



Policy No.: 2000.04

Topic: Fire Department Level of Service	Effective Date: August 28, 2007
	Approved By: RES 398-08-28-07 RES 121-03-37-12
Subject Area: Fire Services, Fire Operations	Date of Next Review: March 13, 2017
	Date(s) Revised: March 27, 2012

Policy Statement:

Yellowhead County maintains a fire/rescue service to provide for the safety of its residents and visitors. The County Council is responsible for determining the type and method of service delivery provided by each of the eight (8) Fire Districts administered directly by Yellowhead County. The District Fire Crews will respond within capacity of the stated Level of Service. It is understood that due to the vast geographical area and the nature of the volunteer fire service that response may be delayed or in extreme cases may not occur at all.

Council Philosophy:

- Council believes that the most cost effective and appropriate way to deliver fire, rescue and many other emergency services is through the use of community based volunteers and that these services should be delivered from the existing Hamlets where possible.
- Council believes that level of service is proportional to the risk that exists in the community
- Council understands that services may not necessarily be delivered from the closest Fire Station to the emergency.
- Yellowhead County Council is ultimately responsible to set the Level of Service.
- Yellowhead County believes that the fire service must be appropriately resourced and trained to the Level of Service determined.

Council Guidelines:

1. County Council will determine and adopt the level of emergency fire/rescue service that each fire district will be authorized to provide within Yellowhead County.
2. The Level of Service Policy will be reviewed periodically and Council will have the option of adopting new levels of service or special operations (subclasses) for each district. Such a review may result in an amendment to this policy or managerial guidelines.
3. The Level of Service Policy is a means of controlling costs and managing emergency priorities. Council can add or remove any element of service level and will be completing its due diligence by reviewing and determining the



appropriate level of service to be provided.

Managerial Guidelines:

1. The levels of service classifications and delivery methods are listed on Schedule "A" Attached, which may be amended from time to time considering all contributing, factors.
2. The existing Levels of Service are Recorded in the "Standard Operating Guidelines Binder."
3. To establish, enhance or change a Fire Service requested by; Council the public or by the existing Fire Service, Schedule B Level of Service decision making flowchart will be completed.



Mayor Gerald Soroka

Date

April 10, 2012



Chief Administrative Officer Jack Ramme

Date

April 10/12

**To be filed in the SOG binder**

District Department	Current operations undertaken*
Brule	Delivery Option 2 Service Type F2, E1, A, H1, M1, W2
Cadomin	Delivery Option 1 Service Type F2
Robb	Delivery Option 2 Service Type F2, E1, H1, M1, W2
Marlboro	Delivery Option 2 Service Type F2, E1, H1, M1, W2
Peers	Delivery Option 2 Service Type F2, E1, H1, M1, W2
Niton Junction	Delivery Option 2 Service Type F2, E1, H1, M1, W2
Wildwood	Delivery Option 2 Service Type F2, E1, H1, M1, W2
Evansburg	Delivery Option 2 Service Type F2, E1, H1, M1, W2

* Subject to verification of all training and practice commitments being met.

Delivery Options	Staffing Type	Staffing Structure	Staff Training	Facility	Recommended Department Roster	Minimum Responding Members			
Delivery Option 1	Volunteer Members	n/a	Periodic	Bay Space	6	2			
Delivery Option 2	Volunteer Members	Volunteer Station Officers	Regular Training (based on Service Type)	Full Station	12	4			
Delivery Option 3*	Staffing, Asset and Facility to be determined based on risk 'Delivery option 3 and above may require full time complement of Staff (* information for overview and intended for discussion purposes only)								

