“To safely serve and protect the community by preventing the loss of life and property”
Contents
Community Services Director – Bary Beck .............................................................................................................3
Chief – Brian Cornforth ........................................................................................................................................3
Year in Review .....................................................................................................................................................5
Resource Utilization 2012............................................................................................................................................. 5
DC Strategic Services – Roy Pollmuller ..................................................................................................................7
DC Fire and EMS – Dana Terry ............................................................................................................................................. 8
100/125 Year Anniversary ............................................................................................................................................ 8
Department Photos ...................................................................................................................................................... 9
Job Descriptions............................................................................................................................................................ 9
Key Relationships........................................................................................................................................................ 10
DC Support Services – Wayne Johnson ................................................................................................................ 10
Municipal Emergency Management .................................................................................................................... 10
Safety.......................................................................................................................................................................... 11
Health and Wellness................................................................................................................................................... 12
Recruitment................................................................................................................................................................ 12
Chief Fire Marshal – Ken Knox ............................................................................................................................ 12
Fire Prevention ...................................................................................................................................................13
Inspections.................................................................................................................................................................. 13
Secondary Suites ...................................................................................................................................................... 14
Permits........................................................................................................................................................................ 14
Public Education .................................................................................................................................................... 15
Investigations ............................................................................................................................................................. 16
False Fire Alarms.................................................................................................................................................... 17
IAFF Local 237 – President Rob Chollak ............................................................................................................... 18
Fire Responses ...................................................................................................................................................20
Platoon Chiefs............................................................................................................................................................ 21
A Platoon – PC Barry Sorensen ................................................................................................................................... 21
B Platoon – PC Randy Maxwell ................................................................................................................................... 22
C Platoon – PC Ken Mercer ......................................................................................................................................... 23
D Platoon – PC Jesse Kurtz ......................................................................................................................................... 24
Key Performance ...............................................................................................................................................26
Fire Training Division – Warren McEwen..............................................................................................................27
Specialty Teams ................................................................................................................................................. 28
  Hazmat – Captain Brad Peake ................................................................................................................................. 28
  Water Rescue Team – John Kesslar ............................................................................................................................ 29
  Rope Rescue Team – Captain Peter Kidd ................................................................................................................... 30
Medical Responses ............................................................................................................................................ 31
  EMS Operations Officer – Lynn Villiger ................................................................................................................ 32
  Accreditation Lead – Ward Eggli ............................................................................................................................... 35
    About Accreditation Canada ................................................................................................................................. 36
Medical Training Division – Scott Lane .................................................................................................................. 36
  Advanced Cardiac Life Support (ACLS) ....................................................................................................................... 37
  International Trauma Life Support (ITLS) ................................................................................................................... 37
  Pediatric Advanced Life Support (PALS) ..................................................................................................................... 37
  International Academy of Professional Driving (IAPD) ............................................................................................... 37
  Emergency Medical Services Field Trainers (EMS FTs) ............................................................................................... 37
  EMS Today Conference .............................................................................................................................................. 38
EMS Resource Officer – Gerrit Sinke .................................................................................................................... 38
  Practicum Placements ................................................................................................................................................ 38
  Ride Along Requests .................................................................................................................................................. 38
  PCR Audits .................................................................................................................................................................. 39
  EMS Supplies .............................................................................................................................................................. 39
  Recruitment ................................................................................................................................................................ 39
  EMS Work Group ........................................................................................................................................................ 39
  Mapping ...................................................................................................................................................................... 40
Honour Guard – Warren Nelson ............................................................................................................................... 40
Charities – Captain Greg Kveder .............................................................................................................................. 41
2012 Financial Summary ........................................................................................................................................... 42
COMMUNITY SERVICES DIRECTOR – BARY BECK

The previous year for our team proved to be one of great pride and acknowledgment for reaching 100 years of ambulance service. The level of professionalism in the department is shown in every member of the team. We were able to celebrate the occasion with many of the retired members who helped in building the department into what it is today.

Our commitment to the safety of the team was demonstrated through the enhanced personal safety equipment and training for each individual. Focusing on safety is very critical for all of our team to be able to return home safely. It is through these cooperative efforts we have recognized a reduction of injuries and a safer workplace.

Many hours and days of preparation went into the success of reaching the accreditation status for ambulance services. The efforts of all the department staff are to be complimented, for it is through these people that we achieved a great milestone.

