

**Title: Greenview Fire-Rescue Services Levels of Service**

**Policy No: 3010**

**Effective Date: February 9, 2021**

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**Supersedes Policy No: NONE**

**Review Date: February 9, 2024**



**Purpose:** This policy outlines fire protection services and the level of service for all areas of Greenview.

## 1. DEFINITIONS

- 1.1. **AHS** means Alberta Health Services;
- 1.2. **Council** means the duly elected Council of Municipal District of Greenview #16;
- 1.3. **EMS** means Emergency Medical Services;
- 1.4. **Fire protection service** means a service provided by Greenview Fire-Rescue Services;
- 1.5. **Greenview Fire-Rescue Services** means the department of Greenview that provides fire protection service and emergency management;
- 1.6. **Firefighter** means a rescuer trained in firefighting, primarily to extinguish fires that threaten life, property and the environment, to rescue people and animals from dangerous situations and when requested to attend to medical incidents;
- 1.7. **Emergency Incident** means any situation where a member of the public or mutual aid partner, such as Alberta Health Services or Emergency Medical Services, RCMP has requested assistance from Greenview Fire Services;
- 1.8. **Medical First Responder (MFR)** means the Alberta Medical First Responder Program includes provincial standards for Medical First Responder service delivery, support for agencies providing Medical First Responder, ensuring safe patient care with medical oversight, and providing patient care guidelines;
- 1.9. **Greenview** means the Municipal District of Greenview #16
- 1.10. **Structure** means various types of residential, agricultural, and commercial buildings.

## 2. POLICY

- 2.1. Greenview maintains fire protection and rescue services to provide for the safety of its Ratepayers and visitors, as well as the protection of property within Greenview.

- 2.2. Greenview works in cooperation with Alberta Health Services (AHS) to provide Medical First Response (MFR). Fire-Rescue Services provides basic care and comfort to a patient or patients until the arrival of the Emergency Medical Services (EMS) or a higher level of care.
- 2.3. Greenview has determined that the most cost effective and appropriate way to deliver fire protection services within Greenview is through the deployment of volunteer firefighters in three fire stations: #31 Fire Station (DeBolt), #32 Fire Station (Grovedale), and #33 Fire Station (Grande Cache). This is augmented by two contracted fire departments located in Fox Creek and Valleyview.
- 2.4. Council is responsible for determining the applicable level of service for all areas to ensure Greenview Fire-Rescue Services responds only within the capacity of the stated level of service.
- 2.5. This policy applies to all Greenview firefighters and contracted fire departments (Fox Creek and Valleyview) providing firefighting, rescue, and medical services within Greenview.
- 2.6. Greenview does not guarantee specific response times notwithstanding anything contained in this policy. Factors that impact Greenview Fire-Rescue Services response times include, but are not limited to, the distance from a fire station to the incident, and whether the first fire station notified is able to respond.
- 2.7. Greenview does not guarantee any level of service notwithstanding anything contained in this policy. Factors that may result in a variation of the level of service include, but are not limited to:
  - A) Environmental factors, obstructions, remote or isolated properties, private roadways, hazardous or unsafe conditions at the incident, or encountered while on route to the incident;
  - B) Impeded access, topographic or geographic configurations of land; and
  - C) The number of firefighters, the level of training, and equipment available to respond to a particular incident.
- 2.8. Public and private water systems are not guaranteed to provide Underwriters Laboratories of Canada (ULC) recommended hydrant flows. Greenview Fire-Rescue Services may use available fire hydrants to augment on-truck water supplies.

### 3. FIREFIGHTER TRAINING

- 3.1. Firefighting is becoming an increasingly technical, skilled and regulated field. The safety of our volunteer firefighters is always our primary concern.
- 3.2. A significant amount of time and resources are dedicated to training either through recognized courses and standard fire station organized practices. This training provides the necessary skills, abilities and knowledge that enable our volunteer firefighters to deliver safe, effective and efficient emergency services to all ratepayers and visitors.
- 3.3. Greenview adheres to and follows the Occupational Health and Safety (OHS) Guide for firefighting. The goal is the NFPA 1001 standard for the professional certification of firefighters.

