



# FIRE AND RESCUE ANNUAL REPORT 2019



# CONTENTS

<b>CONTENTS .....</b>	<b>2</b>
A Welcome from Chief Brian Hutchinson .....	4
<b>1. LEARN MORE ABOUT THE DNVFRS .....</b>	<b>6</b>
Your DNVFRS at a glance.....	6
What We Believe.....	7
Part of a Regional Fire and Emergency System .....	7
<b>2. REDUCING RISK.....</b>	<b>8</b>
Fire Investigations .....	9
Fire Inspections .....	9
Fire Safety Plans .....	10
Construction Plan Reviews.....	10
<b>3. RESPONDING TO INCIDENTS .....</b>	<b>11</b>
Top 5 Incident Call Outs for 2019 .....	12
Response Time By Fire Station .....	13
Turnout Time by Incident.....	14
A Closer Look at Technical Rescues.....	14
Typical North Shore Rescues .....	16
Working with North Shore Rescue .....	17
Responding to Marine Emergencies with Royal Canadian Marine Search and Rescue .....	17
<b>4. PLANNING FOR EMERGENCIES.....</b>	<b>18</b>
North Shore Emergency Management .....	18
35-Member Extended Operations Unit .....	19
Major Emergency Operations Plan (MEOP).....	20
Urban Search and Rescue .....	20
Marine Firefighting .....	21
<b>5. IN THE COMMUNITY .....</b>	<b>22</b>
Community Events and Outreach .....	23
Giving Back .....	24

<b>6. WILDFIRE PREPAREDNESS AND RESPONSE .....</b>	<b>25</b>
Community Wildfire Protection Plan .....	25
Wildfire Training .....	26
Partnership with Metro Vancouver .....	27
FireSmart Community Program.....	27
Grant and Funding Opportunities .....	27
<b>7. TEAM BUILDING .....</b>	<b>28</b>
Succession Planning.....	28
Training .....	28
Specialized Training (Overview) .....	29
Specialized Training by Discipline (Top 5 disciplines) .....	30
Foundational Skills Training (Overview) .....	31
Foundational Skills Training by Subject (Top 5 subjects).....	32
Interagency Training Highlights .....	33
New Maplewood Fire & Rescue Training Facility.....	34
Mental Health .....	35
Diversity and Inclusion .....	36
Work Experience .....	37
Royal Roads University Internship .....	37
<b>8. FINANCIAL HIGHLIGHTS .....</b>	<b>38</b>
2019 Operating Budget.....	38
What the Numbers Include .....	39
<b>9. LOOKING TO 2020.....</b>	<b>40</b>
Challenges and Opportunities.....	40
Fire Service Accreditation .....	41
Fire Investigations .....	42
Pre-Fire Planning and Mobile Inspections .....	42
Energy Efficient Fire Inspection Fleet .....	42
Public Education .....	43
FireSmart Communities.....	43

# A WELCOME FROM CHIEF BRIAN HUTCHINSON

On behalf of the women and men who comprise the District of North Vancouver Fire & Rescue Services (DNVFRS), I am proud to present our 2019 Annual Report.

The DNVFRS is committed to providing emergency response and community risk reduction services to the residents of and visitors to the District of North Vancouver.

As Fire Chief, I am proud of the 'can do' attitude every member of our department embodies, regardless of rank, position, or assignment.

The lifesaving work we do on a daily basis could not be achieved without the support of our community, District Council, our public safety partners, and the different operational divisions within the District organization.

## OUR MOST IMPORTANT PRIORITIES

While we are engaged across our organization at the strategic, tactical, and task level to deliver the best possible service, our priorities can be summed up as the five 'rights'.

Boiled down to the basics, our job is to ensure the right people (our firefighters), are at the right place, at the right time, with the right equipment and training, doing the right things and solving the problems at hand.

Other important focus areas include engaging with the community, enhancing our capacity and capability to respond to major events, and embracing the use of industry best practices, innovation, and technology in our everyday operations.

## LOOKING TO THE FUTURE

As the District of North Vancouver has evolved and transformed, so too has its Fire & Rescue Service. We are always striving to improve the effectiveness and the efficiency of our services, through innovation and ongoing analysis of our operational results.

We are consciously creating our future, by developing a comprehensive plan of action that leverages valuable data and metrics to inform how we evolve and change.



*DNVFRS Fire Chief, Brian Hutchinson MA, CEM®, ECFO*

## IT IS MY HONOUR TO SERVE THE DISTRICT

Almost every day, my office receives a letter, an email or phone call, complimenting the fine work of our personnel in the field and in the office.

I am honored to serve with such a diligent and compassionate team who provide superior service and exemplary care throughout our community, and I'm thankful for the ongoing support we receive from District Council, without which this department would be significantly challenged to meet public expectations.

Council and residents alike can be proud that their Fire & Rescue Services team is one of the most highly trained, innovative, resilient, and compassionate emergency service agencies in North America.

Respectfully,

Brian Hutchinson, MA, CEM®, ECFO

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

*We are committed to reducing life and property loss due to fire, and promoting public safety through fire education and awareness.*

*This report is a concise summary of our work and achievements in 2019.*



# 1. LEARN MORE ABOUT THE DNVFRS



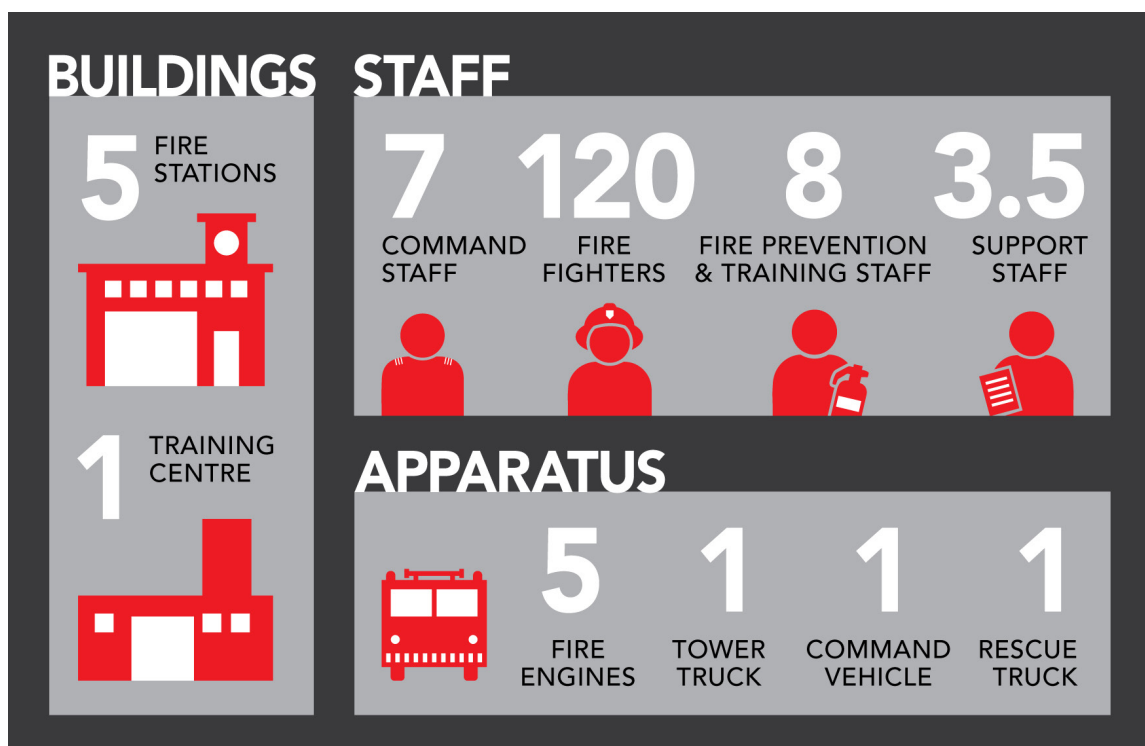
The District of North Vancouver Fire & Rescue Services (DNVFRS) is a mission-oriented emergency services agency focused on the safety and well-being of our community.

Our members provide caring and compassionate emergency, fire, and rescue services to citizens and visitors.

We deliver our services through an integrated approach that encompasses emergency response for fire, rescue, and life safety, as well as fire prevention and investigation.

## YOUR DNVFRS AT A GLANCE

With over 130 firefighters, command, training, and support staff at five strategically located fire stations, we serve the District's 160 square kilometers of urban and wilderness land, and our 82,500 residents.



# WHAT WE BELIEVE

## OUR MISSION

We proudly serve our community by providing exceptional fire suppression, medical aid, technical rescue, fire prevention and public education services.

## OUR VISION

To be an inclusive and progressive leader that consistently provides our community with excellent service.

## OUR VALUES

- **Community** — Treat people with kindness and respect
- **Integrity** — Do the right thing
- **Wellbeing** — Foster physical, mental, and emotional wellbeing
- **Innovative** — Drive change for the good



## PART OF A REGIONAL FIRE AND EMERGENCY SYSTEM

We are part of a regional fire and emergency services system, working alongside West Vancouver Fire and Rescue and the North Vancouver City Fire Department under a shared services agreement.