It was a very challenging day in September for the crews in battling one of the largest wild land fires in the area. I had the opportunity to work with the emergency operations centre team which gave me immense pride in the ability of the team. Crews worked under some very difficult conditions for long hours and little rest. Our community was very fortunate to have such a dedicated group of people protecting our lives and homes.

We will continually see the future of the department change to the better through the adaptability of our team to meet every challenge presented to us. Together, we each contribute to strengthen our capability in serving our citizens.

CHIEF – BRIAN CORNFORTH

We had an amazing year of celebrations and recognition for our department. There were several major achievements we experienced, beginning with the deployment of our three year business plan which has created the path to another successful step in our department’s history. The recognition of our services reaching 100 years in providing EMS was a highpoint of our year.

Through many hours of preparing, combined with the determination of the entire team, we successfully achieved our EMS services accreditation. We are the first accredited integrated Fire/EMS service in Canada, a much deserved recognition.

As the year progressed we carried out the tasks of the day to day operations and took the initial steps towards the goals of our completed business plan. Our training division created new three year targets with projected costs that align to budget projections. A few minor adjustments to the core training for EMS created capacity to align with Alberta Health Services training requirements.
Our investment in the safety of our team members was focused on improving the skills of emergency evacuation for the potentially trapped fire fighter. New equipment, combined with fire fighter survival training, will complete the objective in 2013.

The emergency preparedness of our City was put to the test with a major grass fire in the County of Lethbridge that threatened the city. Our operational crews led an exceptional response to the fire and were supported by regional fire services and the Alberta Department of Sustainable Resources. Through the determined efforts of the crews working tirelessly over the day and night, the fire was contained and extinguished.

As the department moves into the next year we are focused on the ambulance services contract with Alberta Health Services and we will continue to strive for common ground in our objectives of a seamless patient care model, where the emphasis is on patient outcomes.
YEAR IN REVIEW

Resource Utilization 2012

This flowchart separates the global set of our 2012 reported Incidents into either Fire or Medical events. These categories are further broken down to count the numbers and types of apparatus (vehicles) required for the incidents and then a calculation called “Time on Task” (TOT) measures the utilization of these apparatus for the various incidents. Throughout this report you will see many statistics aligning back to this flowchart. To clarify the terminology it is important to note that an incident is one event (or call for service) and subsequently each incident may require one or more apparatus to respond. A good example is a Motor Vehicle Collision (considered a medical incident) where an Engine, an Ambulance and a Rescue Vehicle are required to respond - each of these vehicles counts as a response. Therefore, in this example one (1) medical incident created three (3) responses and this terminology has been applied consistently for this report.
Almost every organization distributes a synopsis of their business in the form of an Annual Report. The release of this report varies anywhere from the first to second quarter and can depend on organizational size, complexity and available resources. Beginning early in January we begin compiling the facts, the data sets and the stories that make up our year of service delivery. The full financial picture does not evolve until the first few weeks in February and then we try to align this within the AHS fiscal year of April to March. Behind the scenes, a lot of work goes into analyzing all of the calls for service and then presenting this data into a meaningful format for a fairly broad audience. Many authors contribute their stories, pictures and milestones through either Annette Way or Nancy Shaw who then use their artistic talents to format the copy for the print shop and ultimately into the end product in your hands today.

Perhaps the key deliverable from the teams I worked with last year occurred on February 4th when we went live with automated Station Alerting (Locution). This was a project within the Common CAD initiative to streamline the Dispatch portion of our response. Having ownership of this section of the overall response provides us with clear benchmarks and the opportunities to manipulate the Dispatch output to meet our response needs. Since the ‘Go-Live’ date, several other municipalities have visited us to look at this new technology in anticipation of implementation at their agencies.

Throughout the year we coordinate the work assignments and schedules of many employees who are returning to work from illness or injury but are unable to perform their full duties alongside their colleagues. In 2012, Deputy Chief Johnson, Wanda Hirsch from the ERC, Cindy McManus and myself met with many staff members to help them transition back to their respective platoon. Having worked directly with many of you assigned to a modified work plan, I personally have seen the successes of this program. Yes, it is mandatory, and no staff are not ‘clamouring’ at the opportunities, but in every case the outcomes have been very positive. We have been very flexible with scheduling and whenever possible we try to match projects to the individual’s strengths. It has given those of us in Administration the opportunities to work closely with staff away from their regular response requirements and this in turn helps foster stronger working relationships.

