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Your Worship Mayor Dan Carter and Members of Council,

On behalf of Oshawa Fire Services (O.F.S.) and the Corporation of the City of Oshawa, I am pleased to present the 2019 Annual Report. Oshawa Fire Services continues to execute and maintain its core values of commitment, dedication and excellence in carrying out its mission to provide fire protection and emergency services to the city of Oshawa at an affordable and sustainable level. This report will highlight 2019 statistics, achievements and daily operations that are performed within the Region's largest Fire Department.

2019 was an exciting and evolving year for O.F.S. With a dedicated leadership team, members of O.F.S. and the community, we have made great strides to improve fire safety across the City, including:

- Initiating a new Fire Master Plan and Community Risk Assessment
- Enhancing the Alarmed for Life fire safety program; and
- Updating the Oshawa Fire Underwriters Survey

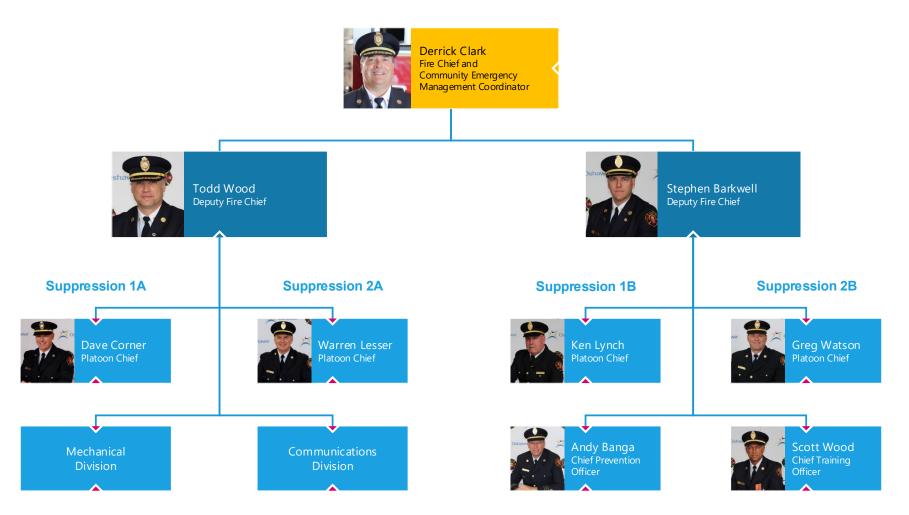
Our continued focus remains the three lines of defence as outlined by the Ontario Fire Marshal: Public Fire Safety Education, Fire Safety Standards and Enforcement and Emergency Response. Smoke alarm education and awareness will be a continued focus effort in 2020 for O.F.S.

I would like to thank members of Oshawa Fire Services for their daily commitment to serving our community and protecting the residents of Oshawa.

Derrick Clark, Fire Chief Oshawa Fire Services



Oshawa Fire Services 2019 Management Team & Senior Command Team





Chief Derrick Clark



Deputy Chief Todd Wood



Deputy Chief Stephen Barkwell

Oshawa Fire Services Management Team

Chief Derrick Clark began his career with Oshawa Fire Services in 1986 as an Alarm Room Operator. During his career with O.F.S., he has held the following positions: Alarm Room Operator, 1st class Firefighter, Acting Captain, Training Officer, Chief Training Officer, Deputy Chief. He became Fire Chief in 2017 and in addition to his duties as Fire Chief, he's also the City's Community Emergency Management Coordinator.

In his role as Fire Chief, he has expanded O.F.S. medical services to include the use of Naloxone and entered into a partnership with Wounded Warriors and the Association to assist with Post-Traumatic Stress Disorder and Mental Health. On direction from Council in 2019, Chief Clark initiated an updated Fire Master Plan for the City of Oshawa.

Deputy Chief Wood began his career as a firefighter with Oshawa Fire Services in 1999 and was promoted to Training Officer in 2013 and then to Deputy Chief in 2017. Reporting directly to the Fire Chief, Deputy Chief Wood has a blended role between operations and support, overseeing two Suppression platoons as well as the Mechanical and Communications Divisions of Oshawa Fire Services. He has over 20 years of fire service experience and brings a wealth of knowledge in the areas of fire suppression, training and specialized rescue.

