inspections are crucial factors in safeguarding the citizens and visitors of Ottawa. Since the adoption of the Service’s Strategic Plan, Ottawa Fire Services has undertaken many initiatives to improve its delivery of quality services to the community through engaging residents.

community growth continues within the city. Fire safety programs include inspecting smoke alarms and developing escape plans, distributing fire safety education materials to owners and occupants, releasing public service announcements, connecting through social media and more.

Having a strong presence in the community is vital to building trust and strengthening the services voice. Education is a collaborative effort between all divisions within Ottawa Fire Services with the ultimate goal of preventing fires before they happen.

PUBLIC EDUCATION

Ottawa Fire Services works diligently to advance its public education programs as population and

Year	2010	2011	2012	2013	2014
Public Education Activity	702	769	1,286	1,181	1,320

**Note this does not include Wake Up Campaign Statistics*

The “WakeUp: Get A Working Smoke Alarm” campaign has been a key initiative in Ottawa Fire Services’ outreach programs since its inception in 2009. In 2013, Ottawa Fire Services revamped the program from a weekend campaign to an eight day format, twice a year, in order to have a more focused presence in the community. In 2014,

14,543 homes were visited as part of the WakeUp door-to-door smoke alarm campaign. The ultimate goal of this program is to increase the number of working smoke alarms in the city. The results below indicate that the WakeUp initiative is successful in decreasing the number of homes without a working smoke alarm.

In the Community

Year	2010	2011	2012	2013	2014
Homes Visited	18,158	14,943	15,569	13,547	14,543
Homes with Smoke Alarms Not Working or No Smoke Alarms	904 (4.98%)	722 (4.83%)	653 (4.2%)	567 (4.2%)	483 (3.3%)

INSPECTORS AND ENGINEER



Ottawa Fire Services inspectors are responsible for ensuring that buildings within the city are in compliance with the Ontario Fire Code. Inspections are required for the licensing of restaurants/bars, public garages, public halls, fire safety plans and fire routes. Inspections are initiated by complaint, request or if fire personnel identify an issue. Fire Inspectors also proactively inspect properties for retrofit requirements.

When violations of the Ontario Fire Code are found, Ottawa Fire Services Inspectors establish an appropriate timeframe for the property to become compliant. Inspectors work with the property owner

to assist in achieving Code compliance. When requirements are not met within the established timeframe, inspectors can proceed to lay charges. Ottawa Fire Services personnel completed 5,186 inspections in 2014 and with the assistance of City Legal staff had 185 prosecutions resulting in \$112,000 in penalties.

A new provincially legislated requirement (Ontario Regulation 364/13) came into effect on January 1, 2014, to inspect all Vulnerable Occupancies (nursing homes, care homes, etc.) within the city requires that each vulnerable occupancy property be inspected annually, have their fire safety plans reviewed, and a fire drill observed and reported by Ottawa Fire Services Inspectors. There are at least 256 such properties in Ottawa and Ottawa Fire Services has dedicated Fire Prevention Officers to meet this requirement.

Ottawa Fire Services' Fire Prevention Engineer is tasked to be actively involved in the fire and life safety design of projects that affect the public around the city. Projects include the review of all site plans for future developments and the revitalization of Lansdowne Park. Ottawa Fire Services has also been identified as the approving authority for fire and life safety design of the LRT stations and transit way.

Year	2010	2011	2012	2013	2014
Inspections	3,099	4,289	5,748	4,501	5,186

INVESTIGATIONS

After a fire, an Ottawa Fire Services Fire Investigator conducts an on-site investigation and is responsible for collecting, analyzing and reporting detailed data regarding the fire. Throughout the investigation, Fire Investigation personnel are responsible for looking into the source(s) of ignition, growth and development of the fire, and the sequence of events that led to the ignition of the combustible material. The data collected during the investigation is used to determine the cause of the fire. The Investigations staff must also consider many other factors including;

- the building construction,
- interior finishes and furnishings,
- fire detection and suppression activities,
- the performance of structures that were also exposed to fire,
- the control and movement of smoke,
- human response and evacuation,
- fire fighting and rescue, as well as
- the extent of losses, injuries and property damages.

The cause of each fire is then reported to the Ontario Fire Marshal's Office, who collects data for the province, in an effort to gauge how many fires are occurring throughout the province, why these fires are happening, and what can be done to prevent these types of fires in the future. In 2014, Ottawa Fire Service investigators completed 551 investigations. The data collected through the investigations helps the service prioritize areas in the city that may require additional fire prevention and education.