Although we did not hire operational staff in 2012, we were fortunate to provide some new opportunities and add a few new faces here on the 2nd and 3rd floors of Fire Headquarters. Gerrit Sinke filled the role of EMS Resource Officer when Ward Eggli accepted the Accreditation Lead position. In June, Wayne Boras joined the IT team to fill the vacancy for Reka Silasi and then in September, Norie Thom joined the Data Entry/Accounts Receivables team.

The announcement in November that Station 1 was awarded Gold in the Shared Facility category of the 2012 Station Style Design Awards was a great acknowledgement for both of the architectural firms and a proud accomplishment for the City of Lethbridge. Although we did not make the cover of the “Rolling Stone” – we are a feature Station for the 2013 Fire Chief - Station Style calendar.

In anticipation of new projects for 2013 two important tenders were released near the end of December 2012. The first of these was an RFQ to procure the project management services for our mobile data system (MDT’s and Fire Inspection tablets) and the second was an RFP to hire a consulting company to deliver the 10 year Fire
Master Plan. Neither of these initiatives can be successful without your participation so I look forward to providing new opportunities to work on these projects as they come to fruition in 2013.

**DC FIRE AND EMS – DANA TERRY**

2012 was an extremely busy year for our department, both in call volume and in training. The staff of LFES continues to demonstrate their dedication to our department and community by facing challenges with determination and hard work. It is an honour to lead such a devoted team providing top quality care and service to our community.

I would also like to thank:

- Everyone who gives extra time and effort serving on the various departmental committees. These committees provide staff with opportunities to influence the direction of the department and have input on operations and equipment. Without their dedication we would not be where we are today.
- The leaders and members of the specialty teams. Their passion and dedication are appreciated.
- My support staff including the Platoon Chiefs, Equipment Tech, EMSOO and EMSRO for their hard work through the year.

The following is a brief outline of the projects that were undertaken in 2012.

**100/125 Year Anniversary**

The year 2012 marked the 125th (technically the 126th) year of our department providing fire services to the community and the 100th year of providing EMS services in an integrated system. On June 22, 1912 the fire department assumed control of the Galt ambulance and began providing this service to the community. From my research, Lethbridge is the oldest integrated EMS/Fire service in North America. Because of the significance of this milestone, the week of June 18-23, 2012 was set aside to celebrate the occasion. Activities included the following:

- The week began with a Singe the Spouse event on Saturday June 16th which allowed spouses and significant others to experience what it is like to be a firefighter/paramedic/EMT on our department. Thanks to Paul Wasylewich for his hard work facilitating this event and the Fire Ops later on in the week.
- The Retirees Breakfast was held on the engine room floor of Station 1.
Community Heroes was held on the Tuesday and the anniversary artwork was unveiled along with department displays at City Hall. Thank you to Leon Keeping who did an amazing job capturing the spirit of our department in his artwork.

D Platoon did a great job assisting with the open house and the Fire Ops events on Wednesday and Thursday.

The Firefighters Ball was held symbolically, but quite by accident, on the 100th Anniversary of the day the department took control of the ambulance service, June 22, 1912. A great deal of thanks goes to Sebastien Dore, the Firefighter Ball Committee members and Greg Kveder and the Firefighters Charities Committee for their hard work planning the event.

The Saturday morning was the final event of the week and consisted of a movie and popcorn at the Movie Mill with a BBQ at Henderson Lake afterwards.

I would like to thank all of those who assisted with the arduous task of ensuring the activities of the week were successful. I would like to especially thank Cindy McManus for her assistance throughout the week, it was greatly appreciated.

Department Photos
In recognition of the Anniversary, the department took photos of all staff to commemorate the occasion for posterity. A big thank you to all of the staff that volunteered a few hours of their time so people 100 years from now will be able to see what the department looked like in 2012.

Job Descriptions
Work on department job descriptions and competency development continued from what was started in 2011. The job descriptions were compiled from information gathered from staff members who had been in the positions, Union Executive and Administration. The feedback was compiled into a document that would then accurately portray the work assigned to those positions.