Deputy Chief Wood is responsible for streamlining the Operations and Communications Centre and working collaboratively to participate through budget preparation, capital projects and planning.

Deputy Chief Stephen Barkwell began his career with Oshawa Fire Services in 1999. His current responsibilities include a blended role between operations and support, which encompasses two Suppression platoons as well as the Fire Prevention and Training Divisions, Facilities and Health and Safety. Deputy Chief Barkwell is also the Alternate Emergency Management Coordinator. Deputy Chief Barkwell's past roles have included: Firefighter, Relief Dispatcher, Shift Training Instructor, qualified Training Officer, and Acting Captain. Through his many experiences and training, Deputy Barkwell has a wealth of knowledge in health and safety, financial stewardship, training, human rights, labour relations and legislation. Emergency responders face many challenges during their regular duties, which include not only physical but also mental challenges. Deputy Barkwell works with frontline staff to help develop improved health and safety programs.



Fire Stations

Station 1 | 199 Adelaide Ave. W.

Apparatus:

Pumper 21

Car 25

Infrastructure & Staff:

Two-storey building constructed in 1981, occupying 24,000 square feet. This Station houses Administration, Communications, Fire Prevention, Platoon Chief Office and one firefighting crew. It has three truck bays and a large structural training space.



Station 2 | 1111 Simcoe St. S.

Apparatus:

Pumper 22

Aerial 22

Infrastructure & Staff:

Two-storey building with basement constructed in 1982, occupying 9,750 square feet. This Station houses two firefighting crews.



Station 3 | 50 Beatrice St. E. Apparatus:

Pumper 23

Aerial 23

Tanker

Infrastructure & Staff:

Single-storey building constructed in 1975 occupying 9,000 square feet with two truck bays. This Station houses two firefighting crews.



Station 4 | 50 Harmony Rd. N.

Apparatus:

Pumper 24

Hazmat Trailer

Infrastructure & Staff:

Two-storey building constructed in 1982 occupying 6,500 square feet. This Station houses one firefighting crew.



Station 5 | 1550 Harmony Rd. N. Apparatus:

Pumper 25

Rescue 25

Infrastructure & Staff:

Single-storey building constructed in 2006 with 17,900 square feet. This Station houses one firefighting crew, Training Division, Fire Prevention staff and the Mechanical Division in two mechanics bays.



Station 6 | 2339 Simcoe St. N.

Apparatus:

Pumper 26

Infrastructure & Staff:

Single-storey building constructed in 2016 with 10,675 square feet. This Station houses one firefighting crew and Fire Prevention staff.

The design of this Station and its building materials complements the historical legacy of Windfields Farm.

Oshawa Continues to Grow

Oshawa Fire Services (O.F.S.) is the largest fire department in the Region of Durham and continues to serve a growing population that numbered 171,000 at the end of 2019.

O.F.S. not only provides fire services to Oshawa residents but our Communications division also receives emergency calls and provides dispatch services for neighbouring Whitby, Clarington, Brock, Uxbridge and Scugog.

Oshawa's 2019 new builds totalled 549 new dwelling units comprised of 75 single detached units, 155 singles with accessory, 8 semi-detached units, 2 duplexes, 87 row houses and 222 apartments.

Continued growth in building statistics over the years necessitated the building of Fire Station 6 and the trend of growth, particularly in the city's north end, is expected to drive the location decision for Fire Station 7.



Former Genosha Hotel re-built as a mixed-use building in 2019 now known as 70 King.

Oshawa Fire Services Divisions

Oshawa Fire Services is an integrated department that is made up of six Divisions that work together to deliver outstanding service to Oshawa residents and our neighbouring municipalities Whitby, Clarington, Brock, Uxbridge and Scugog.



Administration

The Administration Division is responsible for leading all aspects of the Oshawa Fire Services including finance and budget management, providing input to Provincial and Federal legislation, by-laws, codes and standards, as well as advising Council on related information. The Division also leads Emergency Operations in the city. Working in conjunction with regional partners, the team leads the preparation and response to any incident that threatens the health and safety of the city.

The City's Strategic and Business Services branch provides support to O.F.S. and is responsible for managing human resource functions, administration and payroll for the department as well as financial analysis, budget development and maintenance of records to support informed decision-making and create efficiencies through continuous improvement.