As a participating agency, the DNVFRS has agreed, along with our two North Shore partners, to eliminate jurisdictional borders for fire and rescue responses.

This system is a model within British Columbia and across Canada and provides a much higher level of service for citizens in the three participating municipalities.



## 2. REDUCING RISK

---



Mitigating the impacts of fire — and reducing the number of fires that start in the first place — is a primary goal of DNVFRS.

We pursue this goal by investigating fires to understand where they started and what caused them, by working with builders and developers to ensure that measures are in place to limit fire risk, and by regularly inspecting commercial, industrial, and multi-family buildings to ensure they comply with all fire codes and standards.

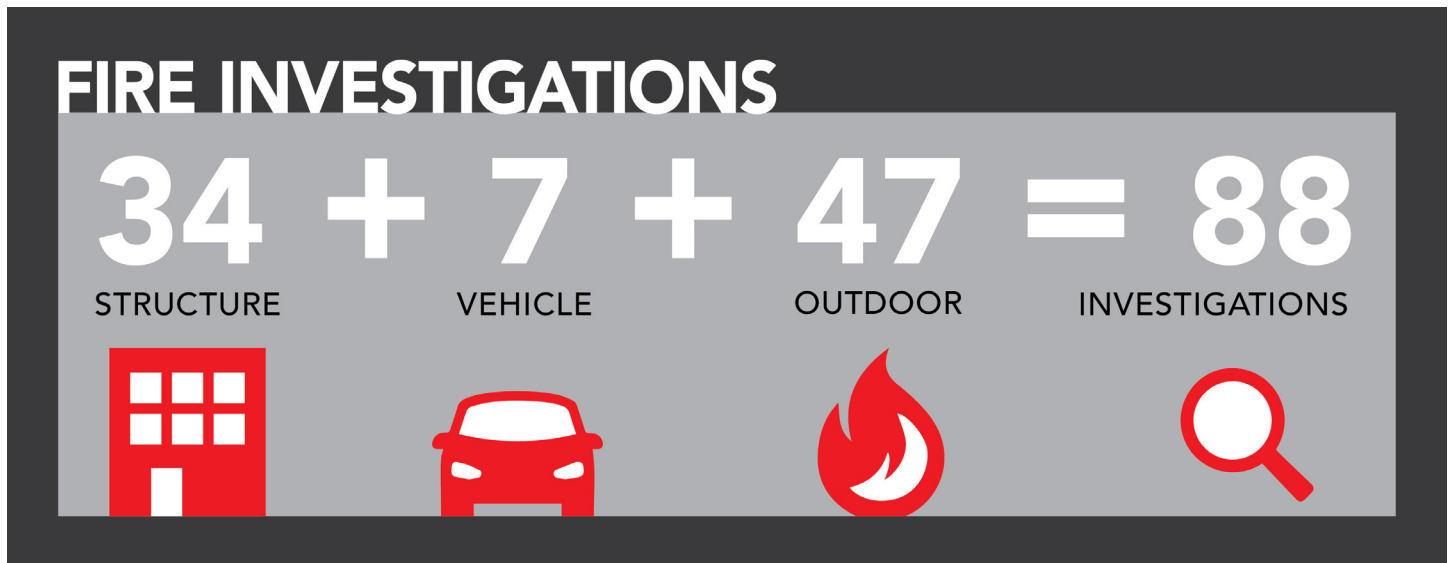
Here are highlights of our work in 2019 that helped minimize the risk of fire in the District.



# FIRE INVESTIGATIONS

As Local Assistants to the BC Fire Commissioner, we are responsible for investigating fires in our municipality, to determine whether the fire was due to accident, negligence, or design flaw.

In 2019, we investigated 88 structure, vehicle, and other fires.



# FIRE INSPECTIONS

Our Fire Inspections Officers routinely inspect public buildings, apartment buildings, multi-unit strata (condo) properties, and lodging houses.

In 2019, we conducted 5,971 inspections, for these reasons:

- In response to public complaints about potential safety concerns
- The owner or tenant applied for a business license
- There was a proposed change in use for the building
- A new system, such as new sprinklers, was installed
- To review fire safety plans
- To re-inspect
- Non-compliance



# FIRE SAFETY PLANS

As part of fire inspection work we also process fire safety plans. We processed 122 fire safety plans in 2019, which are required in a number of circumstances:

- If the building is required by the BC Building Code to have a fire alarm
- On demolition and construction sites
- In storage areas
- Where flammable liquids are stored or handled
- Where hazardous processes or operations occur
- In buildings that have assembly, care, treatment, or detection uses



# CONSTRUCTION PLAN REVIEWS

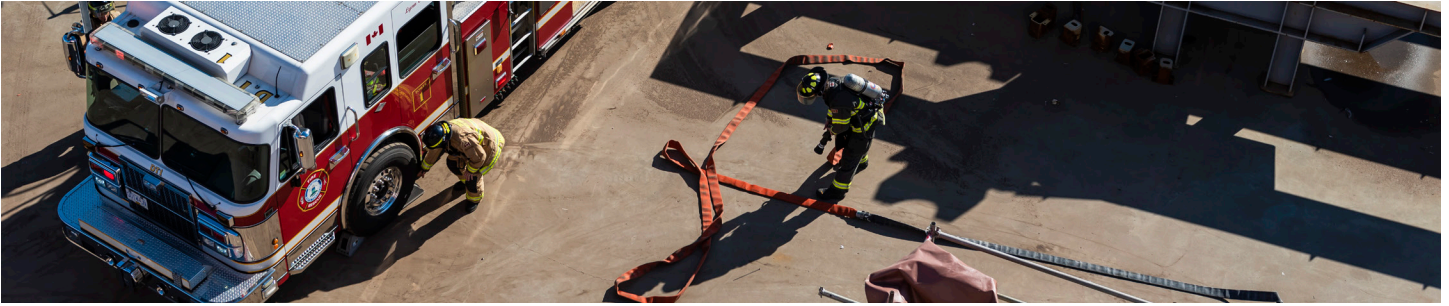
Staff in our Public Safety Division work with developers during the design phase of their buildings through to the building permit stage.

- This ensures that new buildings comply with the BC Building Code and the BC Fire Code, and that they meet fire department operational requirements while under construction, during an occupancy inspection, and over the life of the building
- We collect 0.075% of the value of the work to offset the cost of staffing, which in 2019, amounted to \$350,000
- During this time, we reviewed over 160 submissions for alterations, additions, demolitions, and new construction, including review and recommendation for potential new projects



# 3. RESPONDING TO INCIDENTS

---



Our firefighters are highly trained, experienced, and industry certified to fight fires of all types, from those in structures to fires in vehicles and boats.

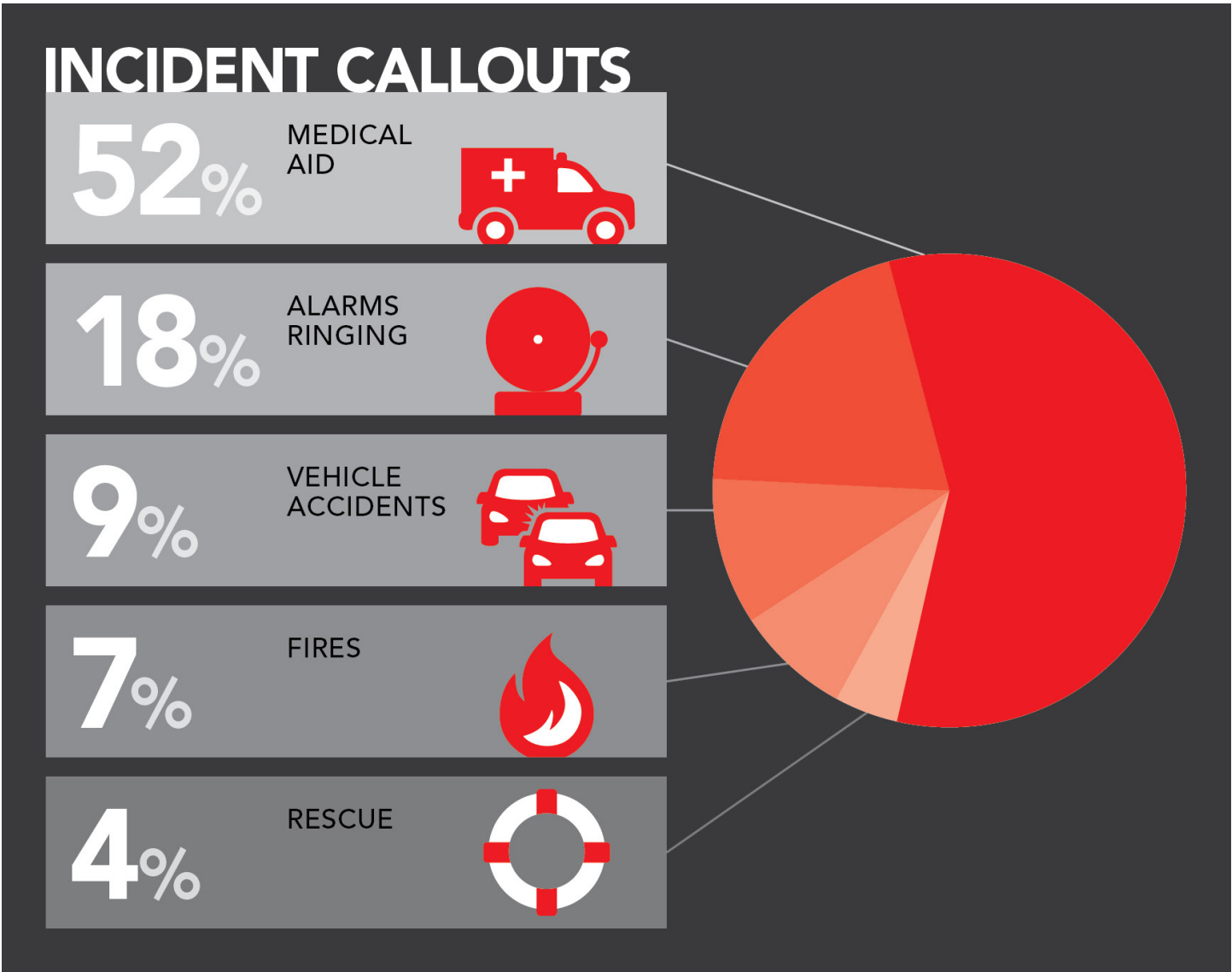
In addition to fighting fires, our firefighters routinely respond to calls for medical assistance, rescues of all kinds, hazardous material concerns, requests for public assistance, and more.