The competencies for these positions were developed with the assistance of staff currently in the position, staff that held the position in the past, Union Executive and Administration. The workshops sought consensus from all participants on the most appropriate competencies for the positions. The following job descriptions were completed in 2012:

- Deputy Chief – Operations
- Deputy Chief – Support Services
- Deputy Chief – Strategic Services
- EMS Operations Officer
- EMS Resource Officer
- Equipment Technician
- Fire Training Officer
- Medical Training Officer
- Fire Prevention Officer I and II
- Fire Prevention Officer III

The position of Fire Marshal is the final job description and competencies to be completed in early 2013.
Key Relationships

Alberta Health Services – as a contracted provider, LFES is in constant discussion with AHS EMS leaders. 2012 has been a challenging year for the department, especially in the area of long distance transfers. Increasing call volumes and altered deployment strategies have stretched resources in areas we have not been stretched in before. LFES Administration continues to work with the AHS EMS leadership team to operationalize the best EMS resource deployment.

County of Lethbridge – September 10, 2012 was the date of the second large grass fire in as many years. We worked closely with the County on the response and were able to stop the fire with a broad cooperative effort from surrounding fire agencies and Sustainable Resource Development.

Designated Assisted Living (DAL) Facilities – EMSOO Villiger and I continue to communicate regularly with the three (3) Covenant Health and twelve (12) AHS DAL facilities to address concerns between both of our organizations. It has proven to be a very positive relationship in which we can address issues early.

Lethbridge Correctional Centre – The issues surrounding the public intoxication holding cell continued in 2012 however tapered off dramatically near the end of the year. I have been accepted onto a committee, consisting of the LCC, LRPS, AHS and LFES, to investigate the future operation of the public intox cell.

Lethbridge Regional Police Services – We continue to work closely with the LRPS in many areas and our working relationships continues to improve. They are a key player in much of our work so we will continue to maintain and improve our communication.

DC SUPPORT SERVICES – WAYNE JOHNSON

Municipal Emergency Management

Lethbridge Fire and Emergency Services, as well as the entire corporation, continue to work to prepare for and respond to major emergencies. In November we offered training to about 20 city staff in the “Incident Command System” ICS - 300 level and trained five Fire Department staff as ICS 200 trainers.

In early 2012 Applied Electronic Limited finished the installation of the new technologies in the new EOC. The new technology allows us to display multiple sources from several different inputs – all controlled by a central matrix. In addition both of the EOC rooms include 60 inch displays with the ability to interactively modify, save and print displayed images. Training staff on the technology was completed shortly after the installation. When not needed for major emergency events, the two EOC rooms have proven to be very well used multipurpose spaces with several meetings and presentations held in these spaces on a regular basis.

In May, Lethbridge Fire and AEMA co-sponsored a seminar on the use of social media during major emergencies. This training was very well attended with over 60 participants from Lethbridge and the surrounding communities attending.
For the second year in a row a major wild land fire driven by extremely high winds, threatened portions of the west side of the City. The Lethbridge EOC was activated in the early afternoon of September 10. Crews from several jurisdictions fought the fire. Once the fire jumped across the Oldman river a decision was made to evacuate residents of Coalhurst, the West Side trailer court and several rural residences directly in the fires’ path. During this event the City communications staff used social media extensively to inform the public of the status of the event, and to immediately correct any misinformation that was being circulated. The success of this experience reinforced how important it is to be active with social media during any large event.

The City of Lethbridge Municipal Emergency Plan (MEP) was reviewed mid 2012 by the Lethbridge Emergency Management Agency (LEMA). In consultation with LEMA the MEP was re-written to more closely align the plan with the Incident Command System for Emergency Management. The newly completed plan was presented to City Council by Chief Cornforth near the end of 2012.

Safety

The desire to improve the safety of our Fire Fighters continues to be one of our primary goals. In 2011 we started the process of training all suppression staff (excluding the Platoon Chiefs) in the IAFF Fire Ground Survival (FGS) program. Some of the survival skills being taught to suppression staff include self-rescue from upper floors of a building, disentanglement techniques, wall breach and reduced profile manoeuvres. We soon realized that we would have to modify some of our existing communication processes and develop some new Standard Operating Guidelines prior to the roll out of FGS training. Progress continues to be made in this endeavour and the target is to have all suppression staff trained to the FGS standard by the end of 2013.

Another safety initiative is the training of our staff to the International Academy of Professional Driving (IAPD) curriculum. In 2012 we trained approximately one third of our staff to this standard. The objective is to train one third of our staff in IAPD driving procedures every year on a rotational basis. This way all suppression staff will receive this training every three years.