Communications

The Communications Division staff consists of four Dispatch Supervisors and 12 Dispatchers that dispatch for Oshawa, Whitby and Clarington Fire Services, with alerting coverage for Brock, Port Perry/Caesarea and Uxbridge Fire Services through a shared dispatch model.

Often the first point of contact, Communications staff provide lifesaving advice to callers and are a critical component of fire services, providing a vital link between residents and on-scene responders.



Fire Prevention and Public Education

The Fire Prevention and Public Education Division is comprised of a Chief Fire Prevention Officer, two Fire Prevention Captains, one Fire Prevention Officer and seven Fire Prevention Inspectors.

The Division conducts building inspections in compliance with Ontario Fire Code; delivers public education through fire safety programs and messaging; engages with the community at public events; responds to complaints and requests; and, plans, reviews and provides fire safety awareness to the community.



Mechanical

The Mechanical Division operating out of Fire Station 5 is staffed by two mechanics. They are responsible for maintaining all fleet vehicles including: eight pumper trucks, three aerial trucks, one tanker, one rescue truck, one hazardous materials trailer and 16 light duty vehicles.

Additionally, they perform maintenance and testing of all self-contained breathing apparatus (S.C.B.A.), generators, portable pumps, power saws, fans and ladders.



Suppression

The Suppression Division is comprised of four Platoon Chiefs, 32 Captains, and 125 Firefighters deployed across six fire stations on a 24-hour shift, who provide frontline support and response, effective and efficient fire suppression activities.

Crews are continuously training and learning new techniques to be on the leading-edge of fighting fires and responding to a variety of calls including auto-extrication, building and residential fires, medical calls, hazardous material responses, motor vehicle accidents and technical rescue. Oshawa assists both Whitby Fire and Emergency Services and Clarington Emergency and Fire Services with technical rescue calls.



Training

The Training Division is led by a Chief Training Officer and two Training Officers and is responsible for training new recruits and delivering ongoing training for all suppression staff including special operations, emergency medical services, officer development and training on all new trucks and equipment.

The Division is also responsible for evaluating training progress, coordinating compliance and certifications.

Our People

Oshawa Fire Services is staffed by a highly trained, dedicated and competent team. In 2019, the six divisions were made up as follows:

Division	Positions	
Administration	1 Fire Chief	
	2 Deputy Fire Chiefs	
Communications	4 Dispatch Supervisors	
	12 Dispatchers	
	1 Temporary Dispatcher	
Fire Prevention	1 Chief Fire Prevention Officer	
	2 Fire Prevention Captains	
	1 Fire Prevention Officer	
	7 Fire Protection Inspectors	
Mechanical	1 Senior Mechanic	
	1 Mechanic	
Suppression	4 Platoon Chiefs	
	32 Captains	
	125 Firefighters	
Training	1 Chief Training Officer	
	2 Training Officers	

Staff Movements

New Recruits

Tiffany Wallace (Communications) Michael Ashfield (Suppression) Cory Hanna (Suppression) Brendan Goldsworthy (Suppression) Matthew Latin (Suppression) Brandon Maclean (Suppression) Mitchell Wood (Suppression) Brock Weir (Suppression) Nicole Chartrand (Fire Prevention Inspector) Scott Honey (Fire Prevention Inspector) Brad Chilvers (Mechanic

Retirements

Steve Eymann (Suppression Captain) Gary Pascoe (Suppression Captain) Rod Kane (Suppression Captain

Promotions

Gord Atkins (Lead Mechanic) Ken Whetham (Training Officer) Tony Quick (Suppression Captain) Jim Stoddart (Suppression Captain) Michael Kedzierski (Suppression Captain) Mario Perrino (Suppression Captain) John Webster (Suppression Captain)

Good. Better. Best.

The Training Division, although one of the smallest units in the Oshawa Fire Services, is arguably the backbone of the department's ability to use the latest technology and methodology to fight fires and keep the community safe.

The Division is staffed by three persons and is headed up by Chief Training Officer Scott Wood, who began his career as a part-time firefighter in Clarington in 1991. Five years later, he transitioned to a full-time member of the Oshawa Fire Services and became Chief Training Officer (C.T.O.) in 2015.