In all, we responded to 4,443 incidents in 2019, either on our own, or as part of a tri-municipal effort. Our average turnout time was 1 minute and 31 seconds, and our average response time was 5 minutes and 36 seconds.



# TOP 5 INCIDENT CALL OUTS FOR 2019

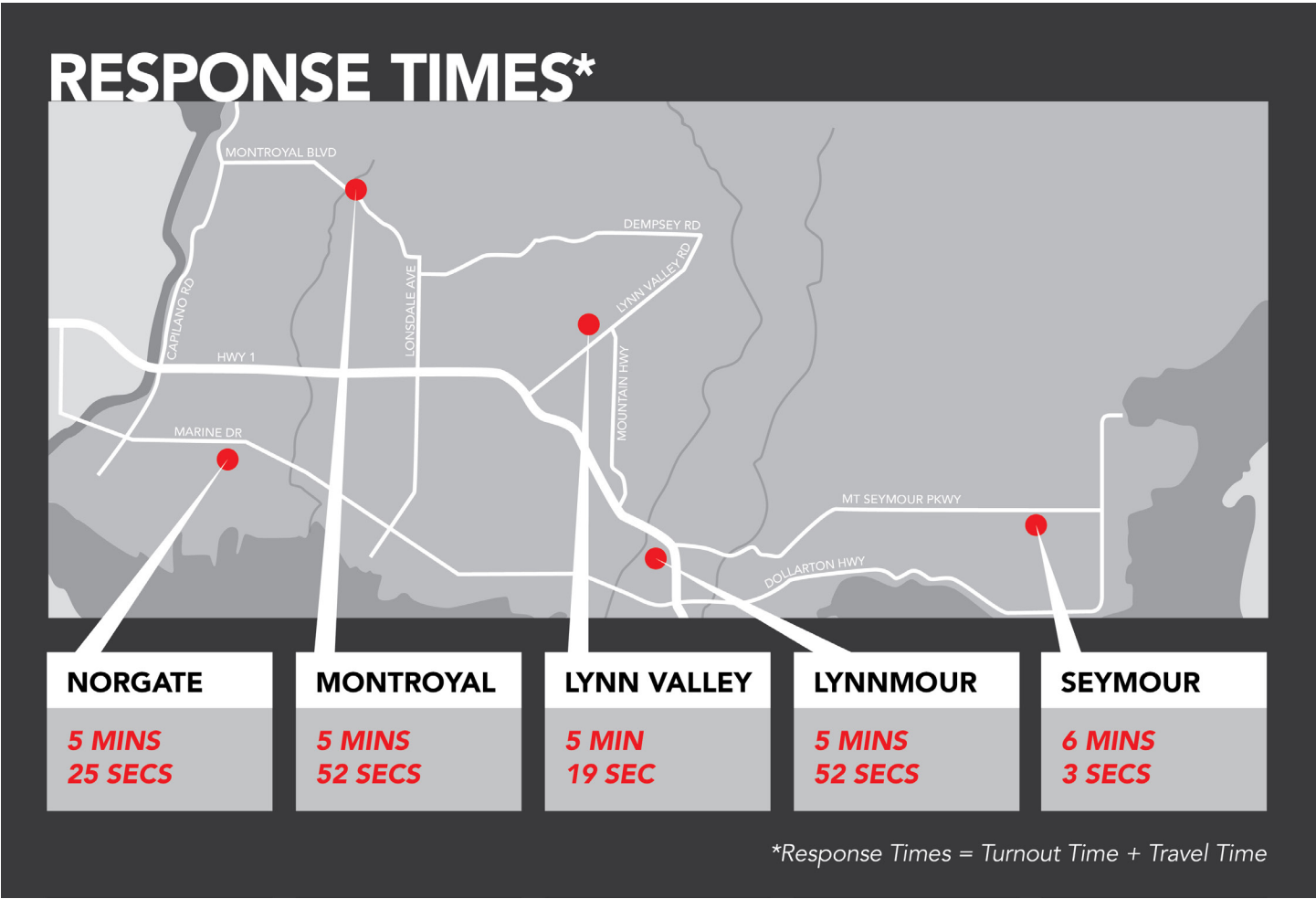
Our firefighters respond to a wide range of incidents, including fires, accidents, rescues, and medical emergencies.



# RESPONSE TIME BY FIRE STATION

Firefighters respond to incidents from one (or more) of five different fire stations, depending on the location and size of the emergency. The average response time in 2019 was 5 minutes and 36 seconds.

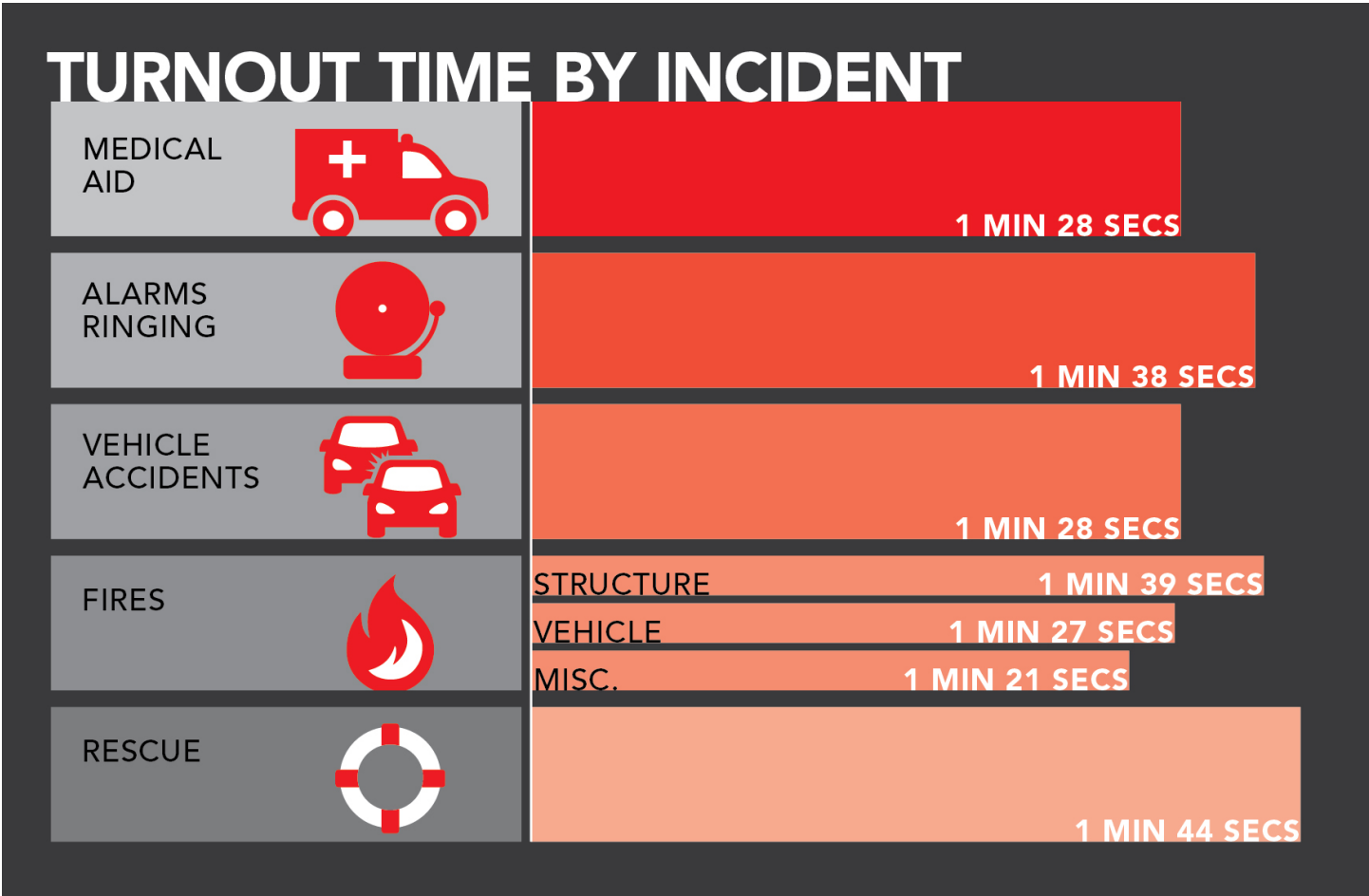
Response time is how much time elapses between when the fire station receives a call, and the first arrival of staff on the scene.