In 2012 we made several improvements to the equipment that we provide to our staff. We replaced our entire complement of aging Self Contain Breathing Apparatus (SCBA) with 36 new “state of the art” MSA Fire Hawk M7 SCBAs. This upgrade included equipping every fire fighter with a “Heads Up Display” (HUD) inside their face piece – enabling them to receive visual feedback on air supply as well as other safety information. In addition we have now equipped every fire fighter with a “Clear Command” on their face piece – which allows them to communicate more clearly and accurately with other fire fighters while wearing their face piece.
As a result of safety concerns raised during the major 2011 grass fire, we have purchased 135 Wild Land Masks which are an air filter, fire hood and goggle combination. These new masks are designed specifically for wild land fires and allow the fire fighters to work longer and more comfortably without compromising their safety.

**Health and Wellness**

Fire fighters can go from periods of relative inactivity to periods of extreme physical exertion several times per shift. For this reason our department supports maintaining and improving the health, wellness and fitness of our staff.

In 2012 we had 120 staff participate in a voluntary Health Screening Program through Dr. Burton. As part of this program, Dr. Burton reports he has discovered several new conditions among our staff. Examples of some of these conditions include High Cholesterol, Hypertension, Abnormal Liver Labs, Sleep problems, Depression/ Anxiety, Abnormal Spirometry and Gastrointestinal conditions.

In addition, our Platoon peer fitness trainers offer annual fitness testing to all staff. If problems of concern with levels of fitness are identified then peer fitness trainers have the expertise to develop an individual fitness plan or they can encourage staff to seek out the proper course of action with a subject matter expert.

One of our challenges in the wellness/fitness program is the resignation of several of our peer fitness trainers. Without at least one peer fitness trainer on each Platoon it is difficult to continue the annual fitness testing of all of our staff. The committee is looking at finding a cost effective solution to this problem.

**Recruitment**

We continue to send members of our recruit committee to the various provincial paramedic schools with the goal of educating the students of the quality of our service and thereby continuing to attract quality recruit for our hiring process. This practise appears to be paying dividends since our recruit job posting in December attracted a larger than normal number of highly qualified paramedics as well as several promising paramedic students.

Due to fewer than anticipated retirements, we did not hire any staff in 2012. We did start a recruitment campaign around the end of the year and should have a recruit class starting in April of 2013.

**CHIEF FIRE MARSHAL – KEN KNOX**

2012 was an eventful year for Fire Prevention. We successfully reworked many of our systems and programs that were started several years ago. Our core services have been maintained and our leadership team was able to make improvements to our records management and work plans in 2012 which increased accountability and productivity.
One of the core tasks for Fire Prevention is safety inspections of high risk occupancies. Risk is based on the probability of an event occurring and the severity of the consequences should the event occur. We reorganized our inspection program to allow our inspectors to gain specialized knowledge in areas such as dangerous goods and commercial kitchen exhaust systems. Inspections were reassigned to utilize this specialized training and the personnel more efficiently. Inspectors that have been trained for special tasks now can consult with other inspectors and provide mentorship in how to deal with uncommon situations. Our reorganization and changes to accountabilities enabled our inspectors to complete 291 more annual inspections than in 2011. Further, this is the first time in many years that all of the assigned inspections were completed.

Fire investigation drives all fire prevention activities as well as future building and fire code changes. For example over the last number of years investigation statistics have shown that cooking has become the number one cause of fires in homes. Smoking is no longer a major cause of home fires; however, smoking has contributed to a small increase of fires starting on the exterior of buildings. These findings have resulted in fire prevention professionals altering their public education messages to add more emphasis on safe practices when cooking and cigarette disposal.

Our public education programs were expanded upon in 2012 and we increased the number of business training sessions. Our total number of participants in fire safety training, lectures and fire drills was 53,906 which demonstrated that this department had significant and ongoing contact with the population.

Through growth and development the Fire Prevention division has been successful in moving forward. We will continue to work together as a team in the division and with the stakeholders in our community.

**FIRE PREVENTION**

**Inspections**

In 2012 there were a total of 1,301 inspections completed. From those inspections, 491 businesses had to be inspected a second time and 6 Orders to comply with the Alberta Fire Code were required to be issued. The graph shows the total number of annual inspections completed. The red bar shows the number of annual inspections that required follow up with a second inspection to ensure compliance.