Even though the focus of the C.T.O. role is on the training and career development of the department's personnel, Scott describes his job as multi-faceted where no two days are alike. Some of the areas under his purview are research and development, fostering community partnerships, recruit training and managing tools and equipment.

The other members of the division are Training Officers, Scott Calder and Ken Whetham.

Scott Calder joined the Oshawa Fire Services in 2006 following years as a Firefighter in the U.S.A. He is a National Fire Protection Agency (N.F.P.A.) Airport Firefighter and an International Association of Fire Fighters (I.A.F.F.) Firefighter Survival Instructor. As Training Officer, Scott says he feels blessed to wake up each day and go to a job that he loves and is passionate about.

Ken began his career as a Firefighter with O.F.S. in 2009 having spent 11 years prior as a Police Officer. His experience and training in Hazmat operations, Technical Rope, Confined Space,

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Water Rescue and other critical lifesaving skills have served him well in this training capacity. Ken considers being promoted to Training Officer as the high point of his career so far.

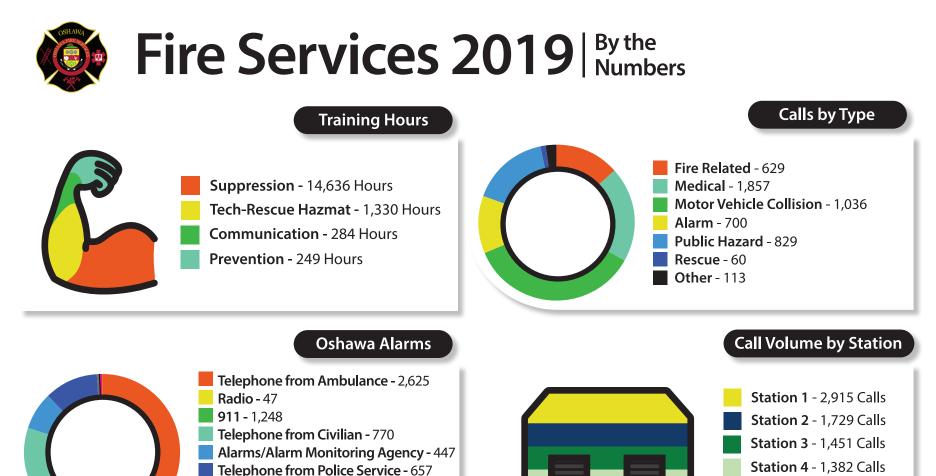
In House Training

Almost all O.F.S. training is completed in-house with external subject matter experts taking care of some areas such as Elevator Training. The training curriculum follows the N.F.P.A codes and standards for fire services. This provides the Division's yearly direction and goals for developing specific skill sets.

To maintain skill sets, training is mandatory and helps ensure staff deliver comprehensive service. During an emergency, the public looks to Fire Services for guidance and the strict training regime provides the knowledge base for fire staff to answer questions and perform the necessary actions depending on the situation.

Fighting fires is a dynamic process that is continually exploring how fires react to new building and construction methods and materials. The Training Division delivers these new methods and technologies to firefighters to enable the best possible outcomes for residents and properties.

The Training Division ensures that Oshawa's firefighting crews are one of the best trained teams through innovative and unique simulations. For example, the Oshawa Fire Services survival maze is a prop designed to train firelighters to make their way out of a building through obstacles that are difficult to overcome in zero visibility without running out of air. This physically and mentally challenging exercise is just one of the unique tools employed that makes Oshawa's firefighting crew one of the best trained teams anywhere. The training division makes sure of it!



Additional Training Hours

Verbal/Walk-In - 25

Other - 17

Direct Connection -7



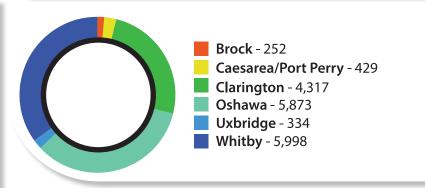
Vehicle Familiarization and Inspections - 1,536 Hours Self Contained Breathing Apparatus - 1,276 Hours Driver Training and Vehicle Operations - 1,134 Hours Driver Weekly Maintenance