#### 4. LEVEL OF SERVICE GENERAL

- 4.1. For all areas of Greenview
  - A) Fire protection services includes rescue, basic exterior/defensive fire suppression activities, and when safe, interior fire suppression activities.
  - B) The level of service is at least four firefighters on scene with an intermediate period of time 90% of the time.
- 4.2. A second unit response arrival is dependent on the proximity of the fire station/fire department responding.

#### 5. STRUCTURAL FIREFIGHTING AND RESCUE

- 5.1. The level of service for firefighting and rescue involving structure fires may vary depending on the level of fire involvement of a structure upon the arrival of firefighters. The level of fire involvement of a structure is impacted by a variety of factors including but not limited to the distance of the structure from the responding fire station/fire department, road conditions, traffic congestion, the time of day, weather, early notification of the fire, witnessing the fire ignition, and the contents of the structure and their combustibility/flammability.
- 5.2. Entry into a structure for firefighting and rescue purposes is contingent on the life safety hazard, probability of survivability of occupants, firefighter safety, and the training of the firefighters attending. The Incident Commander will determine if they have sufficient resources and sufficiently trained fire fighters available to undertake an interior attack.
- 5.3. If rescue is not required and the structure's involvement is such that the likelihood of extinguishment is minimal, then the protection of exposures is the primary focus of the firefighters upon arrival.
- 5.4. Generally, the accepted level of service for structural firefighting and rescue is the protection of exposures and protection against fire extension to adjacent properties.

#### 6. WILDLAND AND GRASSLAND FIREFIGHTING

- 6.1. All fire stations are trained and equipped to engage in the response and suppression of wildland and grassland fires. The response is provided in collaboration (formalized MOU) with the provincial Agriculture and Forestry Wildland Firefighting team.

#### 7. SPECIALIZED AND TECHNICAL RESPONSE

- 7.1. Industrial Fire Fighting in general may not be engaged in at any industrial facility, these include but are not limited to wells, pipelines, tank farm/storage, and battery/plant facilities. Support may be provided for these types of sites and operations given the complexity and risk involved in the incident. The Incident Commander will determine the degree of support and involvement of fire crews based on a complete risk evaluation.

- 7.2. Swift water/Ice rescue will be undertaken if sufficient resources and technically certified responders are available. At present, #32 Fire Station – Grovedale is the only Greenview fire station equipped and technically certified for this type of response.
- 7.3. Standing water/Ice Rescue will be undertaken if sufficient resources and technically certified responders are available. The Incident Commander will determine if they have sufficient resources and trained responders available to undertake a rescue.
- 7.4. Dangerous goods incident response will be undertaken, however large and complex dangerous goods incidents will be managed by mutual aid partners that have technical hazardous materials responders.
- 7.5. Wildland rescue will be undertaken if sufficient resources and trained firefighters are available. Large and complex rescue type incidents will be managed in collaboration with mutual aid partners.

## 8. MEDICAL FIRST RESPONSE

- 8.1. As a Medical First Response agency, Greenview strictly adheres to a set of Medical Control Protocols (MCPs) outlined by AHS and as assigned by the Medical Director Physician.
- 8.2. The minimum training for firefighters is Standard First Aid or its equivalent, including CPR and AED Basic Life Support certification.
- 8.3. Fire Services is dispatched to a medical response call:
  - A) At the request of EMS based on information received during the 911 call, on scene patient assessment, or for manpower;
  - B) When the call criteria is consistent with AHS classification set forth within the MFR program; or
  - C) When an ambulance response is greater than 20 minutes away.

## 9. MUTUAL AID AGREEMENTS

- 9.1 Greenview Council encourages the Regional Fire Chief to recommend Mutual Aid Agreements and Service Agreements with neighboring Municipalities.
- 9.2 Fire-Rescue Services may be made available at the request of the RCMP, the Chief Officer of another Emergency Service or Fire Department, or the Chief Administrative Officer of another Municipality with whom a mutual Aid Agreement exists. All requests and confirmation of any response will be relayed through 911 Dispatch.
- 9.3 In the event of a mutual aid response, a staffing of firefighters in sufficient quantities to provide initial fire protection should be maintained in Greenview.
- 9.4 In the event that Fire Services are required to respond to an incident in an area that a mutual aid agreement is not in existence, the Municipality in which the event occurs may be invoiced by Greenview for the equipment and staffing as per the Fire-Rescue Services Bylaw Fee Schedule