# TURNOUT TIME BY INCIDENT

The average turnout time in 2019 across all incident types was 1 minutes, 31 seconds.

Turnout time measures the firefighters’ ability to stop what they’re doing, get to the appropriate fire truck, put on their personal protective equipment, board the fire truck, and safely secure themselves for travel to the emergency.



## A CLOSER LOOK AT TECHNICAL RESCUES

In addition to its urban core, the District also includes hundreds of square kilometers of rugged mountain wilderness with dozens of hiking and mountain biking trails intersected by rivers and ravines.

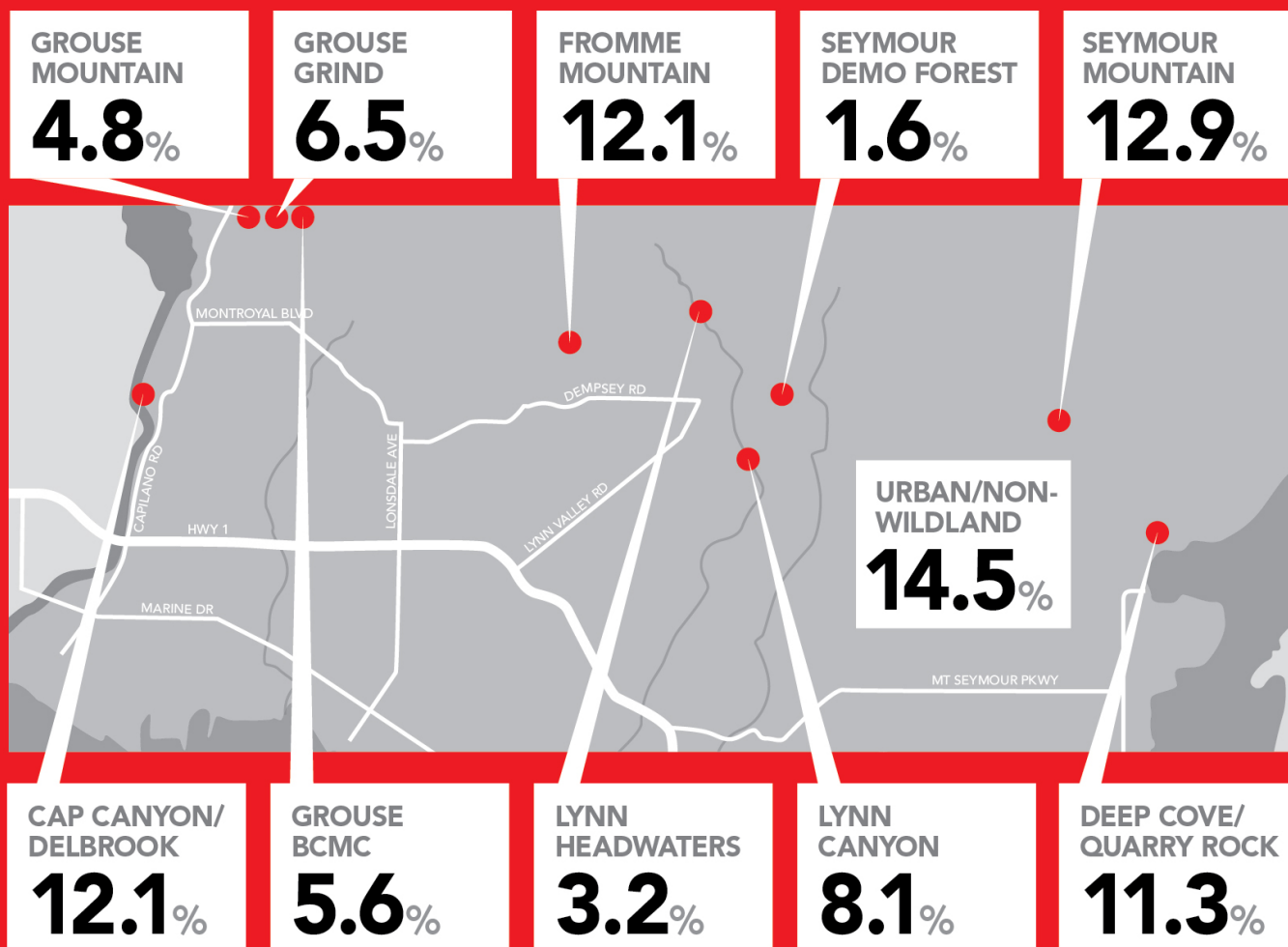
We’re also home to Grouse Mountain and Seymour Mountain ski operations, as well as the Grouse Grind trail.

Our team is unique in Metro Vancouver for the number of highly technical rescues we execute each year, and the close mutual support relationship we have with the all-volunteer North Shore Rescue (NSR) team.

In 2019, we attended a total of 124 rescue incidents, with 19% of those incidents occurring in either Deep Cove/Quarry Rock or Lynn Canyon.



## RESCUE REGIONS

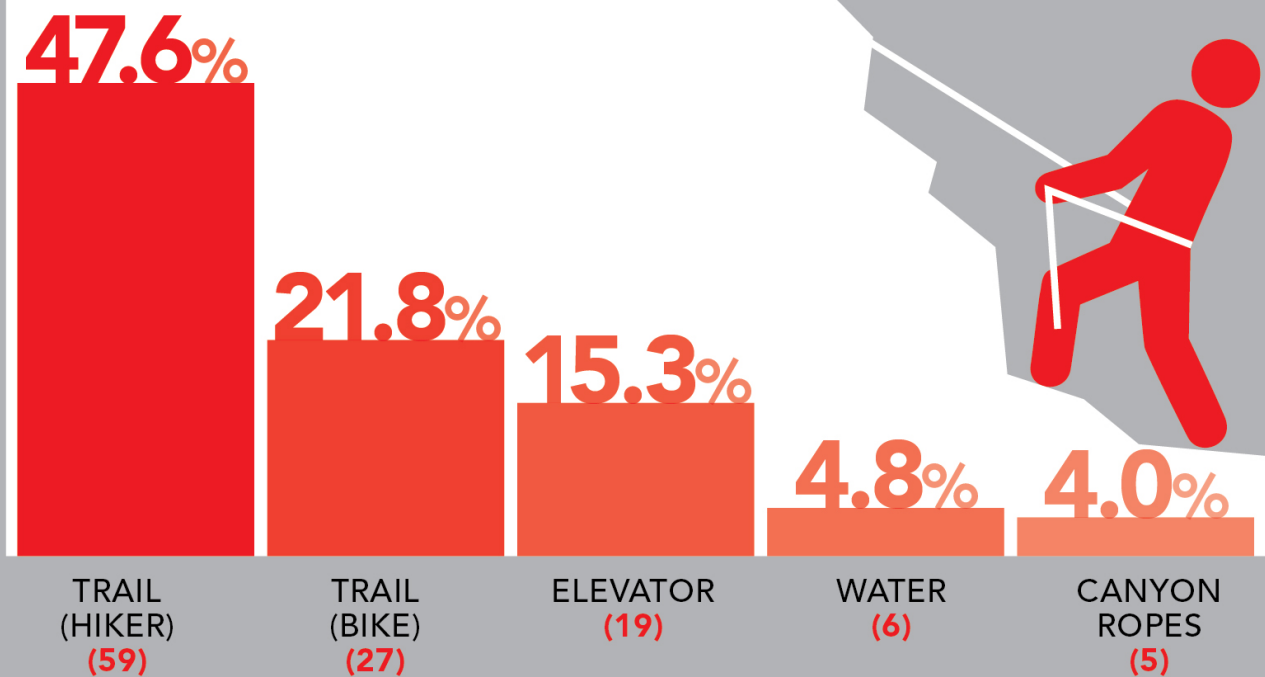


# TYPICAL NORTH SHORE RESCUES

Of the 124 rescue incidents we responded to in 2019, over 69% were trail related (hikers or mountain bikers) followed by rescues in elevators, at 15%.

Our firefighters are trained to industry standards in high angle rope rescues and swift water rescue techniques which are used every summer in Lynn Canyon, Capilano Canyon, and at Quarry Rock in Deep Cove.

## TOP 5 RESCUES BY TYPE



# WORKING WITH NORTH SHORE RESCUE

When responding to wildland search and rescues, as well as technical, trail, and water rescues that occur in the District of North Vancouver, we immediately contact North Shore Rescue (NSR) to coordinate our response and ensure that each agency is aware of the incident.