SOCIAL MEDIA

As an emergency service, residents and the media often look to Ottawa Fire Services as a source of trustworthy information. Communications and the role of social media are continuously evolving, something Ottawa Fire Services has paid close attention to as it seeks new and innovative ways

to foster relationships with residents and the media. Ottawa Fire Services understands that ongoing dialogue and two-way communication is crucial to developing trust in the community.

In 2014, Ottawa Fire Services launched its social media strategy, beginning with the @OttFire and @IncendiesOttawa Twitter accounts. The networks are used primarily as an education and awareness tool for fire safety and outreach events. Additionally, Ottawa Fire Services has used its official Twitter accounts to make residents and media aware of ongoing incidents and planned training events around the city. Ottawa Fire Services has also engaged residents through the #OttFireSelfie campaign that encouraged residents to take a selfie of them testing their smoke and carbon monoxide alarms.



In the Community



PARTNERSHIP WITH FOOD BANKS

Ottawa Fire Services is continually exploring creative ways to promote fire safety. A recent initiative has created partnerships with local food banks and grocery stores. Key partnerships such as these provide the service a crucial opportunity to provide life safety messages to a vulnerable population.

During 2014, Fire Prevention Officers attended 17 distribution sessions at the Parkdale Food Centre and Rideau-Rockcliffe Food banks. At each location, a contest was held for food bank clients. Clients that took a moment to stop by the booth were given fire and life safety information, along with a ballot to enter a draw. To enter the draw, clients were asked to check their smoke alarm and ensure that it was functioning correctly. Names were put into a draw for a chance to win \$100 grocery cards, which were generously donated by local grocery stores.

If clients indicated that their smoke alarm wasn't working, a Fire Prevention Officer contacted the landlord and inspected the client's unit to ensure any fire safety issues were resolved.

The most common fire safety topics covered during interactions with clients were:

1. Importance of having a working smoke alarm
2. How to install and test your smoke alarm
3. Nuisance alarms and how to minimize them
4. Tenant and landlord responsibilities
5. Carbon Monoxide alarms

Throughout the 17 sessions, 1,624 food bank clients and family members were impacted by our food bank program. Feedback on the program was positive and Ottawa Fire Services plans to continue and expand the program in 2015.



CAMP FFIT

Ottawa Fire Services acknowledges the benefits of a diverse workforce and seeks innovative ways to recruit from designated demographics that traditionally don't consider a career in the fire service. One of the ways it does so is through a summer camp for young women between the ages 15-19 called Camp FFIT (Female Firefighters in Training).

Camp FFIT began in 2010 and is a weeklong camp that provides female youth firsthand experience of what it takes to be a firefighter. Over the past 5 years, the program has had over 100 participants. Of those participants some are now rural firefighters, attending pre-service programs in post-secondary schools and applying for fulltime positions within fire services across the nation.

As the first fire service to implement such an innovative program many fire services across

the country seek information from Ottawa Fire Services about the program and have begun coordinating their own CampFFIT. Ottawa Fire Services is currently working with staff in the City of Ottawa Legal Department to trademark the CampFFIT brand to maintain the integrity of the program.

Ottawa Fire Services will continue to offer the award winning Camp FFIT program with the hopes that it will increase confidence and empower young women to pursue non-traditional careers.

Looking Ahead



Moving forward as a CFAI accredited agency, Ottawa Fire Services will continue to enhance and improve the performance measurement framework and create a new strategic plan that will continue to build on Ottawa Fire Services long-term vision.

Workplace culture remains a priority for Ottawa Fire Services with the three main components being ownership and accountability, mental health and respectful workplace. Ottawa Fire Services personnel will continue to receive the Mental Health First-Aid Training throughout 2015 and will use a variety of tactics to enhance the workplace environment, including town-hall meetings with Chief Officers, the Working Fire Newsletter and providing opportunities for personnel to share their thoughts and ideas about the initiative.

As part of the commitment to remaining a CFAI accredited agency, Ottawa Fire Services will be conducting a policy and procedures review in 2015. The entire process, from how policies and procedures are created, categorization and content will all be subject to change. This will assist the

Service in identifying gaps within current policies and procedures and allow Ottawa Fire Services to become more efficient in policy and procedure creation and implementation.

As growth within the city continues, Ottawa Fire Services will continue to focus on fire prevention and education outreach to reduce the number of fires and ensure residents and property owners are taking proper measures to stay safe.

Ottawa Fire Services will continue to implement new technology to make the service more efficient in delivering quality services, as it works towards a modern traffic pre-emption and a new roster scheduling solution. Ottawa Fire Services will remain a versatile and innovative force that is seen as a leader amongst fire services in Canada.



OTTAWA FIRE SERVICES
SERVICE DES INCENDIES D'OTTAWA

Protecting Our Nation's Capital With Pride
Protéger notre capitale nationale avec fierté

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