



ANNUAL REPORT

2025



[DNV.ORG/FIREANNUALREPORT](https://dnv.org/fireannualreport)

The District of North Vancouver respectfully acknowledges the original peoples of these lands and waters, specifically the sə́lilwə́təɬ (Tsleil-Waututh), Sḵwxwú7mesh Úxwumixw (Squamish), and xʷməθkʷəy̓əm (Musqueam), on whose unceded ancestral lands the District of North Vancouver is located. We value the opportunity to learn, share, and serve our community on these unceded lands.



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Thank you to Silvester Law and Pat Bell for contributing many photos that appear in this report.





District of North Vancouver Fire & Rescue Services (DNVFRS) provides our community with essential emergency response, public education, and support services.

We are committed to protecting life, reducing property loss due to fire, and promoting public safety through community education and outreach campaigns.

This report is a concise summary of our work and achievements in 2025.

A WELCOME FROM FIRE CHIEF MIKE DANKS

This year, we dedicated ourselves to building a strong, cohesive leadership team—one that is capable, collaborative, and deeply connected to our frontline crews. This included restructuring workloads, clarifying leadership roles, and strengthening our relationship with the IAFF Union Executive and its membership. By building trust and fostering open communication, we navigated complex issues constructively and aligned around shared priorities that support both our staff and the community we serve.

Since 2022, our department has proudly maintained accreditation with the Center for Public Safety Excellence (CPSE), demonstrating an ongoing commitment to excellence and continuous improvement. Accreditation reinforces our dedication to high standards, provides independent validation of our performance, and ensures elected officials and stakeholders have credible, objective data to guide decision-making.

A major focus this year has been transitioning to our new software platform, First Due. This shift consolidates several standalone systems into one integrated solution, improving efficiency, strengthening data quality, and modernizing daily operations. While the benefits will be significant, the transition itself is complex and time-consuming. Meaningful engagement from staff at all levels is essential to ensure we build workflows that truly support our teams. We are taking a thoughtful, deliberate approach to implementation because doing it right is essential. In the long run, we anticipate substantial improvements in interoperability, reporting accuracy, planning capabilities, and opportunities for innovation across the department.

Throughout the year, our crews responded to several significant events that required close coordination with partner agencies. In each instance, our teams acted with

professionalism, urgency, and compassion to protect lives, property, and the environment.

These incidents, while critical to public safety, can be challenging for responders. We recognize the mental and emotional toll that difficult calls can have, and we are deeply proud of our engaged and highly skilled Critical Incident Stress

Management team. Their support helps our members maintain resilience and feel cared for by their organization and peers.

Above all, our staff remain our greatest asset. Their engagement, expertise, and willingness to continually go above and beyond for our community—and for those who visit—are what make DNVFRS exceptional. Throughout this annual report, you will find many examples of their dedication, innovation, and service in action. We are grateful for their contributions and proud to showcase the work they do every day.





DNVFRS serves 91,767 residents across 160 square kilometres of urban and wilderness areas. Operating from five strategically located fire stations staffed by 142 uniformed personnel, our team includes firefighters, as well as public safety, command, training, and support staff.

As a mission-driven emergency services agency, DNVFRS provides compassionate fire, rescue and emergency medical services to residents and visitors. Our integrated approach combines emergency response with community risk reduction initiatives, including risk-based inspections, fire investigations and public education programs designed to enhance life safety and minimize hazards.

Committed to continuous improvement, our department aims to deliver innovative and forward-thinking fire and rescue services that consistently exceed expectations.

In 2022, DNVFRS achieved formal accreditation from the Commission on Fire Accreditation International (CFAI), underscoring our dedication to excellence and a proactive organizational culture. This recognition places us among only eight fire departments in Canada and 334 accredited agencies worldwide.

We take pride in our ongoing efforts to advance public safety and maintain the highest standards for emergency services for the community.

OUR MISSION

Provide exceptional fire suppression, emergency medical response, technical rescue, fire prevention, and public education services that protect and support our community.

OUR VISION

Be a progressive, inclusive, and trusted leader in emergency services, consistently delivering high-quality service and value to our community.

OUR VALUES

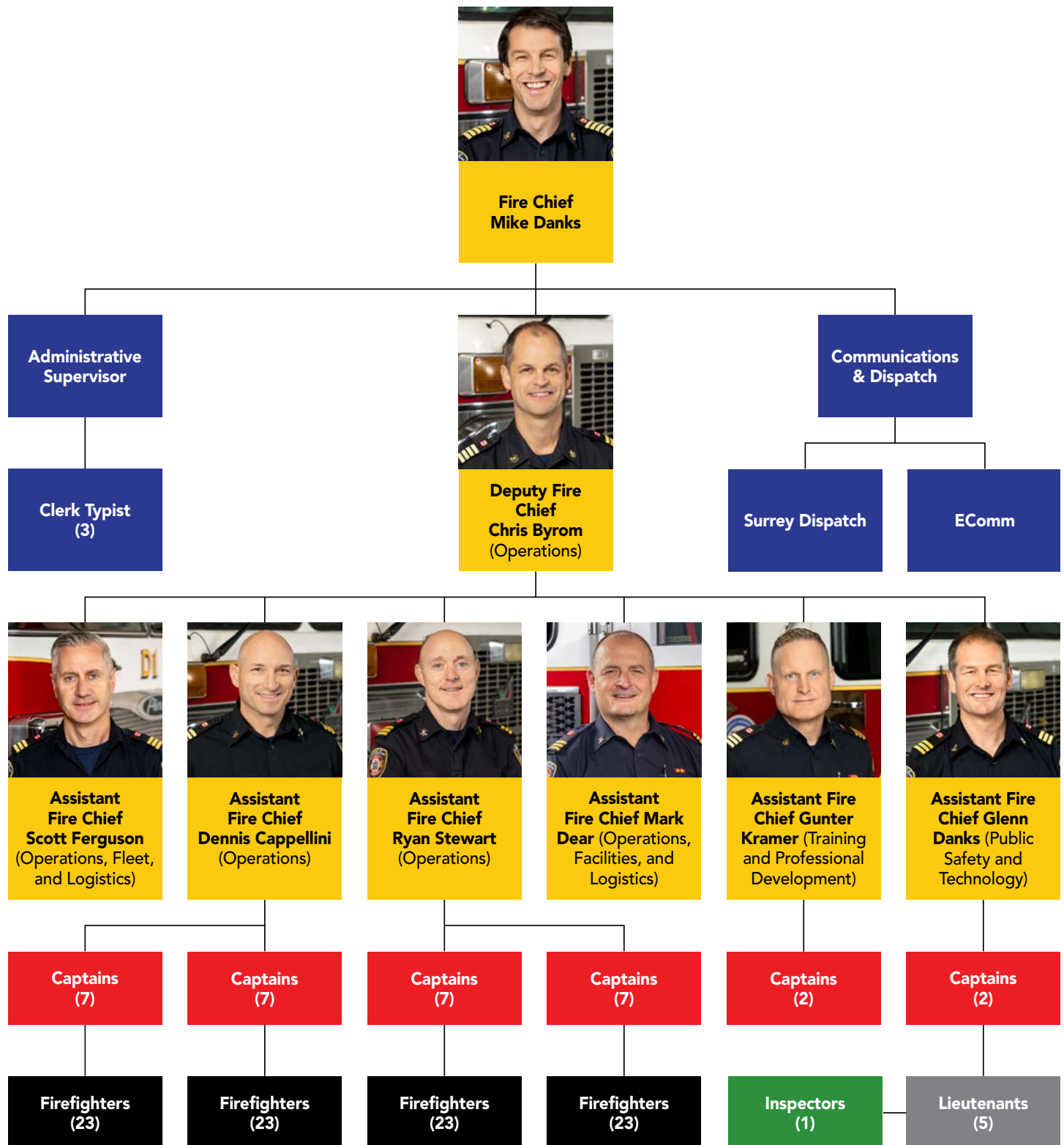
Community. Treat all people with respect, compassion, and professionalism