Our working relationship with NSR allows us to capitalize on the skill sets of both of our agencies to best serve residents and visitors, while providing an efficient and coordinated response to all wildland emergencies on the North Shore.

We also work collaboratively to exchange information and host training programs that focus on our respective strengths as rescue agencies.

This year, DNVFRS members provided mental health training to NSR members and NSR provided GPS patient location training to DNVFRS. We also trained together on search and rescue helicopter operations to better define the roles of our two agencies.

Moving forward, we plan to provide supplemental rope rescue and medical training to NSR, and offer more patient location and helicopter operations training opportunities.

# RESPONDING TO MARINE EMERGENCIES WITH ROYAL CANADIAN MARINE SEARCH AND RESCUE

We work with Royal Canadian Marine Search and Rescue (RCM-SAR) on all marine and waterfront emergency responses in the District of North Vancouver.

This includes transporting firefighters and equipment to remote and boat only access locations, providing water based information and intelligence for shore based emergency operations, and performing water rescues in areas that are inaccessible by DNVFRS firefighters.

As with our other partner agencies, we work closely with RCM-SAR to share information and provide training that capitalizes on the strengths of each agency.

In 2019, DNVFRS provided medical, rope rescue and self-contained breathing apparatus training to members of RCM-SAR.

RCM-SAR members from both the North Vancouver and West Vancouver Stations also participated in all three marine firefighting training courses hosted at Seaspan Vancouver Shipyards this year. In return, RCM-SAR has provided DNVFRS members with boat safety and fleet response capability awareness training.



# 4. PLANNING FOR EMERGENCIES

---



Helping prepare for, respond to, and recover from major North Shore wide emergencies is a significant focus of our fire and rescue service.

From developing a team to help us strengthen our response to local natural hazards/emergencies and facilitate speedy community recovery, to participating in rigorous emergency preparedness exercises designed to recreate real-life emergencies, we significantly increased our capacity in 2019 to deal with major emergencies.

## NORTH SHORE EMERGENCY MANAGEMENT

We work closely with North Shore Emergency Management (NSEM) — an inter-municipal agency providing emergency management services to all three municipalities on the North Shore — on training initiatives and disaster relief exercises that emulate real life response to scenarios such as urban interface fires, earthquakes, floods, and other emergencies.

NSEM is a valued partner agency that also supports the Disaster Emergency Readiness Training (DERT) program, which aims to improve the operational resiliency of the District of North Vancouver in the event of large scale emergencies.

# 35-MEMBER EXTENDED OPERATIONS UNIT

We established the District of North Vancouver Extended Operations Unit (EOU) in 2018 to strengthen response to local, naturally occurring emergencies, increase community resiliency, and facilitate swift recovery from a natural disaster.

Consisting of District of North Vancouver employees — many of whom already have relevant skills and experience from their 'day' jobs (arborists, heavy equipment operators, and so on) — the 35-member team will be activated to help support the Fire and Rescue team during earthquakes, landslides, floods, wildfires, and other natural disasters.



During large or significant naturally occurring emergencies, this group of trained staff will augment the capacity of Fire and Rescue, enhancing our capacity and capability to mitigate incidents.

## EOU TRAINING IN 2019

Members participated in the following training opportunities to enhance skills and knowledge in regards to emergency response.

### **WILDFIRE BASIC FIRE SUPPRESSION (S-100) AND SAFETY AND WILDFIRE ENTRAPMENT AVOIDANCE AND SAFETY (S-185)**

Official wildfire training courses by the Province of BC.

### **DISASTER EMERGENCY RESPONSE TRAINING**

Focusing on light urban search and rescue and basic emergency first aid.

### **DRY LIGHTNING III**

Tri-municipal and interagency emergency wildfire response training alongside BC Wildfire Service, Royal Canadian Mounted Police, North Shore Emergency Management, District of North Vancouver Parks, Metro Vancouver, and Talon Helicopters.

- Phase 1 – Practicing evacuation notification procedures in response to a wildfire threat
- Phase 2 – Performing Interagency coordination and communication during a wildfire emergency

### **EXERCISE ANNONA**

Post disaster relief and logistics exercise at Cates Park with District of North Vancouver Fire & Rescue, North Shore Emergency Management, and other partners and emergency response agencies from across the Lower Mainland, including Tsleil-Waututh Nation, Canadian Coast Guard, Royal Canadian Marine Search and Rescue, Vancouver Police Department, Canada Task Force 2, and more.

# MAJOR EMERGENCY OPERATIONS PLAN (MEOP)

We are part of an annual tri-municipal training initiative that prepares us to respond to large scale incidents that result in the failure of critical infrastructure, communications, and supply chains.

The Major Emergency Operations Plan (MEOP) was produced as a result of the District's Earthquake Ready Action Plan, which is designed to strengthen our earthquake resiliency in four key areas — mitigation, preparedness, response, and recovery — by focusing on the people, buildings, infrastructure, and systems that are most vulnerable.

Each year, the plan is reviewed and tested annually by all three municipalities during field exercises that replicate a post-disaster environment when all resources are overwhelmed.

In 2019, 81 staff and 14 pieces of apparatus from all three North Shore fire departments were involved in the exercise each day – over the course of four days – with a total of 324 participants overall. During the test, crews went into the field during a simulated earthquake to review the structural integrity of District bridges, roadways, and other infrastructure, and report back on their findings.

The test also incorporated a simulated activation of the Department Operations Centre (DOC), which is used to coordinate response activities, gather intelligence, provide logistical and operations support, and maintain a chronological report of incidents and status updates in the event of an emergency.

The timing of the field exercise aligns with the annual Great BC ShakeOut earthquake drill to coordinate the District's earthquake initiatives with provincial efforts.

## URBAN SEARCH AND RESCUE

Urban Search and Rescue provides critical resources and a specially trained task force of personnel with medical, fire suppression, emergency response, search and rescue, and engineering backgrounds.

Teams deploy with trained dogs, electronic search equipment, and heavy construction equipment, to remove debris and help extract people trapped in major structural collapses during naturally occurring emergencies such as earthquakes.

Our members regularly attend monthly training sessions alongside Canada Task Force (CANTF-1) members to build on our collaborative efforts.

Working with our two North Shore fire service partners, we continue long-term planning to develop an integrated Urban Search and Rescue Team on the North Shore.



# MARINE FIREFIGHTING

We are active partners alongside West Vancouver Fire & Rescue, North Vancouver City Fire Department, and Vancouver Fire & Rescue when responding to marine emergencies.

Over the past year, 60 North Shore firefighters received training to prepare for, respond to, and recover from a number of emergencies that can occur on the water, including 40 members from the District of North Vancouver Fire & Rescue Services.

Three training programs were delivered by the Justice Institute of British Columbia (JIBC) and hosted by our partners at Seaspan Vancouver Shipyards.

The programs are a model of interagency collaboration, with the following agencies actively participating in each session:

- Royal Canadian Marine Search and Rescue (RCMSAR)
- Royal Canadian Mounted Police Marine Unit
- Vancouver Fire & Rescue Services Fireboat
- Vancouver Police Department Marine Unit
- Port of Vancouver



## 5. IN THE COMMUNITY



Serving in and caring for our community is our number one priority, and we take pride in the work we do for our residents and businesses.

Whether it's teaching fire safety to children, helping our seniors plan and practice evacuation in an emergency, or demonstrating the tools and techniques we use daily to help keep everyone safe, we are always looking for opportunities to connect with people.

We offered a number of events aimed at increasing public awareness and safety throughout 2019.



# COMMUNITY EVENTS AND OUTREACH

We are always looking for opportunities to bring members of the public together to learn about fire safety, get to know our firefighters, and just have some fun.

In 2019, we held 172 events, engaging with over 10,000 people.



*Avani, winner of the Jr. firefighter Halloween costume and station dog, pictured with Captain Nathan Walker. Avani was one of over 180 visitors who attended our houses during Fire Prevention Week.*



*Throughout the summer, our Chiefs supported the NVDPL's "Summer Reading Club." Over 500 reading medals were handed out at the final ceremony.*



*DNVFRS firefighters lend a helping hand to pour coffee for members of our community.*



*Firefighters engage with elementary students to discuss the importance of fire safety.*

# GIVING BACK

Our firefighters contribute hundreds of volunteer hours annually through the DNV Firefighters Charitable Society and in 2019 raised \$204,000.

These funds benefit important causes such as youth mental health, high school scholarships, and the BCPFF Burn Fund.

Key fundraising events included:

Event	Charity	Amount raised
The Barn Burner and time to Talk	Jack.org	\$95,000
The Fishing Derby	Seymour Salmonid Society	\$63,000
Park & Tilford Hi-Light Festival	Lions Gate Hospital, BCPFF Burn Fund, Volunteer Cancer Drivers Society	\$18,500
Halloween Haunt	BCPFF Burn Fund	\$15,000
Muscular Dystrophy Boot Drive	Muscular Dystrophy Canada	\$7,200
Clothing Donation Bin	North Shore high school scholarships	\$3,000



Members of the DNV Firefighters Charitable Society presenting a cheque to the Volunteer Cancer Drivers Society

## 6. WILDFIRE PREPAREDNESS AND RESPONSE

---



Our firefighters take part in annual training opportunities and full-scale functional exercises to practice interagency response to a potential wildfire.