**Fire Prevention Annual Inspections and Reinspections**

![Graph showing annual inspections and reinspections from 2007 to 2012. The red bars indicate inspections that required follow up, and the blue bars indicate initial inspections.](image-url)
The Fire Prevention Office is involved with the Public Safety Unit (PSU). This consists of stakeholders from the City of Lethbridge Regulatory Services, Lethbridge Regional Police Service, Alberta Health Services and the Alberta Gaming and Liquor Commission. The PSU performs evening inspections to nightclubs for public life and fire safety issues. The PSU has been very successful since it started in 2006 which has resulted in safer environments for the citizens of Lethbridge. In 2012 the PSU inspected 72 nightclubs various times throughout the year.

The Fire Safety Information Center (FSIC) program was another successful initiative developed in 2010 by the Fire Prevention Bureau. This program was designed to assist fire crews during fire events at “high occupancy” and/or “high risk” type facilities. The FSIC program enables our crews to participate in providing an “onsite” preplan of a structure, as well as the possible dangers they may encounter when fighting a fire. Key stakeholders throughout the City of Lethbridge such as Lethbridge College, the University of Lethbridge, and Separate and Public School Districts have all taken part in this program. As of 2012, eighty four (84) buildings within the City of Lethbridge now have the FSIC box on site.

Secondary Suites

Our Secondary Suite program has been very successful since it started in 2009. A total of 110 suites have now been upgraded to comply with the Alberta Fire Code and a total of $163,839.15 in grant money has been issued to citizens.

Permits

Due to a variety of rules and regulations from agencies such as the Petroleum Tank Management Association (PTMA) and Transport Canada the Fire Prevention office issues a variety of permits. Below is the type of permit and the number of permits issued for 2012.

- Above Ground Tank Installation 15
- Underground Tank Installation 2
- Tank Removal 1
- Open Burning 6
- Pyrotechnic 8
- Transportation of Dangerous Goods 36

Total Permits Issued: 68
Public Education

Our staff delivered 427 fire safety lectures to a wide variety of citizens and businesses. In addition, a total of 1,441 adults and children came to tour one of our fire stations in 2012.

The graph below shows the type and number of classes taught in the community.

![Bar graph showing the number of classes taught in different years in the Public Education category.]

We are also involved in other community events such as the Home and Garden Trade show, the Children’s Festival, the parade and Fire Prevention Week.
Investigations

We had a total of 1,419 fire calls that we responded to in 2012. From these calls our office investigated 36 fires of varying degrees of complexity. It was determined that out of the 36 fires investigated there were 9 arsons, 14 accidental fires and 14 fires where cause could not be determined. The number of fire investigations has remained relatively stable over the last 5 years as the graph below illustrates.
False Fire Alarms

In April the False Fire Alarm program was implemented as a strategy to potentially reduce unnecessary responses. False alarm calls can be generated by mechanical failure or human activity, and pose several problems for the fire service:

- A delayed response may result when a simultaneous emergency occurs while Fire apparatus are tied up investigating a false alarm.
- Risk to the public and fire department personnel during a lights and siren response on public thoroughfares.
- Disruption to citizens living near fire halls or on commonly used fire response routes.
- Unnecessary wear and tear on fire department apparatus and increased fuel consumption.

![False Alarms April - December 2012](chart1)

![False Alarms - Types of Calls - Apr to Dec](chart2)
A major project of renovating our local office building was started in 2011. This renovation was completed in 2012, and we had our grand opening in September. Our new office building will give us the ability to host our membership meetings, labour management meetings, training seminars, as well as small social functions.

Our new Collective Agreement was signed in May of 2012 and it expired June of 2012. We anticipate starting negotiating early in 2013.

Executive members attended our provincial convention in Red Deer which had a day dedicated to IAFF Affiliate Leaders Training. This training provides affiliate leaders with the skills needed to build their local union. We will be hosting the Alberta Fire Fighters Convention in 2013.

IAFF Local 237 in cooperation with Fire Administration worked on reactivating the Critical Incident Stress Management Team, and made available a CISM Basic Peer Support training course.

Members of the Executive, Honor Guard and Pipes and Drums band attended the IAFF Memorial in Colorado Springs. I accepted the flag on behalf of the family of Deputy Fire Chief Ted Bochan who passed away in 2011 in the Line of Duty. I later presented the Flag to the family at a small ceremony back in Lethbridge.
Other Educational Symposia and conferences that IAFF Local 237 attended were:

**IAFF Canadian Legislative Conference** - This conference gives Canadian fire fighters a chance to meet and discuss key legislative issues and to conduct lobby meetings with their members of Parliament and Senators.