Sub-Class and Special Operations									
Level of Service	Type of Incident	Minimum Delivery Option	Facility Requirements	Minimum Apparatus Required	Minimum Equipment Required	Recommended # of Members Trained to Class	Minimum Responding Trained Members	Minimum Training Required	Minimum Yearly Training Hours
Service Type A	ATV Operations - Rescue / Wildland	Option 1	Bay Space	ATV & Trailer / Tow Unit	Rescue, Wildland, ALL Relevant Safety Equipment	6	2	ATV Training, Operations, Map Reading, GPS Training	10
Service Type B-1	Water / Ice Rescue (SHORE BASED)	Option 1	Bay Space	Pick-up Truck	Life Jackets, Flotation Device, ALL Relevant Safety Equipment	6	2	Water / Ice Operations	8
Service Type B-2	Water / Ice Rescue (ENTRY)	Service Type B-1	Bay Space	Boat & Trailer / Tow Unit	B-1 & Additional Boat Safety Equipment	12	4	Swimming Requirements, Boat Operations / Maintenance	18
Service type B-3*	Water / Ice Rescue (DIVE)	Service Type B-1	Bay Space	Dive Platform & Trailer / Tow Unit	B-2 & Dive Gear	6 (Special Team)	6	B-2 & Dive Operations	40
Service Type C**	Confined Space	Service Type is broken down into further groups (not required at this time)				12	4	Confined Space Operations	8
Service Type D**	Trench / Collapse	Service Type is broken down into further groups (not required at this time)				12	4	C & Shoring Operations	20
Service Type E-1	Extrication Operations	Option 2	Bay Space	Squad	Hand tools & Basic Hydraulic Tools	12	4	Extrication Operations	18
Service Type E-2	Extrication Technician	Option 2	Bay Space	Medium / Heavy Rescue	Advanced Extrication Equipment	12	4	Advanced Extrication Operations	32
Service Type F-1	Fire Suppression - Basic	Option 1	Bay Space	Pick-up Truck	Pump and Tank Skid / Hose and Accessories	6	2	Equipment Use	6 (quarterly)
Service Type F-2	Fire Suppression - Interior	Option 2	Bay Space	Engine	As per Apparatus Equipment List	12	4	As per Training Plan	34
Service Type H-1	Hazmat Awareness	Service Type F-1	None	None	Binoculars, Traffic Equipment, Literature	6	2	Hazmat Awareness	6
Service Type H-2	Hazmat Operations	Option 2	Bay Space	Hazmat Trailer / Tow Vehicle	Containment & Decontamination, Equipment, Hazmat Gear & Full Level A & B Suits	8 (special team)	8	Hazmat Operations & Air Quality Training	20
Service Type H-3*	Hazmat Technician	Option 2	Additional Bays / Training Area / Equipment Service Space	Hazmat Apparatus	H-2 & Spill Control / Neutralization Equipment	12 (special team)	12	Hazmat Advanced Specialty Training	62
Service Type M-1	Medical (FIRST RESPONDER)	Option 1	Bay Space	Pickup Truck	First Responder Kit, Spinal Immobilization, O2, AED	6	2	First Aid, O2, AED Training	10
Service Type M-2**	Medical (EMR)	Option 1	Bay Space	Pickup Truck	M-1 & Skill Specific Equipment	6	2	EMR (80hrs) Course with Registration & Advanced Skills	18
Service Type R-1**	Rope Rescue (SLOPE < 40°)	Option 2	Bay Space	Pickup Truck	Rope, Harnesses, Helmets, Basket	18	6	Rope Training	20

Schedule 'A'

Service Type R-2*	Rope Rescue (HIGH ANGLE >40°)	Option 2	Bay Space	Rescue	F-1 & Advanced Rigging	8 (special team)	8	High Angle Operations	40
Service Type S	Support Operations	Option 2	Bay Space	Support Unit / Tow Vehicle	Rehabilitation Supplies and Breathing Air equipment	12	4	Apparatus / Equipment operations, SCBA and Rehab operations	36
Service Type T-1	Water Tender	Option 2	Bay Space	Tanker	Tanker Specific	6	2	Tanker Training	12
Service Type W-1	Wildland / Urban Interface Operations	Service Type F-1	None	None	Wildland PPE, Shovels, Rakes	6	2	Wildland Orientation	6
Service Type W-2	Wildland / Urban Interface Technician	Option 2	Bay Space	Wildland Response Unit / Sprinkler Trailer	W-1 & Fully Equipped Wildland Apparatus	12	4	Advanced Wildland Operations	20

* information for overview and intended for discussion purposes only ** Subclass is broken down into further groups (not required at this time)