The District of North Vancouver has a significant amount of area where our community meets the forest, which may be especially vulnerable to wildfire damage. Our wildfire preparedness and readiness capabilities are enhanced through programs, partnerships, and training, as well as grant and funding opportunities.

### COMMUNITY WILDFIRE PROTECTION PLAN

Urban interface fires typically require more resources in terms of personnel and equipment than any one department has available and, by nature, they require cooperation and coordination between multiple departments, agencies, and organizations.

Our Community Wildfire Protection Plan (CWPP) helps us prepare for, respond to, and recover from wildfires, particularly in areas where our community meets the forest (the 'wildland urban interface').

The plan contains 38 recommendations for improving our emergency response and training, community education, emergency communications, building practices, and more, to make the District as fire safe as possible.

# WILDFIRE TRAINING

To prepare for potential wildfires, our members undergo annual training and practice interagency communication during emergency response exercises.

Key training programs and exercises include:

- **Operation Dry Lightning** — North Shore training exercise designed to simulate an interface fire and practice communication between different agencies typically involved in response
- **Wildfire Urban Interface Training Symposium** — event for firefighters across BC to participate in training and simulated experiences to improve knowledge of wildfires and response tactics
- **BC Wildfire Service Exchange Program** — members of BC Wildfire Service receive hands-on training from DNVFRS on structure protection, sprinkler deployment and structure fires and DNVFRS firefighters to participate in training for wildfire tactics
- **BC Wildfire Service strike team and task force leaders** — a new provincial standard to support the BC Wildfire Service and Office of the Fire Commissioner with leadership roles
- **Aboriculture Canada 'Chainsaw Safety & Cutting Techniques' program** – a five-day program for firefighters who want to train others how to safely use chainsaws



# PARTNERSHIP WITH METRO VANCOUVER

Working with Metro Vancouver Watershed Protection on a variety of initiatives, we are able to enhance our inter-agency relationship and increase our interoperability in the event of a wildfire emergency or technical rescue.

- Helicopter Safety Training provided to our members
- Presentations from Metro Vancouver staff at Chief Officer meetings
- Participation in the Dry Lightning Exercise
- Metro Vancouver Watershed Protection Rangers provided with District of North Vancouver Fire & Rescue radios to report directly during an emergency or rescue
- Weekly fire danger rating reports to update signage and social media channels throughout the hot and dry season

## FIRESMART COMMUNITY PROGRAM

We partner with the community and other agencies on the North Shore to increase FireSmart awareness in local neighbourhoods.

During the dry season, we meet weekly with partners to discuss information about potential fire dangers and preparedness tactics. We also work with personnel on construction sites to mitigate risks when the fire danger rating reaches high or extreme.

As part of the FireSmart door hanger program, fire prevention staff, Chief Officers, administrative staff, and District park rangers delivered outdoor burning information to 2,225 homes in the urban interface and wildfire development permit area.

Members trained as Local FireSmart Representatives performed FireSmart reviews for three pocket communities in our urban interface, while recommending mitigation measures to increase their resiliency to wildfire.

Our local representatives continue to work with different neighbourhoods with the goal of achieving recognition as a certified FireSmart community for all areas.

## GRANT AND FUNDING OPPORTUNITIES

This year, we prepared and submitted a Community Resiliency Investment (CRI) grant through the Union of BC Municipalities.

The CRI grant program allows us to move forward with pursuing a number of the recommendations that were adopted by Mayor and Council as part of the Community Wildfire Protection Plan (CWPP).

# 7. TEAM BUILDING

---



The women and men of DNVFRS are our greatest asset, and we're proud of the work they do every day to keep everyone safe.

Building a diverse and inclusive team of dedicated professionals, helping them develop in their roles, and caring for their well-being, is our ultimate concern. Through our tri-municipal recruiting program, training and certification opportunities, and wellness programs, we are building a model workforce.

Team building expands across our different partner agencies and counterparts across Metro Vancouver, with regular initiatives including interagency training and leadership programs.

## SUCCESSION PLANNING

Through a collaborative process with the International Association of Fire Fighters (Local 1183), we introduced a new Chief Officer Development Program (CODP) for our firefighters that requires a two-year commitment.

Developing tomorrow's leaders today is the key to progressive organizational behavior. The CODP provides an opportunity to prepare the next generation of leaders through professional development, mentoring, and practicum experience.

With nine Captains enrolled in the program so far, we are pleased with the progress being made and the opportunities to further develop members of our organization that will lead us into the future.

## TRAINING

To give the community the excellence they deserve, we provide comprehensive ongoing training to our members. In 2019, we had a training budget of \$399,768, which allowed us to provide 9,392 hours of specialized training to 126 men and women.

# SPECIALIZED TRAINING (OVERVIEW)

Each year, we provide specialized training in a number of fire and rescue disciplines: fire behavior, swiftwater rescue, high angle rope rescue, vehicle extrication, fire ground operations, wildland firefighting, and first medical responder.

These training sessions are delivered by our professionally certified instructors, and typically take place either at our dedicated training centre or at various locations in our response area.

To expand our operational capacity and effectiveness when responding to emergencies, we provided our firefighters with training in new areas.

- Helicopter Safety Certification
- Dangerous Tree Assessor Certification
- Structural Protection Program
- Structural collapse operations
- Chainsaw safety

Here is an overview of the specialized training we provided in 2019.

## TRAINING HOURS BY DISCIPLINE

9,392

HOURS  
TOTAL



74.5

HOURS PER  
PERSON



## BUDGET

\$399,768

TRAINING BUDGET



## RESULTS

343

TRAINING  
SESSIONS

126

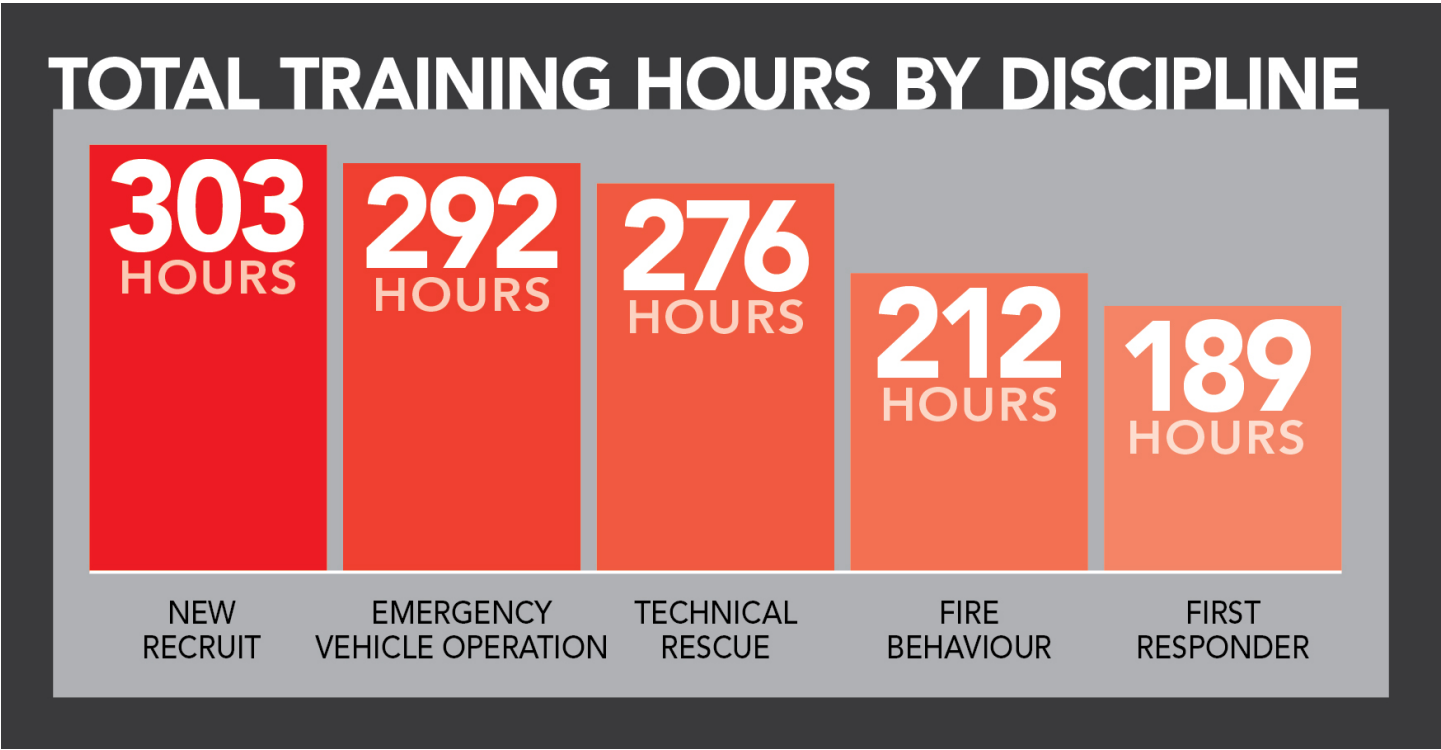
STAFF  
TRAINED





*Firefighters practice swiftwater rescue techniques*

**SPECIALIZED TRAINING BY DISCIPLINE (TOP 5 DISCIPLINES)**



# FOUNDATIONAL SKILLS TRAINING (OVERVIEW)

In addition to specialized training, firefighters receive a significant amount of regular, on-the-job training that teaches foundation skills, such as ladder operations, traffic safety, radio communications, hose deployment, gas and electrical safety, and building construction.