Integrity. Act with honesty, accountability, and transparency

Well-being. Prioritize the physical, mental, and emotional health of our members

Innovation. Embrace continuous improvement and forward-thinking solutions

ORGANIZATIONAL CHART





CELEBRATING OUR ACCOMPLISHMENTS AND MILESTONES

As we reflect on the past year, it is clear that our members remain the most vital resource of our service. In 2025, our team reached numerous significant milestones that underscore our commitment to excellence and professional growth. We celebrated the successful completion of recruit training for our newest members, honoured our senior members with Long Service Awards, and strengthened our leadership core through several key officer promotions. We also took the time to recognize individual members for their outstanding contributions and dedication to the community. These achievements are a testament to the skill and commitment that define our department and ensure the safety of our residents every day.

RECRUIT TRAINING GRADUATION

This first major career milestone follows 12 months of intensive theoretical and practical training.

- FF Hayes Bishop
- FF Jacob Tapp
- FF Noah Knapp
- FF Michael Al-Assadi

10 YEARS OF SERVICE

The 10-year milestone marks the transition to “senior firefighter.” As qualified apparatus operators, these members perform critical tasks ranging from technical rescues to fire suppression. Beyond their technical proficiency, they provide vital informal leadership and mentorship, sharing the essential on-the-job knowledge that strengthens our department.

- FF Tyler Reed
- FF Michael Eberts
- FF Colin Urie

20 YEARS OF SERVICE

The milestone typically marks a transition into an Officer capacity. At this stage, these members perform key formal leadership roles, providing the experience and guidance essential to our organization’s success.

- FF Conrad Breakey
- FF Sean Tarr
- FF Rod Bahari
- FF Marque Kriel
- FF Jared Ewart
- FF Oliver Schmalzer
- FF Jason Wilson
- FF Ian Bolton
- FF Ron Johnstone

30 YEARS OF SERVICE

The 30-year milestone is an extraordinary achievement. As masters of their craft and the heart of our organization, these members provide invaluable expertise and mentorship.

- CPT Mark Sobolewski

PROMOTION TO LIEUTENANT

Advancing to Public Safety Lieutenant requires mastering the Fire and Building Codes, fire protection systems, and investigation techniques. These officers serve as Fire Investigators, tasked with determining and reporting the origin and cause of fires to the BC Office of the Fire Commissioner.

- LT Lisa Smith

PROMOTION TO CAPTAIN

Captains serve as our department's vital front-line leaders and an extension of our command staff. In Suppression, they manage fire stations and lead crews through critical, high-stakes emergencies. In Public Safety, they oversee fire prevention programs, code enforcement, and complex investigations. Across all divisions, these officers are responsible for the planning and leadership that directly ensure a safe outcome for our community.

- CPT Mario Pante
- CPT Raffi Feters
- CPT Julian Hedrich
- CPT Matthew Haines
- CPT Mike Roberts

PROMOTION TO ASSISTANT FIRE CHIEF - OPERATIONS

Assistant Chiefs hold senior leadership roles responsible for the administration and effectiveness of the suppression division. They proactively plan, coordinate, and direct all fire suppression, rescue operations, and emergency programs under their command. As key administrative and operational leaders, they ensure the overall efficiency of our department's front-line resources.

- AC Dennis Cappellini

RETIREMENTS

As invaluable members of our tight-knit team, their deep expertise is irreplaceable. We wish our retirees a long, happy, and healthy retirement.

- CPT Lee Nobbs
- CPT Darron Allan
- CPT Howard Weatherstone

FIREFIGHTER OF THE YEAR

This award is presented to a member of the District of North Vancouver Fire & Rescue Services who has exceeded the requirements of their position through outstanding actions on the fire ground, exceptional service within the department, or dedicated contributions to the community.

- FF Kyle Burdett

COMMENDATION FOR VALOUR

Firefighter Matt Saely has been awarded the Commendation for Valour for his extraordinary heroism during the Silverlynn Apartments fire on May 10, 2025. Facing heavy smoke and advancing flames, Matt risked his life to rescue multiple residents trapped on their balconies just moments before the building's structural collapse.

- FF Matthew Saely



APPARATUS DEPLOYMENT

Fire Station #1 Maplewood Fire & Rescue Centre, 2410 Dollarton Hwy

CALL SIGN	MODEL
Quint 1	2023 Spartan-Smeal Quint
Tower 1	2008 Spartan-Smeal Aerial/Plat
Rescue 1	2021 Metalfab Heavy Rescue
Wildland 1	2024 CV 515 International
Squad 1 (Confined Space)	2017 Ford Super Duty F350 SRW
Command	2017 Ford Super Duty F350 SRW
Operations Support 1	2020 Ford F350 Crewcab
Operations Support 2	2023 Ford F350 Crewcab
UTV	2017 Polaris Ranger XP UTV and Trailer
Fire Investigation Unit	2024 Ford Transit 350
Public Safety	2023 Ford Ranger
Public Safety	2019 Nissan Leaf
Public Safety	2019 Nissan Leaf
Public Safety	2025 Hyundai Kona
Engine 7 (Training)	1994 Spartan Superior Pumper
Training	2024 Hyundai Kona
Training	2004 Chev Express 8-Passenger Van
Training	2004 Ford Flex
Training	2007 Doosan G35C-5 Forklift
Mechanic	2008 Ford F250 Pickup

Fire Station #2 Lynn Valley, 1110 Lynn Valley Rd.

CALL SIGN	MODEL
Engine 2	2014 Pierce Pumper
Quint 8	2006 Spartan-Smeal Quint
Squad 2	2021 Ford F550 Type 5 Wildland
Public Safety	2021 Nissan Leaf





Fire Station #3 Upper Delbrook, 550 Montroyal Blvd.

CALL SIGN	MODEL
Engine 3	2016 Pierce Pumper
Squad 3	2021 Ford F550 Type 5 Wildland
Public Safety	2025 Hyundai Kona

Fire Station #4 Seymour & Deep Cove, 3891 Mount Seymour Pkwy.

CALL SIGN	MODEL
Engine 4	2016 Pierce Pumper
Squad 4	2020 Ford F350 Crewcab
Engine 6	1997 Spartan Superior Pumper
Sprinkler Protection Unit trailers	2022 Continental Trailer
Sprinkler Protection Unit trailers	2021 Continental Trailer
Sprinkler Protection Unit trailers	2021 Continental Trailer
Urban Search and Rescue (USAR)	2010 Wells Cargo Trailer
Urban Search and Rescue (USAR)	2006 Wells Cargo Trailer
Hydro sub & trailer	2022 Hytrans HydroSub 60 Pump and Trailer
Hydro sub & trailer	2022 Hytrans HydroSub 60 Pump and Trailer
Public Safety	2021 Nissan Leaf

Fire Station #5 Norgate, 1221 West 15th St.