Inspection - 1,114 Hours Ladder Training - 613 Hours

Call Dispatched from Oshawa Communications Division

Station 5 - 820 Calls

Station 6 - 647 Calls



Public Education Statistics

Residential Inspections	2,834
Residential Rental By-law Inspections	544
Assembly Inspections	576
Complaint Inspections	459
Industrial Inspections	173
New Construction Inspections	505
Occupancy/ L.C.B.O	14
Business Licenses	568
Plans Review/Approval	144
Burn Permits	15
Immediate Threat to Life Orders	7

Education

Elementary School Presentations	6,353
Secondary School Presentations	76
Seniors Presentations	123
Daycares	170
New Canadians	650
Public Support Worker Presentations	219
Fire Drills	31,043
T.A.P.P C Participants	3
Car Seat Installations/ inspections completed	256
Truck requests	18
Station Tours facilitated	16

Fire Incidents/Ignition Source (no. of occurrences) Miscellaneous/Undetermined/Under Investigation 42 **Electrical Distribution Equipment** 6 **Open Flame Tools, Smokers Articles** 12 **Exposures** 26 **Cooking Equipment** 14 Vehicle/Other Electrical or Fire/ Other Mechanical 15 Appliances/Home Entertainment Items 2 **Heating Equipment** 4

Fire Incidents/Ignition Source

Miscellaneous/Undetermined	
/Under Investigated	\$ 6,764,727
Electrical Distribution Equipment	\$ 239,000
Open Flame Tools, Smokers Articles	\$ 1,258,500
Exposures	\$ 6,638,100
Cooking Equipment	\$ 513,117
Vehicle/Other Electrical or Fire/	
Other Mechanical	\$ 208,800
Appliances/Home Entertainment Items	\$ 55,000
Heating Equipment	\$ 214,000

Activity

Court Charges	47
Freedom of Information Requests	23
Total Fine Amounts:	
(not including Victim Fine Surcharge)	\$257,625
	21 days jail time

Fire Suppression Incidents by Property Class

Class	Dollar Value	No
Assembly	\$ O	0
Care and Detention	\$ O	0
Residential	\$ 8,500,844	61
Business and Personal Services	\$ 251,000	2
Mercantile	\$ 30,000	1
Industrial	\$ 500,000	1
Vehicles	\$ 613,800	30
Other	\$ 401,800	15

No. of Occurrences

Fire Investigation	ns (Occurences)
Unintentional	85
Unintentional cause	undetermined 15
Intentionally set	12
Undetermined	16



2019 Firefighter of the Year Brian Hoard with Chief Clark and Deputy Chiefs Barkwell and Wood.

Brian Hoard is 2019 Firefighter of the Year

In June 2019, Fire Chief Derrick Clark announced Brian Hoard as 2019 Firefighter of the Year. A 28-year veteran of the Oshawa Fire Services, Brian is described as someone who wears his uniform with pride and is always first to volunteer.

Born and raised in Oshawa, Acting Platoon Chief Hoard is a role model among his peers and community. During his career with O.F.S., he has earned a reputation as a well-respected leader known for his poise and professionalism, particularly under extreme circumstances.

Established in 1974 by Durham A.M. Kiwanis, the Firefighter of the Year Award recognizes one member of the Oshawa Fire Services annually for their exceptional job performance. Recipients are nominated by their colleagues and chosen by senior staff.

Brian was an easy choice!

2019 Oshawa Fire Services Humanitarian of the Year is Scott Cannata

Scott Cannata has made fundraising for cancer and increasing hope and awareness his life mission.

His family's personal experience with cancer was the catalyst for Scott's "The Run to Live" campaign. His successful run from St. John's, Newfoundland to Port Renfrew, British Columbia equated to 202 marathons and to-date he has raised an impressive \$57,000 for cancer research.

Scott Cannata joined Oshawa Fire Services in 2015. In his four years with O.F.S., Firefighter Cannata has served on the Oshawa Fire Services Technical Rescue Team as an instructor for the car seat program and confined space trainings and made countless public speaking engagements.

Established in 2016, the O.F.S. Humanitarian of the Year Award recognizes one staff member annually for their outstanding work in the community.

Congratulations Scott Cannata - we are proud of your achievements!