This training ensures our 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 Structure Firefighters Competency and Training Playbook.

Here is an overview of the foundational skills training we provided in 2019.

## TRAINING HOURS BY FOUNDATIONAL SKILL

**26,111** HOURS  
TOTAL



**207.2** HOURS PER  
PERSON

## RESULTS

**17,692** TRAINING  
SESSIONS



**126** STAFF  
TRAINED



*Practicing high angle rope training for technical rescues*

# FOUNDATIONAL SKILLS TRAINING BY SUBJECT (TOP 5 SUBJECTS)

## TOTAL TRAINING HOURS BY SUBJECT

COMMUNICATIONS  
**3,371** HRS

AREA  
FAMILIARIZATION  
**1,997** HRS

ROPE  
RESCUE  
**1,995** HRS

BLUE CARD  
INCIDENT  
COMMAND  
**1,906** HRS

FIRE  
APPARATUS  
**1,828** HRS



*Firefighters battle a simulated fire on a marine vessel*



*Members take part in hazardous materials awareness training with Vancouver Fire and Rescue crews*

## INTERAGENCY TRAINING HIGHLIGHTS

We engage in training events with many of our regional emergency partners, as well as regular training initiatives with our fellow North Shore fire departments.

- **Emergency medical responder** — course offered to members of all three North Shore fire services, focused on skills required to respond to trauma and medical emergencies
- **Canada Task Force 1 (CANTF1)** — monthly training with Vancouver Fire and Rescue Services, Vancouver Police Department, British Columbia Ambulance Services, and North Shore fire departments
- **Swiftwater Rescue Technician course** — focused on identifying risks, options for rescue, and self rescue in swiftwater scenarios, delivered to Canadian Task Force members
- **Disaster Emergency Response Training (DERT)** — light urban search and rescue course delivered to municipal staff in the Human Resources, Engineering, Corporate Services, Building Services, Finance, Bylaws, and Planning departments
- **Municipal and Metro Vancouver park staff training** — includes radio communications, fall restraint, swiftwater awareness, wildland fire fighting, and emergency medical first aid
- **North Shore Rescue joint training** — sessions on mental resiliency, GPS location, rope rescue, and medical first aid
- **International disaster simulation** — event held at the Muscatatuck Urban Training Center in Indiana, where members attended alongside the Canada Task Force team
- **VANSLAM 2019** — a full-scale exercise designed to establish a learning environment for players to test and practice emergency response plans, policies, and procedures related to a major earthquake

# NEW MAPLEWOOD FIRE & RESCUE TRAINING FACILITY

In early 2018, we began planning for a new Fire and Rescue Centre in Maplewood to consolidate our current Fire Station #2 (Lynn timer) and Training Center on St. Denis Avenue, as well as to centrally locate management and administrative staff from Fire Station #1 in Lynn Valley.

Combining the fire station, training centre, and administrative functions into one new facility will improve fire response times, create operational efficiencies, and optimize the capital investment required to accommodate these functions over the long term.

Construction is expected to begin in spring 2021. We anticipate work will take approximately 18 – 24 months and are hopeful that construction will be completed towards the end of 2022.



*Rendering of new Maplewood Fire & Rescue Training Centre*

# MENTAL HEALTH

Stress management and mental health care are at the forefront of our efforts to ensure staff are happy and healthy in their service to our community.

Our firefighters are trained to build psychological strength by taking part in the Resilient Minds program, developed by the Canadian Mental Health Association, which teaches our members how to mitigate the impact of injuries related to occupational stress through early recognition and intervention.

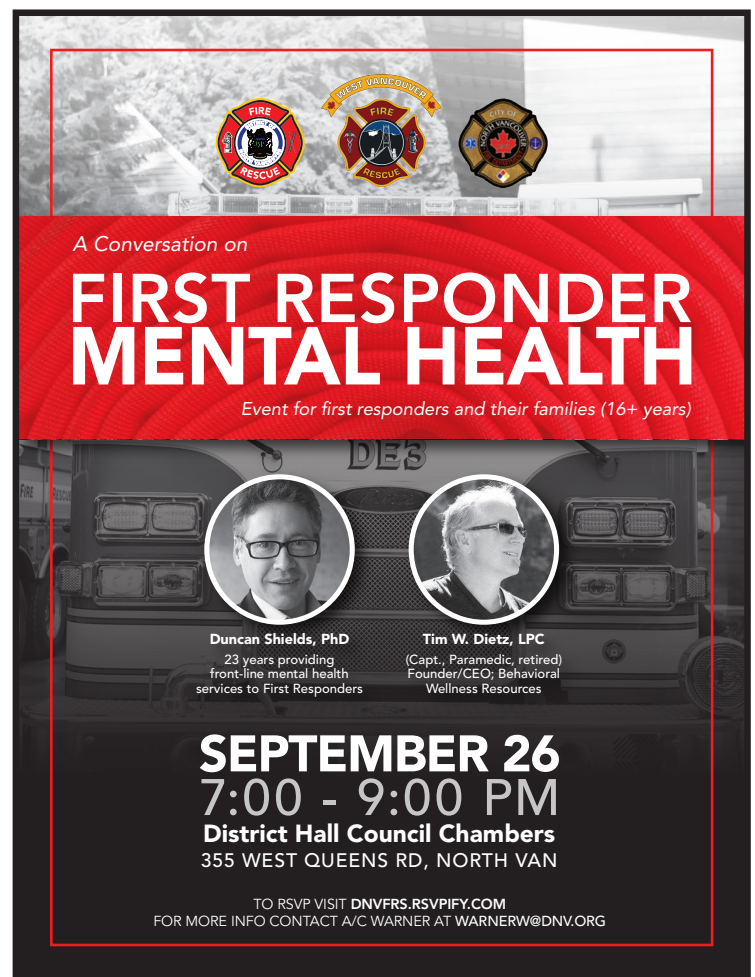
Members receive the tools they need to improve their psychological health and enhancing quality of life. The program also provides our members with peer support when they have been exposed to distressing situations such as violence, trauma, or death through post incident defusing and debriefing.

## EVENT FOR FIRST RESPONDERS

Recognizing the opportunity to further support our firefighters and their families, we hosted our first ever tri-municipal first responder mental health event.

Over 130 emergency first responders and their loved ones learned the signs and symptoms of occupational stress injuries from two respected industry leaders at this event, hosted by members of the Critical Incident Stress Teams across our three North Shore fire departments.

Dr. Duncan Shields, with over 23 years of experience providing frontline mental health services to first responders, and retired Fire Captain Tim Dietz, Founder/CEO of Behavioral Wellness Resources, a company that specializes in emergency responder behavioral health needs through education, counseling, and workplace programs, both presented at the event.



A Conversation on

# FIRST RESPONDER MENTAL HEALTH

Event for first responders and their families (16+ years)

**Duncan Shields, PhD**  
23 years providing front-line mental health services to First Responders

**Tim W. Dietz, LPC**  
(Capt., Paramedic, retired)  
Founder/CEO, Behavioral Wellness Resources

**SEPTEMBER 26**  
**7:00 - 9:00 PM**  
**District Hall Council Chambers**  
355 WEST QUEENS RD, NORTH VAN

TO RSVP VISIT [DNVFRS.RSVPIFY.COM](https://dnvfrs.rsVPify.com)  
FOR MORE INFO CONTACT A/C WARNER AT [WARNERW@DNV.ORG](mailto:WARNERW@DNV.ORG)

# 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 the benefits that a career in the fire service offers.

Here are select events we held or attended in 2019.

- **Camp Ignite** — An annual 4 day camp for young women between 16-18 who want to learn firefighting skills and techniques, hosted as a tri-municipal event at our training centre
- **JIBC Workshop** — At the Justice Institute of BC's firefighting workshop, staff spoke with 34 women about a career in firefighting in the District



*Over 20 girls from across the Lower Mainland participated in Camp Ignite, hosted at the District of North Vancouver Fire & Rescue Training Centre*

# WORK EXPERIENCE

We enjoy giving local young people an inside look at the challenges and rewards of a career in firefighting.

In 2019, we offered 'behind the scenes' looks at a day in the life of DNVFRS:

- **Bring Our Kids to Work Day** — 12 students spent a day participating in firefighting demonstrations and activities
- **Work experience** — Local high school students had the opportunity to experience a day in the life of a fire service member



*High school students learn introductory firefighting skills with District firefighters*

## ROYAL ROADS UNIVERSITY INTERNSHIP

This year, we welcomed three master's degree students from the Masters of Arts in Peace & Conflict Studies and Masters of Arts in Disaster and Emergency Management programs at Royal Roads University for a four-month practical internship.