CALL SIGN	MODEL
Quint 5	2003 Spartan-Smeal Quint
Squad 5	2021 Ford F550 Type 5 Wildland
Public Safety	2021 Nissan Leaf

PART OF A REGIONAL FIRE AND EMERGENCY SYSTEM

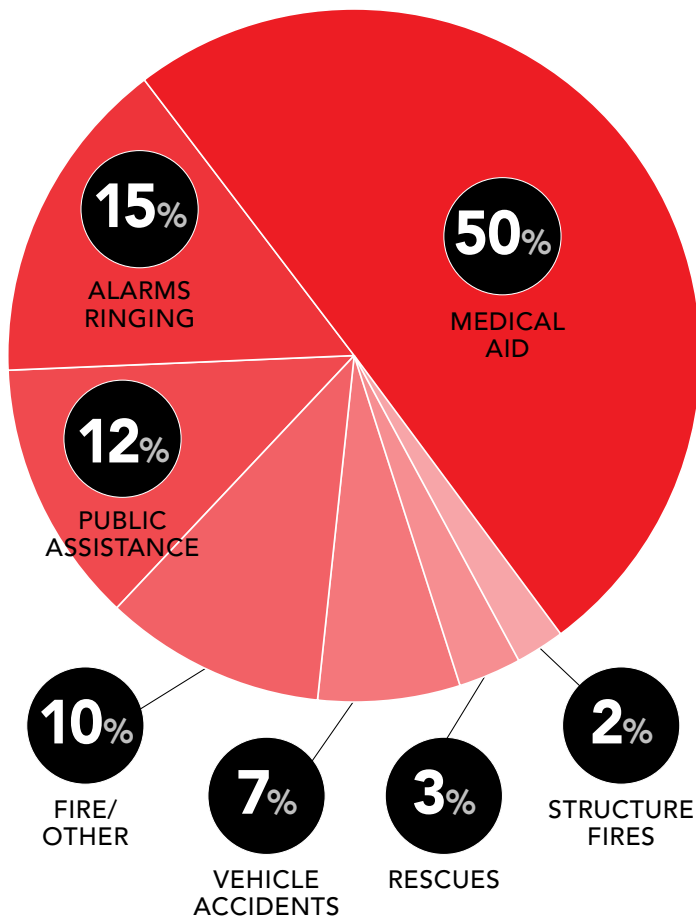
The North Shore is served by a unique Cooperative Fire/Rescue Services agreement that coordinates response between DNVFRS, West Vancouver Fire and Rescue and the North Vancouver City Fire Department. First approved in 2017, this innovative agreement was evaluated and renewed by all three departments in 2022.

Removing jurisdictional boundaries for fire and rescue operations has enabled us to provide faster, more coordinated emergency response throughout North Shore municipalities and this agreement has been recognized as a groundbreaking innovation within British Columbia and across Canada.



3

INCIDENT RESPONSE



Our highly trained firefighters respond to a wide range of incidents, including vehicle accidents, rescues, medical emergencies, and fires of all types—such as structure, vehicle, and marine fires.



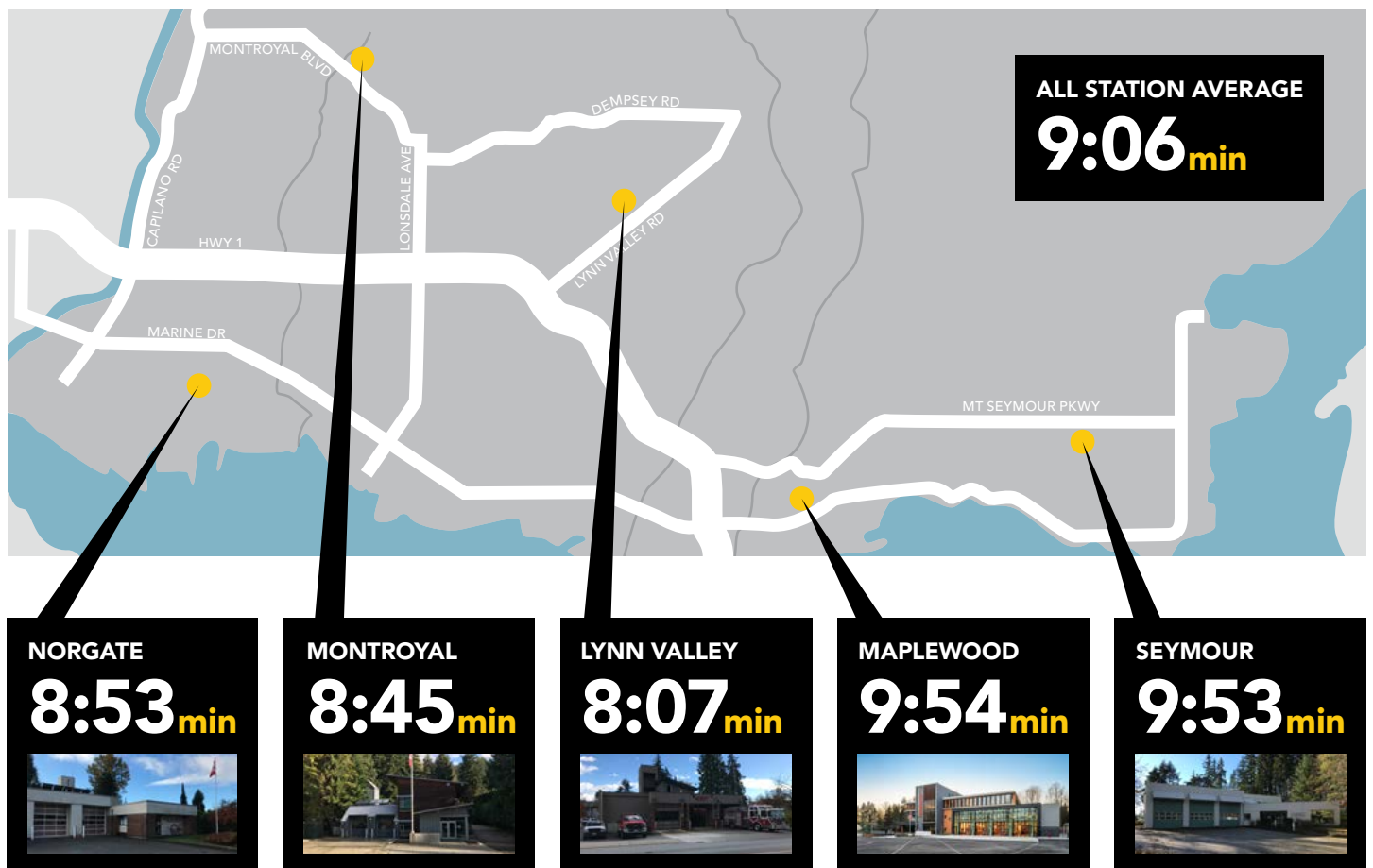
Incidents	2025
Medical aid	2,531
Fire alarm activation	776
Public assistance	624
Fire/other	517
Vehicle accidents	333
Rescues	144
Structure fires	118
Total	5,043

RESPONSE TIME

Our firefighters deploy from five strategically positioned fire stations, with response size determined by the location and scale of the emergency.