Mayor Dan Carter presents the O.F.S. Humanitarian Award for 2019 to Scott Cannata

Alexandria named 2019 Junior Fire Chief

Each year, Oshawa Fire Services runs a contest for students in Grades 5 and 6 that attend school in Oshawa. The students are invited to submit an essay on the importance of fire safety in their homes. The essay submissions are reviewed and the winner is named Junior Fire Chief of the year!

In 2019, Alexandria's essay blew away the competition as it clearly articulated her understanding of measures families can take to prevent fires and to ensure fire safety throughout their homes. We feel assured and confident that students like Alexandria will make our jobs easier and the city safer.

Among other prizes, as Junior Fire Chief, Alexandria had the opportunity to represent Oshawa Fire Services at the Annual Community Fire Safety Day held in June, the annual Fiesta Week Parade also in June and the Santa Claus Parade in November.





2019 Junior Fire Chief out and about with the crew

Fire Prevention Programs

Fire Prevention is a major focus of Oshawa Fire Services' work. The Division continues to develop and maintain a targeted education campaign to ensure the community is well equipped with fire prevention tools.

Here are some of the programs employed in 2019 to ensure residents are well informed of safety practices.



Alarmed for Life

The Alarmed for Life program was enhanced in 2019 as Fire Services staff again went door-to-door in downtown Oshawa and surrounding areas to check on residents' fire safety. During this campaign, Fire staff examined and corrected deficiencies found with smoke and carbon monoxide alarms.

This program is run in conjunction with local business CRCS DKI that provides funding to offset some of the costs. In 2019, O.F.S. visited 766 homes and shared helpful tips with residents on fire safety. During those visits trained Fire personnel installed batteries and over 390 smoke/carbon monoxide alarms.



Car Seat Clinics

In 2019, Oshawa Fire Services continued to hold car seat clinics so residents could have their car seats inspected for correct sizing and installation. Statistics continue to support that the majority of child deaths and injuries in motor vehicle collisions occur because of the improper installation and use of car seats. O.F.S. staff performed 256 inspections/installations in 2019.



Coffee with Fire Crews

One of Oshawa Fire Services' most popular programs is Coffee with Fire Crews, hosted in partnership with McDonald's. O.F.S. staff share tips on measures residents can take in their homes, such as developing at home escape routes and the importance of having working smoke and carbon monoxide detectors and McDonald's guests are invited to ask staff questions.

In 2019, Fire Staff hosted four Coffee with Fire Crew sessions from February to August.



Community Fire Safety Day

On June 8, 2019, the Oshawa community enjoyed the annual Community Fire Safety Day. Residents not only had a chance to meet Molly the fire dog and enjoy a great BBQ sponsored by Harvey's Restaurant, but were also able to see inside a fire truck and meet local firefighters.

Fire staff shared safety tips with residents and for the kids, they welcomed CHAMP Ambassadors from The War Amps PLAYSAFE program to provide a unique child-to-child approach to teach children the potential dangers in play environments.

Fire Safety Education Initiative

Smart CHOICES for Life Every Grade 5 student in Oshawa received a free copy of Fire Safety: Smart choices for LIFE, produced by Community Safety Net that was made available through the support of local businesses and community organizations.

This special education program was being offered in 2019 for the 14th year by Oshawa Fire Services. The education initiative challenges students to examine their choices to help prevent fires at home.

Fire Safety: Smart choices for LIFE is a comprehensive 112-page handbook designed for children aged 7 to 11 but packed with practical information for the whole family. Topics range from forest fires to good fires as well as smoke alarms and fire hazards.



Meals on Wheels

June is Seniors Month in Oshawa and Oshawa Fire Services partnered with Meals on Wheels once again to deliver hot meals and fire safety messaging to seniors in the community.

The program is offered in collaboration with Community Care Durham who operates the Meals on Wheels program that sees hot meals delivered by volunteers so there is no delivery fee charge to customers.

Fire Services staff joined the volunteer delivery team and at each delivery point, used the opportunity to test smoke and carbon monoxide alarms in the home or apartments to ensure they are operating and are not outdated.