Students devoted a minimum of 420 hours towards significant projects that impacted all emergency services stakeholders on the North Shore.

The work completed by the students using a collaborative and inclusive process will inform our actions and directions to prepare for, respond to, and recover from incidents impacting the District of North Vancouver.

## 8. FINANCIAL HIGHLIGHTS



### 2019 OPERATING BUDGET

Our operating budget for 2019 was \$21,220,723.

Fire rescue and operations accounted for the largest piece, at 63% of the total budget.

#### OPERATING BUDGET



63%

FIRE RESCUE & OPERATIONS



21%

ADMINISTRATION



6%

FACILITY & EQUIPMENT



4%

FIRE PREVENTION & EDUCATION



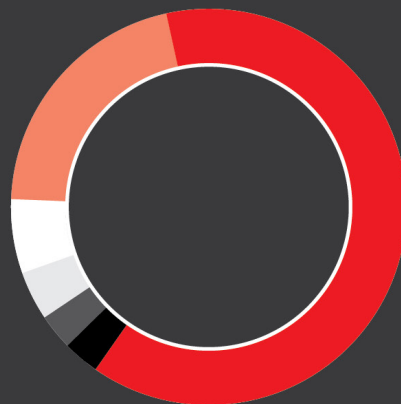
3%

EMERGENCY COMMUNICATIONS



3%

FIRE TRAINING



# WHAT THE NUMBERS INCLUDE

## FIRE RESCUE & OPERATIONS (63%)

- Fire suppression and rescue operations (includes marine firefighting and rescue)
- Prompt emergency and non-emergency response to all incidents
- Other rescue functions such as Hazmat response, motor vehicle incidents, and technical rescues (high angle, swift water)

## ADMINISTRATION (21%) & FACILITY & EQUIPMENT (6%)

- Maintenance (painting, plumbing, electrical, renovations, seismic upgrades, repairs, lawns and gardens, heating and lighting) of all fire facilities (stations, and training/maintenance centres)
- Maintenance, inspection, and repair of fire fighting equipment such as turnout gear, forestry equipment, and fire response vehicles
- Equipment procurement process

## FIRE PREVENTION & EDUCATION (4%)

- Fire prevention activities such as prevention planning, fire incident and arson investigations, and fire code and bylaw enforcement
- Public education for purposes of fire prevention, which includes programs such as Alarmed for Life, building owner and tenant fire safety, and industrial fire extinguisher training

## EMERGENCY COMMUNICATIONS (3%)

- All aspects of fire and emergency response communications, including dispatch services and wide-area radio equipment
- Includes the maintenance of all other communications equipment (pagers, cell phones)

## FIRE TRAINING (3%)

- Fire training facility operations and training programs, which range from internal recruit and special operations training, to training for external customers such as the ProBoard Certification program

## 9. LOOKING TO 2020

---



While we had many successes and made much progress during 2019, we continue to look for more opportunities to improve the tools and strategies we use to care for our community.

In 2020, our focus will be on continuing to develop a strategic plan for the organization that will guide our decisions — from budget considerations to recruitment to public engagement — for the coming years.

## CHALLENGES AND OPPORTUNITIES

As the DNVFRS looks to the future, we will maintain a heightened awareness around the changes facing our community.

Our population is aging, which means we need to ensure pre-hospital care continues to meet the needs of this important demographic.

At the same time, as the number of wildfires rises due to climate change, we will continue to increase the work we do around wildfire mitigation, preparedness, and response.

We are also revising our Fire Bylaw to improve clarification and create more effective interpretations that better reflect the needs of the community and provide better support for our department, organizational needs, and the manner in which we conduct business.



# STRATEGIC PLANNING

In 2018, we began an inclusive process to re-examine our organizational mission, vision, and core values.

This process will continue in 2020 and we will begin to engage both internal and external stakeholders as part of our overall strategic planning. Our goal is to deliver a five-year strategic plan for 2020-2025.

This activity will be used to:

- set priorities
- focus energy and resources
- strengthen operations
- ensure that our personnel and other stakeholders are working toward common goals
- establish agreement around intended outcomes/results
- and assess and adjust the organization's direction in response to an evolving environment.



## FIRE SERVICE ACCREDITATION

We are currently a registered agency for the Commission on Fire Accreditation International (CFAI) and working towards fire service accreditation through the Centre for Public Safety Excellence (CPSE).

This initial component of the multi-year program is expected to take three years to complete and will result in a thorough review and alignment of all sections of our business and align with best practices in emergency services.

In late 2019, we defined our Self Assessment Team (SAT) and will be working with them on training, timelines, and deliverables for action items. Recognition by the CFAI is considered to be the highest level of recognition by peers within the Public Safety Industry.

Accreditation is an ongoing process that involves engaging throughout the department using thorough self-assessment practices and creating a cycle of continuous improvement.

# FIRE INVESTIGATIONS

To ensure that our fire investigators have the tools and safety gear necessary to perform this mandated service, we commissioned a state-of-the-art fire investigation unit (FIU) this year.

The FIU incorporates private areas for changing gear and preparing confidential paperwork, as well as a separated area for tools and equipment that helps improve the health and safety of our fire investigators by protecting them from carcinogens.

# PRE-FIRE PLANNING AND MOBILE INSPECTIONS

To allow for real-time updates and access to pre-incident plans — a site plan of a building and property to be used by, and ensure the safety of our firefighters — the mobile computers on our fire truck apparatus have been linked to a new mobile software program.

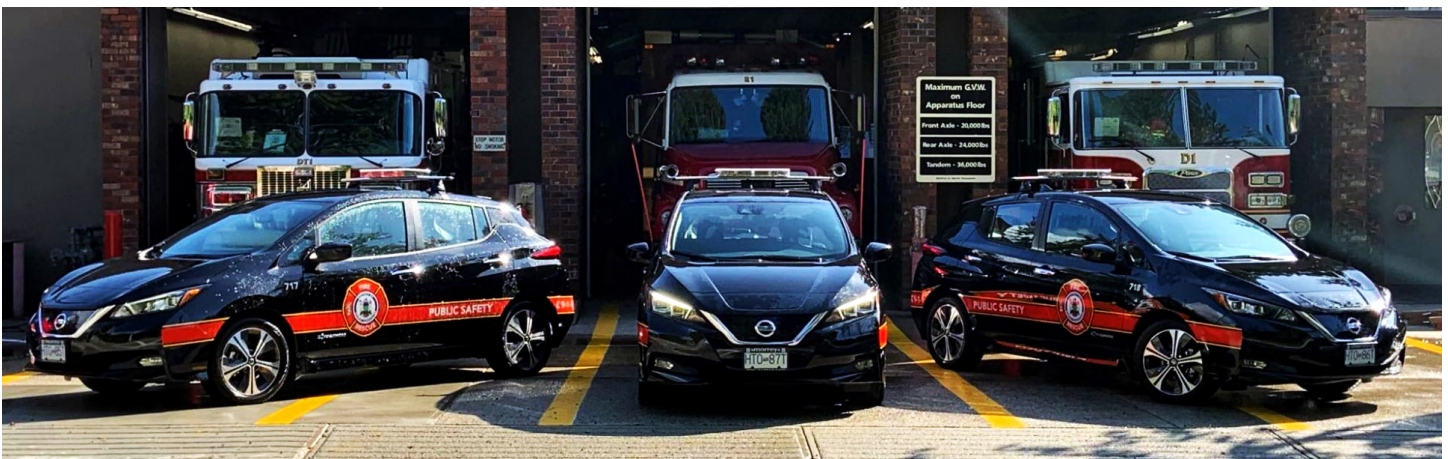
The new software program also provides us with access to pre-incident plans for our shared service partners in the District of West Vancouver and the City of North Vancouver.

We are continuing to move forward with plans for a mobile fire inspection program for 2020.

# ENERGY EFFICIENT FIRE INSPECTION FLEET

This year, we replaced 50% of our aging fleet of gas-fueled inspection and investigation vehicles with alternate fuel vehicles.

We're planning to replace the remaining fleet vehicles with alternate fuel vehicles over the next two to three years.





## PUBLIC EDUCATION

To increase our interactions with the public, review and revise our programs, and identify new ways to reach at-risk groups, we're creating a new position for a Captain of Public Safety and Community Risk Reduction.

This position allows us to create a community risk reduction plan and update our public education programs for our community and stakeholders.

We are also working to secure joint funding and community sponsorship to purchase a new demonstration fire safety house, which would be shared with the City of North Vancouver and the District of West Vancouver.

Both the new Captain of Public Safety and fire safety house will provide necessary updates to the Grade 3 fire safety outreach program, along with many other programs.

A FireSmart community puts valuable fire protection knowledge in homeowners' hands, empowering them to improve safety for themselves, their families, and the community.

## FIRESMART COMMUNITIES

We're adding members to our team of local FireSmart representatives to increase our interaction with our community and work towards increasing our public outreach FireSmart programs.

Being a FireSmart community means there is valuable fire protection knowledge shared with homeowners, which empowers residents to improve safety for themselves, their families, and the community as a whole.



*[DNV.org/FireAnnualReport](http://DNV.org/FireAnnualReport)*