Response times have become increasingly important because modern synthetic materials (plastics, adhesives, upholstery, etc.) contribute to house fires that ignite eight times faster and create up to 200 times more smoke than those of 50 years ago. A fire that once took 30 minutes to consume a room can now do so in only 3, making strategic fire station placement and strong fire prevention awareness even more critical.

Response time measures the period between the department receiving a call and the first firefighters arriving on scene.



The above listed times are based on the categories of structure fires, other fires, motor vehicle incidents, and medical aid attended by the first on scene apparatus. **Times only reflect DNVFRS responding in emergency mode (lights and sirens).** *RESPONSE TIMES = TURNOUT TIME + TRAVEL TIME

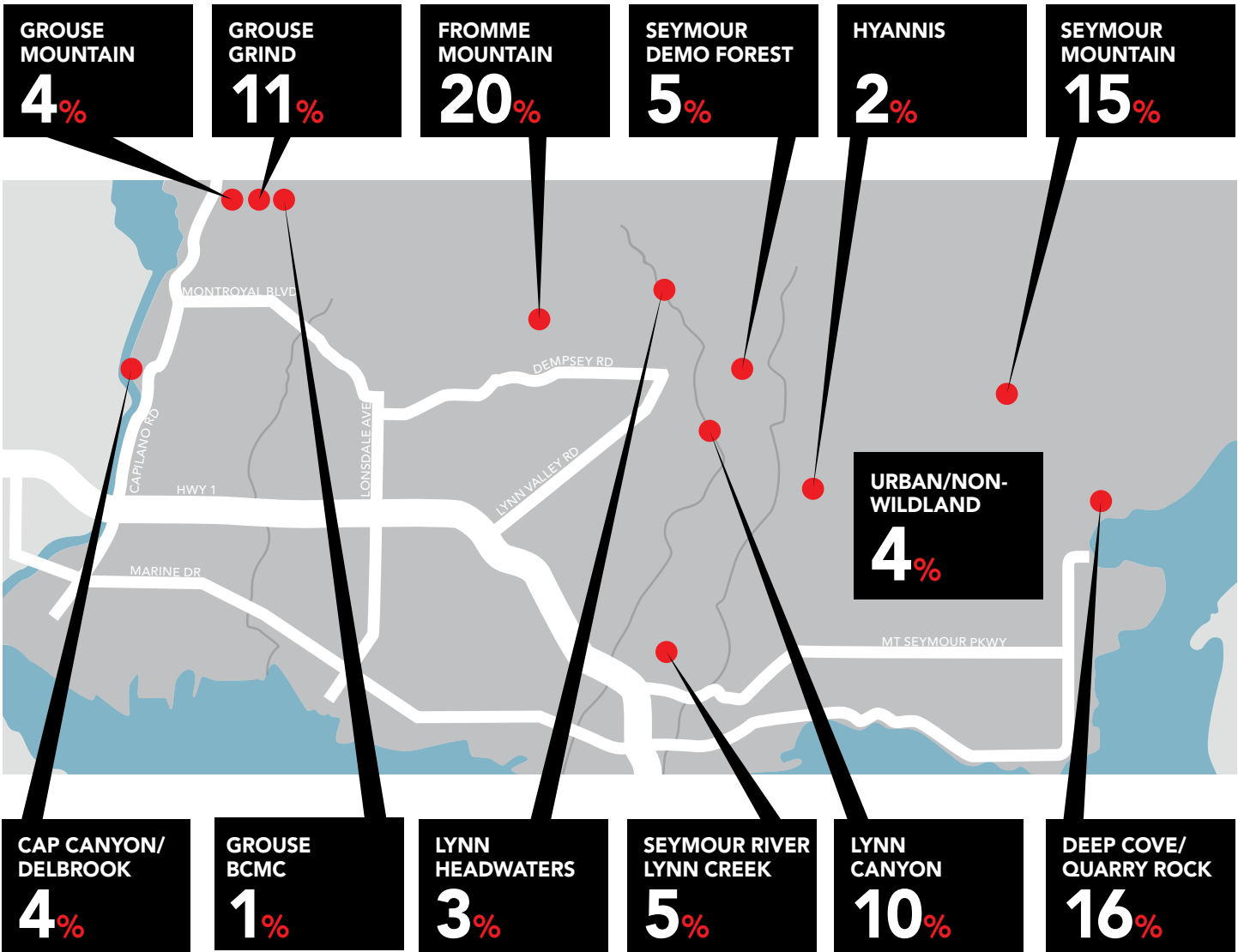
NOTE: These times reflect the response times for all call types measured at the 90th percentile.

A CLOSER LOOK AT TECHNICAL RESCUES

The District is home to an extensive outdoor playground enjoyed by many residents and visitors. Hundreds of square kilometres of rugged mountain terrain surround our urban core, and this area contains a vast network of hiking and mountain biking trails and swift-running rivers.

The Grouse Mountain and Seymour Mountain ski areas are part of this region, along with the Grouse Grind, BC Mountaineering Club routes and the Baden Powell trail system. DNVFRS has a strong mutual support partnership with the all-volunteer North Shore Rescue (NSR) team, and together we perform many complex outdoor and wilderness rescues requiring advanced skills.

In 2025, we attended 137 rescue incidents, 45% occurring on Mount Fromme, Mount Seymour, and Lynn Canyon.

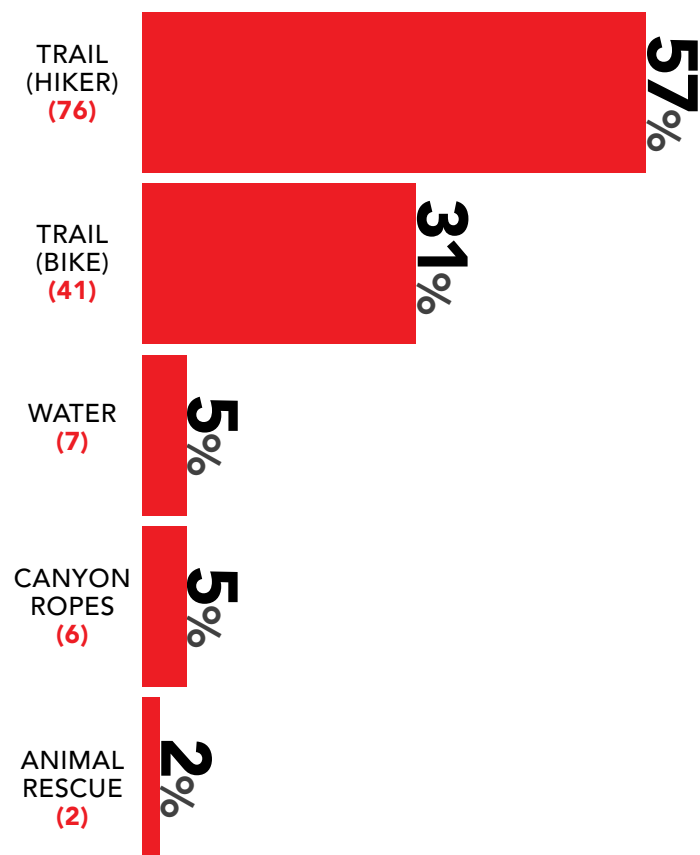


TYPICAL RESCUES OCCURRING ON THE NORTH SHORE

In 2025, outdoor recreation (hikers, mountain bikers, swimmers, kayakers, etc.) accounted for 97% of the rescue calls handled by DNVFRS. Elevator rescues followed at roughly 1.5%.