Major Fires of 2019

Location	Fire Station	Date	Property Type	Number of firefighters on scene
Kendal Ave.	Station 1	March 20	Multi-Unit Dwelling - 2 to 6 Units	21 Firefighters
Simcoe St. N.	Station 1	April 20	Multi-Unit Dwelling - 2 to 6 Units	16 Firefighters
Wilson Rd. S.	Station 4	May 8	Detached Dwelling	21 Firefighters
Bloor St. W.	Station 2	June 9	Multi-Unit Dwelling - 7 to 12 Units	35 Firefighters
			Multi-Unit Dwelling - Over 12 Units	
			Automobile	
College Ave.	Station 6	June 9	Other Business or personal Services	24 Firefighters
Everglades Dr.	Station 3	Aug. 21	Detached Dwelling	17 Firefighters
Roundelay Crt.	Station 1	Sep. 21	Detached Dwelling	21 Firefighters
Ritson Rd. S.	Station 2	Nov. 27	Motor Vehicle Parts, Accessory Sales	29 Firefighters



Community Partnership Awards

The Oshawa Fire Services Community Partnership Awards were developed to recognize outstanding achievements and leadership and to foster constructive partnerships within our community. These partnerships are vital in maintaining progressive changes that foster positive improvements to our operational efficiency with Fire Service Training, Fire Prevention & Public Education and Community Safety. The concept of change may also provide an opportunity for community leaders and partners to have a voice in the direction of ongoing training and growth within the Fire Service.

For the 2019 Awards, community partners were treated to a delicious dinner served by Oshawa Fire Services staff followed by the award presentations. Community partners were presented an award plaque to help recognize their valuable contributions.

People and Organizations That Received Awards

City News CTV News Oshawa Express SNAP'D Oshawa Ltd Written in the Stars Photography

Training

ALPA Lumber Group Banners Plus Canadian Red Cross CGC Sheetrock COCO Paving Delta Rae Homes Durham College Durhamway Bus Lines Firehouse Subs G Gordon Enterprises Gerdau Home Depot Jim's Towing Johnny on the Spot Maguire Water Supply Northview REIT OFMEM Oshawa Psychological Services Pita Deli Pizza Studios Canada Tribute Communities

Fire Prevention Best Buy **Buffalo Wild Wings** Canadian Red Cross Canadian Tire, Gibb St Ciao Amici **Companies Who Care CRCS DKI Durham Ambulance Durham College Durham Regional Police** Enbridge **Entertainment Source Firehouse Subs** Harvey's Restaurant **IAFF 465 Inkpen Studios** Insurance Bureau of Canada **Jitterbuas Jubilee Pavilion Kiwanis Club of Sydenham** McDonald's Restaurants Oshawa Durham AM Kiwanis Terry Vonzuben (Molly the Fire Dog) Tim Hortons



Janette Young and Guy Lepage of Canadian Red Cross receiving their Oshawa Fire Services Community Partnership award



Anthony and Carmen Calabrese of Delta Rae Homes receiving their Ontario Fire Marshal letter of appreciation plaque

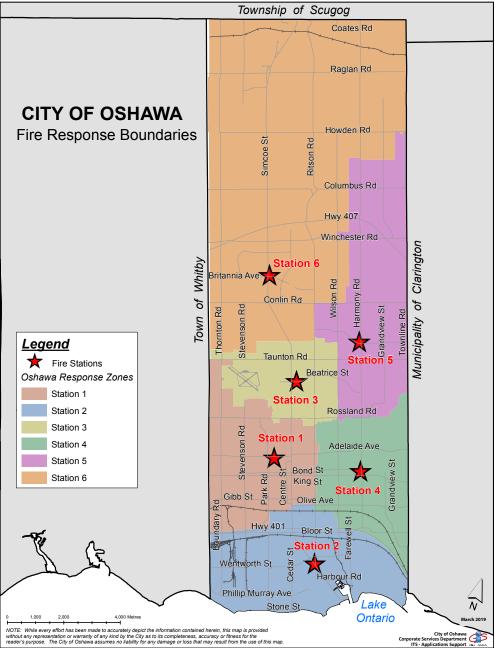


Emma and Adam Inkpen of Inkpen Studios receiving their Oshawa Fire Services Community Partnership award



Mr. & Mrs. Fred Jackson of Kiwanis Club of Sydenham receiving their Oshawa Fire Services Community Partnership award

Example in the series of t



Fire Response Boundaries