



## FES-1 St. Paul Fire Department Levels of Service Policy

Department: Fire and Emergency Services

### POLICY OBJECTIVE:

The County of St. Paul recognizes that within the municipal boundaries of the County, residents and visitors can be exposed to a variety of emergency events whether natural or man-made. The County also recognizes that when a response is provided, the level of service for that response may differ in various areas of the County for various reasons. The County wishes to provide and establish a clear level of service standard for each fire department within its borders.

### POLICY STATEMENTS:

#### 1.0 Fire Services

- 1.1 The St. Paul Fire Department will provide fire protection and emergency response services according to the provisions of this policy statement.
- 1.2 The County's Fire Departments were created to assist those persons within the County in protecting the overall public safety whenever possible when the emergencies listed arise. County Council and Administration recognize however that emergency response cannot be guaranteed for every emergency incident that arises due to the limited resources. Council can expend on emergency services and the difficulty in ensuring staff will be available in enough numbers and with adequate training on a 24-hour basis, to respond to every call for assistance received in a timely and safe manner.
- 1.3 Council recognizes that when a response is provided the level of service of that response may be different in various areas of the County or in Mutual Aid Districts. A response may differ for the following reasons:
  - (a) The geographical size and layout of the County;
  - (b) The difficulty in accessing the remote areas of the County;
  - (c) Adverse weather conditions;
  - (d) The location, staffing, and training levels of the emergency response members, and other agencies providing emergency services in the region;
  - (e) The differing availability of water for fire suppression purposes within the County;
  - (f) Multiple or simultaneous emergency events;
  - (g) Reliance on contract emergency support services; and

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- (h) The limited resources that the County can expend on training emergency personnel and on the purchase of equipment when compared to different types of emergencies for which training and equipment are available.

## **2.0 Definitions**

2.1 The following terms shall be defined as follows:

- (a) “Awareness Level” means that responders will recognize risks and hazards, secure the area and call for trained assistance;
- (b) “Operations Level” means that responders will take defensive action to contain and control the incident and seek assistance from outside agencies equipped to mitigate the incident;
- (c) “Priority Dispatch System” means that a unified system will be used by dispatch centres to assign the appropriate aid to emergencies, including a systemized caller integration, pre-arrival instructions, standardized protocols and total quality management system; and
- (d) “Technician Level” means that responders will initiate offensive action to bring the incident under control and to an end.

## **3.0 Levels of Service**

3.1 County Council establishes the following levels of service contained in this Policy and such further levels of service or changes amended by Council from time to time:

### *Emergency Responses*

- 3.2 Fire and emergency service equipment shall be deployed for all emergencies as where it is deemed that they are required and practical to do so.
- 3.3 When possible, the fire departments shall respond to all structure fires, motor vehicle collisions, rescue calls, dangerous goods incidents, and wild land fires.
- 3.4 Fire department members that drive any fire apparatus, must hold a valid Alberta Driver’s License with the proper Class for that unit.
- 3.5 At no time will any fire department member respond to a call or operate any fire apparatus under the influence of drugs or alcohol.

### *Structural and Wildland Fires*

3.6 The fire department will provide structural and wildland firefighting at the Technician Level.

### *Rescue Calls*

3.7 The fire department will provide extrications for all motor vehicle collisions and rescues at the Technician level.

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3.8 The fire department will provide rope rescue at the Technician Level such as Low Slope (Embankment) and High Angle Rescue.

3.9 The fire department will provide surface water and surface ice rescue at the Technician Level.

3.10 The fire department will provide any other rescue services at the Awareness Level and where possible, the Operations Level.

### *Dangerous Goods*

3.11 The fire department shall provide dangerous goods response at the Operations Level.

### *Medical Emergencies*

3.12 The Fire Department will not respond to medical emergencies, except in extreme cases and at the discretion of the Fire Chief, or if the Emergency Medical Services agency is on scene and is requesting fire department assistance.

3.13 At a medical emergency, the fire department shall operate at the Medical First Responder (MFR) Level. Only members trained with a higher level of Emergency Medical training can provide that additional medical aid if it's within their scope. Those said members must be registered through the Alberta College of Paramedics.

3.14 A fire department member maybe asked to drive an ambulance on behalf of the Emergency Medical Services agency to the health care facility. That said member must hold a valid Alberta Class 4 Drivers License.

3.15 The fire department will not transfer patients under any circumstances in any fire department apparatus, unless directed to do so by Emergency Medical Services.

### *Disaster Services Response*

3.16 In the event that there has been a declaration of a state of local emergency or a disaster, the fire department will operate in accordance with the Regional Emergency Management Plan and under the direction of the St. Paul Regional Director of Emergency Management.

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## **4.0 Mutual Aid Agreements**

- 4.1 The County of St. Paul encourages the Fire Chief to recommend a signed mutual aid agreement with neighbouring municipalities.
- 4.2 In the event of a mutual aid response, a staffing of firefighters will be retained in sufficient quantity to provide the initial fire protection within the County of St. Paul.
- 4.3 Fire and emergency services may be made available at the request of the RCMP, the Chief Administrative Officer, another fire department or emergency management agency. All requests and confirmation of response should be relayed through a Priority Dispatch System.

## **5.0 Services Where Mutual Aid Agreements Do Not Exist**

- 5.1 In the event that a fire department is required to respond to an incident in an area that a mutual aid agreement is not in existence, the County in which the event occurs will be invoiced by the County of St. Paul for the equipment and staffing as per the County's Fee Schedule Bylaw.

Council Approval: October 13, 2015