DNVFRS firefighters are trained to meet—and often exceed—industry standards in high-angle rope rescue and swiftwater rescue. These are essential skills for our team and they come into play throughout the year in Lynn Canyon, Capilano Canyon and Quarry Rock in Deep Cove.

Our four new wildland trucks are outfitted with advanced rescue tools and medical supplies, enabling crews to respond more effectively to the complex emergencies that arise from outdoor recreation in these environments.



4

REDUCING RISK

A primary focus of DNVFRS is mitigating the impacts of fire and reducing the number of fires.

We investigate fires to determine cause and origin, and work with builders and developers to ensure that measures are in place to limit fire risk. We regularly inspect commercial, industrial, and multi-family buildings to confirm compliance with fire codes and standards.

In 2023, following new provincial legislation, DNVFRS adopted a fire inspection system centred on assessing risk, prioritizing inspections based on factors like building construction type, usage, existing fire protection measures, and Fire Code violation history. Inspectors now allocate more time to each inspection, focusing on positive change for the highest-risk properties, and improving compliance by conducting thorough follow-ups on violations.



Fire inspections	2023	2024	2025
Total	4,278	3,898	3,195

DNVFRS fire investigators investigate fires in our municipality to determine whether they were caused by accident, negligence, or design flaw.

Fire investigations	2023	2024	2025
Structure fire	36	35	54
Vehicle fire	10	12	12
Outdoor fire	52	82	124
Total	98	129	190

Plan review	2023	2024	2025
Fire Safety Plans	50	50	64
Building Permit Review	84	53	51
Construction Fire Safety Plan Reviews	13	19	14
Total	147	122	129

Permits issued	2023	2024	2025
Fireworks	198	566	267

Our public education programs ranged from fire station tours and FireSmart information meetings, to campfire safety talks with Girl Guide groups.

Public education	2023	2024	2025
Presentations	226	187	189
Hours	316	245	267
People reached	7,748	19,507	8,651

FIRE LOSS BY CLASSIFICATION

Type of Property	Fire Loss Amount (\$)	Total Value at Risk (\$)
A-2 Public Assembly	\$ 11,000	\$ 6,192,000
C-1 Single/Duplex Family Residences	\$ 1,557,000	\$ 24,779,000
C-3 Up to 5 Storey Apartments	\$ 16,188,500	\$ 54,335,000
C-4 High-rise Apartments	\$ 64,000	\$ 800,000
C-2 Semi-Detached/Detached Townhouses	\$ 40,550	\$ 2,000,000
F-1 High Hazard Industrial	\$ 10,000	\$ 241,063,000
F-2 Medium Hazard Industrial	\$ 121,000	\$ 3,460,700
Grand Total	\$ 17,992,050	\$ 332,629,700



To ensure we deliver the highest level of service to our community, DNVFRS provides comprehensive ongoing training to its members. In 2025, The DNVFRS training budget was \$548,345, which provided 26,211 hours of foundational skills training, and 10,287 hours of instructor-led specialized training to 141 firefighters and public safety staff.

FOUNDATIONAL SKILLS TRAINING

Foundational skills training supports and maintains fundamental abilities every firefighter must have. The company officers provide this training, which includes ladder operations, incident command training, traffic safety, radio communications, hose deployment, gas and electrical safety, and building construction.

This training ensures DNVFRS firefighters maintain the required competency standards for full-service firefighters, as outlined by the BC Office of the Fire Commissioner in the BC Fire Service Minimum Training Standards.



Foundational skills training

Total hours	26,211
Hours per person	186
Training sessions	18,506
Staff trained	141

SPECIALIZED TRAINING

Each year, DNVFRS provides specialized training in multiple fire and rescue disciplines, including fire behaviour, land-based shipboard firefighting, swift water rescue, high-angle rope rescue, confined space rescue, vehicle extrication, fire ground operations, wildland firefighting, emergency vehicle operator, and emergency medical responder.

DNVFRS's professionally certified instructors deliver these sessions at a dedicated Training Centre or at various offsite training locations within its response area.

In 2025, DNVFRS trained its firefighters in several new areas, including land-based shipboard firefighting, confined space rescue training, expanding the medical care and treatment we can provide as first responders in emergency situations, and participating in enhanced rope-rescue training in challenging locations like Quarry Rock, Lynn Canyon, and Capilano Canyon.



Specialized training

Total hours	10,287
Hours per person	72
Training sessions	411
Staff trained	141



SPECIALIZED TRAINING BY DISCIPLINE (TOP FOUR DISCIPLINES)

2,281
HOURS

FIRE
GROUND

1,562
HOURS

TECHNICAL
RESCUE (INCLUDING
CONFINED SPACE)

1,528
HOURS

MEDICAL

1,169
HOURS

LAND-BASED
SHIPBOARD
FIREFIGHTING

6

WILDFIRE AWARENESS AND RESPONSE

In the spring of 2025, DNVFRS launched its wildfire preparedness efforts with a full-scale wildfire exercise called “Operation Peak Preparedness” at Grouse Mountain.

The purpose of this exercise is to improve wildland fire strategic functions around multiple agency interoperability, communication, incident command system, firefighting and structure protection, and water/air operations during a simulated wildland urban interface fire. This exercise improves the ability of the North Shore to mitigate, prepare for, respond to, and recover from a large wildland fire incident.

In addition to supporting local preparedness, DNVFRS assisted the BC Wildfire Service with several provincial deployments in 2025, including the Fort Nelson fire and the Wesley Ridge fire on Vancouver Island. These deployments involved Task Force Leaders, and DNVFRS crews staffed two of our Type 5 apparatuses. The experience significantly enhanced our members’ awareness, knowledge, and capabilities in wildfire operations—skills that directly strengthen our service to the community.



MULTI-FAMILY RESIDENTIAL

On **May 10, 2025**, a massive fire devastated the Silverlynn Apartments, a three-storey seniors' housing complex in Lynn Valley. The blaze broke out shortly after 9:00am in a building that was undergoing renovations following a previous fire in 2022. The fire was exceptionally intense, requiring more than 60 firefighters and the majority of available apparatus from all three North Shore fire departments. Approximately 10 residents were rescued from their balconies as the fire spread rapidly through the structure. Remarkably, there were no fatalities. The fire caused significant structural damage, including a partial roof collapse and the total destruction of the building's north wing. Firefighter Matt Saely was awarded the Commendation for Valour for extraordinary heroism during this response. Facing heavy smoke and advancing flames, Matt risked his life to rescue multiple residents trapped on their balconies just moments before the building's structural collapse.

SINGLE-FAMILY HOME

On **April 30, 2025**, at approximately 3:00am, a house fire broke out in North Vancouver's Edgemont area. The blaze originated in the garage and rapidly spread to two vehicles in the driveway. The responding fire crews successfully contained the flames and prevented the destruction of the main residence.

SINGLE-FAMILY HOME

On **October 31, 2025**, a single-family residence in the Dollarton area was destroyed in a deliberate arson attack. Firefighters arrived to find the home fully engulfed in flames. While they were able to control the fire, the structure sustained extensive damage and was rendered uninhabitable. The residence was unoccupied at the time of the fire, and no injuries were reported among neighbours or first responders. Following a neighbourhood canvass and the review of security footage, the North Vancouver RCMP reclassified the incident as criminal arson. CCTV footage showed two suspects lighting what appeared to be a firework and throwing it through an open window before fleeing. The incident is still under investigation.