Definitions

Level of Service	Service levels are broken down to structure a response and function for the department to work within, at no time should the level be seen as absolutes. Skills or other abilities can be added to enhance any level of service, with appropriate adjustments made to remaining columns.
Type of Incident	Listed are example types of incidents as it is impossible to make mention of all incidents and situations that may arise. In addition a lower level service will still respond to higher level incidents but the operations on scene will be adjusted to within their abilities.
Type of Station	To provide reference to the infrastructure requirements for levels as outlined, the primary area of concern are the apparatus bays, (units must have enough room to safely enter and exit the station at all times, and to have sufficient working room around the unit for equipment and unit checks), training areas (with an increase requirement for yearly training hours sufficient and suitable space needs to be provided for the members to learn and engage in training activities) and general common areas for storage, maintenance and office/admin
Minimum Service Providers	To provide reference to the internal structure of the members of the department, or users of the equipment. The listed officer brings into view the increased workload and administration that is required for that service level, and the increased interaction with administration that will be required. The specific 'Sub-Class' establishes a skill level that a fire department should be functioning at prior to the 'Sub-class' being adopted. The Sub-Class requires skills and abilities that are common to that level of fire service provided. Should a fire level below the recommended engage in a sub-class, the remaining requirements listed will have to be adjusted to compensate for the lower level of service.
Apparatus Required	The minimum requirements for the delivery of service at relevant level, (to provide adequate structural suppression capabilities and transportation of manpower to scene). The requirements for apparatus within a Sub-Class are additions to the apparatus outlined in the fire service level (due to special applications, or requirements). Often a unit prescribed for Sub-Class use can be constructed to fill the fire service level needs.
Equipment Required	By no means is this an all encompassing list of equipment required for a task set. This column demonstrates and gives the reader an indication of the requirement for specific or specialized equipment. Often equipment will serve multiple roles, and individual halls will have preference to equipment needs.
Department Roster	The recommended number of members that are required to maintain a desired service level, with fewer than the listed numbers the ability to respond to an incident with a competent crew is significantly reduced. A slight drop in membership for a short time period may not be a concern however a prolonged reduction in membership will limit functionality of the service level.
Trained members	All members should be trained to meet the requirements of the Sub-Class, this most often is not realistic. The column shows a percentage of how many members from the total department roster must be trained to a specific level to maintain the integrity of the Sub-Class operation. The percentage should provide for enough trained members to respond and begin operations on each incident.
Training Required	By no means is this a comprehensive list of all training that is required to function effectively at a given service level. The training must encompass both formal training and informal skills maintenance. As with the 'Operated By' column many of the skills and training associated with a given service level are required at the Sub-Class level.
Training Hours	This is a rough number of the actual in-house "informal skills maintenance" training hours that EACH member of the department must participate in throughout the year. Although formal training hours may meet or exceed the minimum skills maintenance for the year, the hours only for the specific skill set will be counted toward the yearly total.
Administration	This Column demonstrates and gives the reader an indication of what is required for the oversight and operation of a service level. These tasks are only regular and common duties that are encountered for DAY-TO-DAY operations. The larger capital projects and initiatives that administration is required to undertake are over and above these duties listed here. Additionally the response and support to actual emergency incidents is not included in these figures.

Schedule "B" Guide

1. Determine and rate the risk in the area.

Consider the following:

- Type of risk eg. Structure fire, Motor vehicle/highway rescue or WUI
- Probability of incident eg. Is it likely to happen?
- Severity eg. If it happens how severe will the effects be?
- Frequency eg. How often will it happen?
- Future Development plans.
- Community consultation

2. Decision: With administration and then council determine if the risk is great enough to warrant the provision of service.
3. If there is very low frequency, probability or severity Council may decide it is appropriate to accept the risk.
4. If risk is significant then administration determines the service level required to meet the risk.
5. Administration and council determine the need/desire to deliver the service locally from closest population centre.
6. Examine current and potential staffing level within the hamlet.

Consider:

- Ability of staff to sustain required training and call volume. Examine number of subclasses.
- Administrative work load for training, leadership and logistics.
- Specialised or targeted recruitment for some specialty services.

7. Decision: Is there sufficient population of the appropriate age and availability to staff the local station.
8. If answer to number 7 is yes then engage the community and begin the recruitment process
9. Fire administration begins the recruitment training and equipping the local station. This requires budgetary considerations.
10. Local delivery of the determined level and type of service begins.

Alternate Delivery: Should it be determined that there is insufficient risk or staffing to continue or begin local volunteer service delivery these steps should be taken.

11. Administration will determine what the appropriate alternatives for service delivery are.
Council will make decision on delivery method.
Council will communicate with residents on service delivery.

Schedule “B” Guide

Alternatives may include:

- No service.
 - Delivery of service from other county fire stations.
 - Contract specialised services to other agency. (Urban Municipalities)
 - If risk is deemed to be high the option of a paid fulltime station exists.
12. Service level and delivery method will be communicated by council to the community.
 13. Implement service delivery method(s) and close the local station if required. Consider the following.
 - Disposal of assets. If closure is deemed temporary (less than 3 years) Assets may be kept in anticipation of station reopening. If more than 3 years assets should be disposed of.
 14. Close local station if necessary and disperse apparatus and equipment.
 15. Result: County residents and visitors receive appropriate emergency services delivered in an effective and cost efficient manner.

Schedule 'B'