BOAT FIRE

On **July 28, 2025**, a significant boat fire occurred at Lynnwood Marina, directly beneath the Ironworkers Memorial Second Narrows Bridge. The fire, reported around 6:20pm, produced thick black smoke that was visible across the Burrard Inlet and forced commuters on the bridge to drive through a grey plume. The fire broke out on a recreational boat docked inside a floating boathouse/shed, which was completely engulfed and destroyed. Two adjacent empty boathouses also caught fire as heat radiated through their aluminum walls, though fire crews prevented the blaze from spreading further down the dock. There were no injuries to the public or fire crews.

INDUSTRIAL FIRE

On Wednesday, **December 3, 2025**, a fire broke out at the Pembina Bulk Marine Terminal within the Port of Vancouver in North Vancouver. DNVFRS responded just before 9:40am. The fire was located in a storage shed at the terminal, near West 1st Street and Philip Avenue, which contained pressurized acetylene tanks and highly flammable acetone. Firefighters reported an explosion caused by the heat affecting these tanks. The large column of thick black smoke was visible across the Burrard Inlet and the Metro Vancouver region. DNVFRS crews were supported by the North Vancouver City Fire Department. Heavy water application on the shed mitigated the risk of further explosions from the hazardous materials inside. The blaze was contained, preventing it from spreading to neighbouring industrial buildings or impacting general port operations.

Our 2025 operating budget was \$28,800,741¹. Fire rescue and operations accounted for the most significant piece, at over 80.4% of the total budget.

WHAT THE NUMBERS INCLUDE

FIRE AND RESCUE OPERATIONS (80.4%)²

- Fire suppression and rescue response for structural fires, wildland incidents, marine/shipboard fires, and complex rescues (auto extrication, rope, confined space, and structural collapse)
- Emergency medical response as a core service, providing rapid first response care across all incident types
- Specialized emergency operations including hazardous materials response, high-rise/industrial incidents, and coordination through the Department Operations Centre (DOC)
- All-hazards response capacity, covering technical rescues (swiftwater, rope, confined space) and large-scale or complex emergencies across the community

ADMINISTRATION & LOGISTICS (11.1%)²

- Fire and emergency communications, including dispatch services and wide-area radio systems
- Communications equipment maintenance (apparatus iPads and computers, cell phones, radios)
- Equipment procurement, maintenance, inspection, and repair of firefighting equipment (turnout gear, forestry equipment, fire apparatus)
- Firehall maintenance (plumbing, electrical, seismic upgrades, renovations, repairs, heating, lighting, groundskeeping, and painting)

PUBLIC SAFETY & EDUCATION (5.0%)

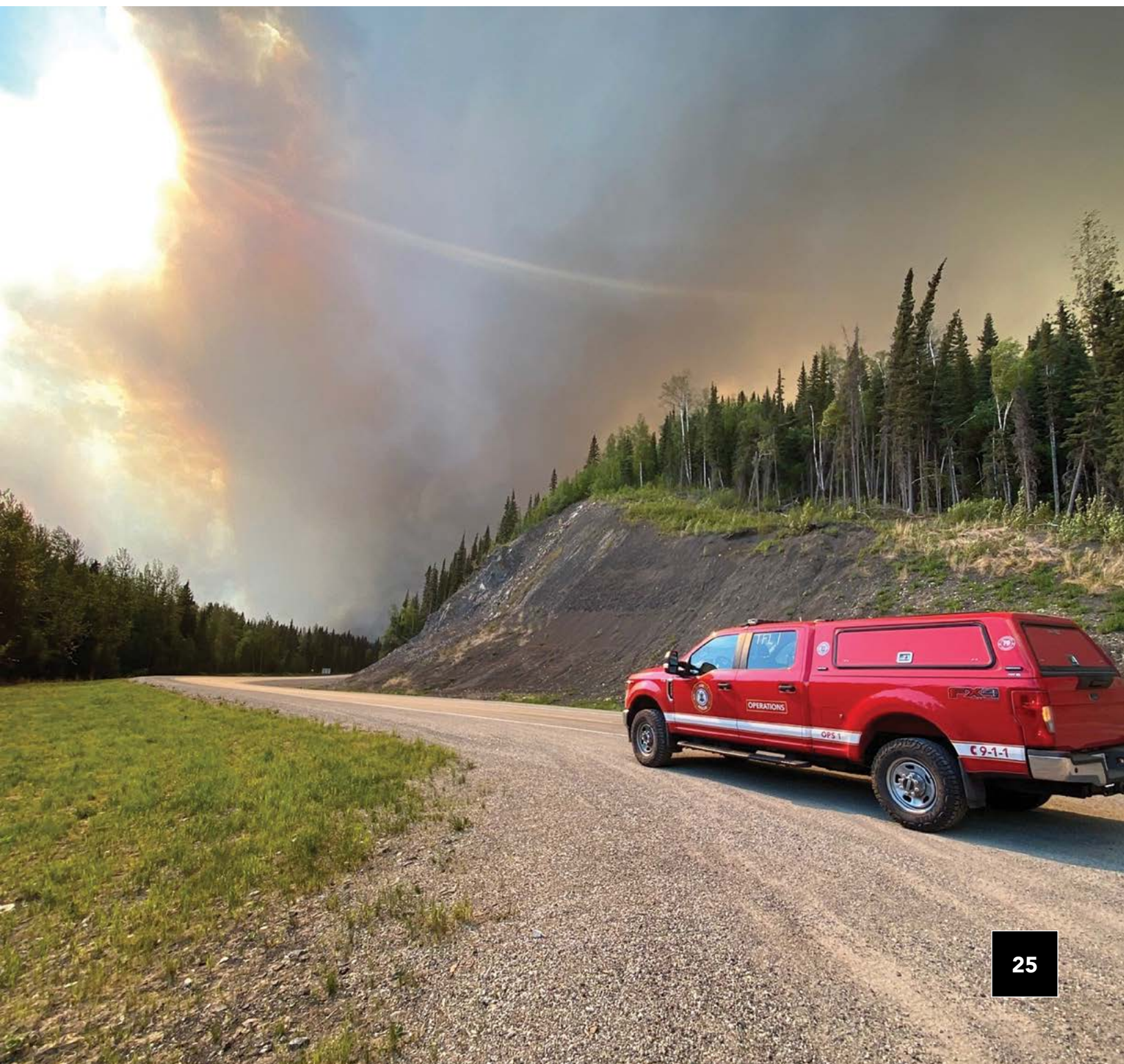
- Public fire and life safety education (community and school programs), FireSmart education and home assessments
- Fire prevention activities (risk-based inspections, fire code and bylaw enforcement)
- Plan review and occupancy inspections for new developments
- Fire Safety Plan and Construction Fire Safety Plan reviews
- Fire incident investigations

¹ The 2025 Operating Budget of \$28,800,741 represents all costs for Fire and Rescue services (including those managed by other departments such as Fleet & Facilities).

² Benefit costs related to Operations have been reallocated from Administration and Logistics to more accurately reflect where these resources are applied.

FIRE TRAINING (3.5%)

- Operation and management of DNVFRS training facilities to support safe, effective, and operationally focused firefighter training.
- Delivery of recruit, foundational, and ongoing training programs to meet BC Structure Firefighter Minimum Training Standards (2022) and sustain full-service operations.
- Coordination of multi-discipline training across fire suppression, medical response, incident command, hazardous materials, and specialized technical rescue disciplines.
- Maintenance of firefighter competencies, certifications, and operational readiness through ongoing training, recertification, and multi-agency exercises.



The move to the Maplewood Fire and Rescue Centre (MFRC) marked a significant milestone. The completion of this state-of-the-art facility, now home to crews from Fire Station #2 and our former Training Centre, demonstrates our commitment to providing our teams with the tools, spaces, and environment they need to thrive.

This transition required immense behind-the-scenes work. Relocating operations meant reevaluating and adjusting our response zones, run cards, run orders, and our move-up module. These systems had been established for nearly two decades with minimal change, so unpacking the original rationale and rebuilding it for our current needs was a considerable undertaking.

After a significant investment of time and effort, we redesigned these systems to reflect our modern operational reality. We also created a streamlined, transparent platform that allows any staff member to clearly see response zone boundaries and the run order for each run card. This automated system is now accessible to all personnel whenever questions arise about response protocols. Importantly, this transparency ensures that institutional knowledge is preserved and easily transferred during leadership transitions.

As expected, we continue to make minor refinements that have put us in a far stronger position, both in balancing workload across our crews and in coordinating effectively with our neighbouring departments at the North Vancouver City Fire Department and the West Vancouver Fire Department.



Over the past year, DNVFRS has continued to operate within an increasingly complex and demanding environment shaped by climate change, economic pressures, and ongoing mental health challenges within the fire service. These evolving conditions have reinforced the need for adaptability, resilience, and a proactive approach to emergency response and organizational sustainability.

CLIMATE AND COMMUNITY RISK

Climate change continues to significantly influence emergency response operations. The past year saw ongoing increases in wildfire risk, driven by hotter temperatures, prolonged dry periods, and unpredictable weather patterns. Fire seasons have grown longer and more intense, placing greater demands on personnel and resources. Continued expansion of the wildland–urban interface has further increased the number of homes, businesses, and critical infrastructure exposed to wildfire risk. As a result, DNVFRS has faced greater operational complexity, emphasizing the importance of prevention, mitigation, preparedness, and coordinated response efforts to protect the community.

OPERATIONAL DEMANDS AND FISCAL RESPONSIBILITY

Despite a challenging economic environment, DNVFRS has remained committed to delivering reliable, high-quality emergency services. Firefighters responded to a broad and expanding range of incidents beyond traditional fire suppression, including medical emergencies, technical rescues, and multiple trail rescues. Meeting these demands required careful stewardship of resources, ongoing training, and operational flexibility.

WORKFORCE HEALTH AND RESILIENCE

Supporting the mental health and well-being of DNVFRS members remained a critical focus throughout the year. Firefighters routinely operate in high-stress environments, with repeated exposure to traumatic events, physically demanding work, and irregular hours. These conditions elevate the risk of post-traumatic stress disorder (PTSD), anxiety, depression, and burnout. Over the past year, DNVFRS has recognized the importance of proactive mental health supports and timely access to care as essential components of a resilient workforce. Prioritizing member well-being is fundamental to sustaining operational readiness and long-term organizational effectiveness.

LOOKING AHEAD

As community risks continue to evolve, DNVFRS remains focused on strengthening preparedness, enhancing operational capacity, and supporting the health and resilience of its members. Ongoing investment in prevention, training, and wellness will be essential to meeting future challenges and continuing to provide safe, effective, and responsive service to the community.

DNVFRS takes great pride in the work we do to care for, connect with, and give back to our community.





Sign up now – because every second counts →

DNV.org/community-connect



COMMUNITY CONNECT

Building a safer community through prevention, preparedness, and response.

Launched June 3, 2025

District residents and businesses can help our firefighters respond more effectively to emergencies by registering with Community Connect.

When the District's Fire and Rescue Services (DNVFRS) respond to an emergency at a residence or business, firefighters often enter with limited knowledge about the property or the people inside. That's why DNVFRS uses Community Connect, a secure database where residents and business owners can share critical information to assist emergency responders.

DNVFRS encourages all residents and business owners to add their property details to Community Connect.

This information can help responding firefighters to quickly understand:

- Accessibility requirements, important medications, or health concerns
- Presence of pets
- Number of occupants
- Languages spoken
- Property layout

Registrants can opt to receive automatic notifications (text or email) in the event that DNVFRS has to respond to an incident at their property.

Security of your information: Only DNVFRS captains can access your secure information, and only while they're responding to an emergency at your address. It will be used solely to tailor their response to your property and its occupants during an emergency. Data that you provide to Community Connect is secure and used only for the purpose of better serving you during emergency situations. All logins are password protected with bank-level encryption and security. If you're comfortable logging in to your online bank you should feel comfortable logging in to Community Connect.

Business owners: Businesses will have already submitted a fire safety plan with information including the number of staff, whether there are potentially hazardous materials on site, where the entry points are, structural information, etc. Community Connect is a separate system. While fire safety plans are updated periodically, Community Connect gives you, as a business owner, direct control over your information, so you can quickly and easily update details about buildings and personnel as your business evolves.

NORTH SHORE IMPLEMENTS COORDINATED FIRE DANGER RATING SYSTEM AND CHARCOAL BARBECUE BAN



Effective June 1, 2025

In 2025, North Shore fire departments and partners introduced a coordinated fire danger rating system and unified restrictions to enhance wildfire safety.

This approach standardized messaging, improved preparedness, and introduced a ban on charcoal barbecues in public spaces, effective June 1, 2025.

KEY BENEFITS OF THE COORDINATED APPROACH

Reduced fire risk: A unified response during periods of heightened fire danger increases public safety and strengthens wildfire prevention efforts by ensuring all partners act in concert.

Operational efficiency: Standardized signage, messaging, and procedures reduce administrative burden and streamline operations that previously required frequent adjustments as fire danger levels changed throughout the season.

Improved public understanding and compliance: Consistent rules across the North Shore minimize confusion for residents and visitors, supporting greater compliance with fire restrictions.

Charcoal barbecue ban: Beginning June 1, 2025, charcoal barbecues were prohibited in all public spaces within the District of North Vancouver. This measure was jointly endorsed by all North Shore Fire Chiefs and applies regardless of fire danger rating.

CSA- or UL-approved propane appliances remain permitted in designated areas at all times.

BENEFITS OF THE CHARCOAL BAN

Enhanced public safety: Charcoal briquettes burn at higher temperatures and retain heat for extended periods, increasing the likelihood of accidental ignition and wildfire starts.

Simplified public messaging: A consistent, season-long ban is easier to communicate and eliminates the complexity of restrictions that change with fluctuating fire danger ratings.

Targeted and streamlined enforcement: Limiting outdoor cooking to propane appliances in designated areas simplifies enforcement and reduces the potential for unsafe practices.

Regional consistency: This restriction aligns with municipal practices across the region and supports BC Wildfire Service guidance, helping maintain a consistent public safety approach across jurisdictions.

Maintained recreational opportunities: Residents and visitors retain safe outdoor cooking options by continuing to use propane barbecues, supporting community enjoyment while upholding strong safety standards.

COMMUNITY EVENTS AND OUTREACH

You'll often find our DNVFRS members participating in community events like Lynn Valley Days and other local celebrations. We're proud to be woven into the fabric of our community and always look forward to connecting with our neighbours and sharing important fire safety tips.

As the weather warms up, our crews head to local parks with our fire engines to bring some splashy fun during Hot Summer Nights. These events give kids and caregivers a chance to cool off, meet our firefighters, ask questions, and pick up some helpful fire safety advice.

In 2021, we launched a new tradition that quickly became a community favourite: celebrating the last day of school with elementary students by bringing our firetrucks to their schools for a refreshing spray-down—an exciting way to kick off summer!

Our Training and Public Safety division hosts dynamic firefighter career days, especially for Indigenous communities and high school students. Participants get hands-on experience in full gear, running through training exercises that offer an authentic glimpse into life as a firefighter. We also run popular programs like fire extinguisher training and firefighter recruitment sessions.



DNVFRS are strong supporters of the FireSmart BC program, which helps residents protect their homes and neighbourhoods from wildfires. Thanks to FireSmart BC grant funding, we now offer free home assessments to help homeowners identify wildfire risks around their properties and learn practical ways to reduce them. Our team regularly visits neighbourhoods across the District to promote these assessments and provide personalized advice on creating defensible space. We have conducted 177 home assessments since adopting the program in 2022.

Beyond these events, our firefighters are active throughout the community—helping seniors with smoke alarms, providing fire safety education to residents and businesses, teaching CPR in high schools, and making annual visits to every kindergarten classroom.

DIVERSITY AND INCLUSION

Women and visible minorities represent a small percentage of the total DNVFRS staff. We continue to reach out to the community and encourage everyone to consider a career in the fire service.

Recently, we developed a recruitment and outreach program to attract future firefighters from our local high school and post-secondary student populations.

DNVFRS strives to create an inclusive working environment by actively valuing the differences that diversity brings. Everyone is welcome on our team.

HERE ARE SELECT EVENTS WE HELD OR ATTENDED IN 2025:

- **Camp Ignite.** An annual camp for young women aged 16-18 to learn firefighting skills and techniques. We sponsored a local high school student and hosted an orientation session with the 2025 participants from West Vancouver and the City of North Vancouver at our Training Centre.
- **Justice Institute of BC (JIBC) Informational Workshop.** We participated in workshops with our Training and Public Outreach Divisions and students enrolled in JIBC's Career Firefighter Technologies program.
- **Career fairs.** North Vancouver School District's career fairs showcase the careers and opportunities available at DNVFRS.
- **First Nations Emergency Services Society (FNESS) Youth Bootcamp.** DNVFRS was honoured to host a First Nations Emergency Services Society Firefighter youth bootcamp at our training facility. Partnering with FNESS, North Vancouver City Fire, West Vancouver Fire and Rescue, and School District 44, we hosted local First Nations students for a three-day immersive Fire Academy. Students learned about protective gear, equipment, and emergency vehicles and applied that knowledge to firefighting techniques and scenarios. A significant focus of the weekend was showcasing career paths with DNVFRS.



CAREER OUTREACH – WORK EXPERIENCE OPPORTUNITIES

Throughout the year, we enjoy taking local young people “behind the scenes” for an inside view of the challenges and rewards of a career with DNVFRS.

Bring Our Kids to Work Day. Grade 9 students spend a day participating in firefighting demonstrations and activities, while learning about careers in local government.

Work experience program. During our New Recruit Onboarding Training Program, we invite students from the local high schools and Capilano University to participate in all activities. Twenty students gained experience and information about District careers during this 12-week program (January to March).

BUILDING INCLUSIVE OPPORTUNITIES THROUGH PARTNERSHIP

In 2025, DNVFRS proudly launched a new partnership with Capilano University to create meaningful practicum opportunities for students with learning differences and social, physical, or mental health challenges. This collaboration reflects our commitment to fostering an inclusive workplace while supporting the development of young people in our community.

Our first participant in the program is Malcolm, who joined us at the Maplewood Fire and Rescue Centre this year. Working alongside our recruits and high school students, Malcolm brings enthusiasm, curiosity, and a strong desire to learn. His time with us is focused on exploring potential career and educational pathways, and our team is dedicated to helping him set goals and create a plan to achieve them.

Throughout spring, Malcolm spent select days each week immersed in the fire service’s daily routines. Staff were encouraged to engage with him, offer guidance, and share their expertise, ensuring he felt welcome and supported within our team.

This partnership not only provides Malcolm with valuable experience but also strengthens our broader commitment to inclusive community engagement. We look forward to continuing this work and opening doors for more students in the years ahead.



Our firefighters continue to support our community, on and off the job, through the DNV Firefighters Charity. Collectively, Local 1183's members volunteered over 2,500 hours to support their charitable fundraising events and community impact.

2025 was a record-breaking year for the DNV Firefighters Charity, a year defined by community impact, strengthened partnerships, and inspiring collaboration. Raising just over \$613,000, they used the proceeds to support several local kids' sports, education, youth mental health, and healthcare initiatives.

DNV FIRE CHARITY
dnvfirecharity.ca

SOME HIGHLIGHTS INCLUDED:

- The launch of their Emergency Relief Fund and supporting the 41 displaced seniors from the Silverlynn Fire
- Supporting over 2,000 kids participating in the 'Gently Down the Seymour' program run by the Seymour Salmonid Society
- Funding 177 Sports4Life grants with Athletics for Kids supporting kids across the North Shore
- Funding four Pacific Salmon Foundation Stewardship Bursaries
- Funding four DNV Secondary School scholarships
- Supporting the Museum and Archives of North Vancouver
- Supporting the North Shore Mountain Bike Association
- Running over 200 youth through their youth mental health initiatives
- Funding youth counselling through Family Services North Shore
- Continuing support for the BC Professional Firefighters Association (BCPFFA) Burn Fund and Muscular Dystrophy Canada
- Supporting several other smaller initiatives and local charities
- Bringing back our premier event, the Barn Burner!

With your continued support, 2026 promises to be a year of meaningful impact and stronger community connections. Together, we will create more opportunities for children and families, foster resilience, and build a stronger, more connected North Vancouver and beyond.

13 JOIN US

The North Shore is more than just a spectacular backdrop for three of the world's most scenic municipalities. Our mix of wildland with residential, commercial, heavy industrial, and waterfront properties is teeming with life, wild and urban alike. Our Fire and Rescue Services respond to residential, multifamily, commercial, industrial, marine, hazmat, confined space rescue, heavy rescue, auto extrication, forest firefighting, canyon rescue, swift-water rescue, and medical aid calls.

The District of North Vancouver seeks community-minded, positive, energetic, and active individuals to join our Fire Department.

A professional firefighting career is a long-term opportunity that brings respect and satisfaction through serving the community. It also involves pressure, risks, and personal and family sacrifice. We employ more than 140 career firefighters who serve the 90,000 residents of our community.

We value the following qualities and evaluate candidates for these (among others) throughout our recruitment process:

- Teamwork and respect
- Effective communication
- Good judgement
- Motivation
- Desire and ability to learn
- Conscientiousness and personal accountability
- Honesty and integrity
- Confidence and resilience
- Problem solving ability

Want to join our team? Learn more at:
northshorefirerecruiting.ca