**AFFA Fall Meeting** - AFFA Members met in Edmonton to discuss Alberta Fire Fighter issues and concerns. Members attending had the pleasure of Premiere Alison Redford addressing the delegates.

**IAFF Western Canadian Conference** - We attended this year’s Western Conference held in Richmond, BC. This conference keeps Western Canadian IAFF locals updated on their local issues.

**Canadian Fallen Fire Fighter’s Memorial** - Two (2) members of the Honor Guard attended the unveiling of the Memorial in Ottawa.

**IAFF International Convention** - This convention is held every two (2) years and it sets the Direction of the IAFF for the next two (2) years. This year’s convention had United States Vice President Joe Biden attended and addressed the Delegates and President Barack Obama spoke to IAFF delegates by telephone.

We continue to maintain our local WEB site and we encourage you to visit it at www.lethbridgefirefighters.com.

IAFF Local 237 is proud to represent the Professional Fire Fighters, Paramedics, and Communication Specialists that serve the citizens of Lethbridge.
FIRE RESPONSES

2012 Fire Incidents by Priority
- Charlie 37.1%
- Bravo 36.6%
- Delta 13.3%
- Alpha 9.4%
- Omega 2.5%
- Echo 0.6%

2012 Most Frequent Fire Incident Types
- Medical: 3267
- Alarm: 687
- Outside Fire: 207
- Leak/Hazmat/Spill: 197
- Structure Fire: 108
- Citizen Assist: 70

Number of Incidents
2012 was a very interesting year on “A” Platoon. We accomplished a very extensive amount of training both fire and EMS related. Some of the major training events were the training of all 31 members of the Platoon in Petzl bailout training and getting prepared for IAFF Survivability Training. The Shift Trainer was kept quite busy introducing new equipment and upgrading members on the new Medical Protocols and initiatives set out by AHS.

In 2012 A Platoon responded on:

- Number of EMS Responses: 2,712
- Engine Medical Assists: 652
- Out of Town Transfers: 128
- MVC: 80
- False Alarms: 136
- Miscellaneous Events (fire pits, lock box install/removals, biohazard clean ups, etc.): 103

We were in CODE RED (no ambulances available) 76 times ranging from 6 minutes to 137 minutes.
Our major fire this year was in the 400 block of Leaside Avenue where the home sustained damages of $270,000.

One of the commercial fires was at Costco but due to the efforts of personnel on scene, the store was able to re-open for business the same day with only a two hour delay.

We also had a house fire with $43,500 in damages, a garage fire $30,000, four (4) commercial fires, six (6) vehicle fires, nine (9) dumpster fires, five (5) large grass fires, one travel trailer and several fence and rubbish fires.

The personnel on A Platoon are very dedicated and strive to keep the citizens of Lethbridge and their property safe.

B Platoon – PC Randy Maxwell

Over the past year Lethbridge Fire and EMS made tremendous strides in the areas of emergency response, training, disaster preparedness, fire and safety. Lethbridge Fire and EMS have one goal in mind . . . providing the best levels of customer service possible. The following is the annual report for “B” Platoon.

In 2012 there was a significant increase in the number of Emergency Calls that “B” Platoon responded to. Below is a breakdown of these calls:

- Number of Fire Responses: 389
- Fires with Dollar Loss: 37
- Ambulance Calls: 2,672
- MVC with Dollar Loss: 15

The total Fire Loss on “B” Platoon in 2012 for all Fires we responded to was $704,000. We had three (3) significant fires with dollar losses over $100,000:

- January 24, 2012 – Structure Fire Lakeway Blvd. South
- November 6, 2012 – Research Station Fire 1st Avenue South
- November 25, 2012 – Structure Fire 6th Avenue South

Training is a very important component of our job. With the purchase of new apparatus as well as the training that is involved with our specialty teams, “B” Platoon participated in 555 training events.

“B” Platoon had two (2) members retire in 2012:

Craig Watson
Captain
33 Years of Service

Lorne McCabe
Senior Firefighter
33 Years of Service

We wish them all the best in their retirement.
C Platoon – PC Ken Mercer

Customer service continues to be on the forefront of EMS & Fire calls for assistance and general customer contacts. The number of critical event responses grew from 2011. All Officers and crews performed to a high standard of professionalism.

- No human life lost in any fires attended.
- Firefighter safety is forefront on all events.
- Dollar losses were much higher due to the nature of these events.
- Second major grass fire requiring Emergency Operations Center (EOC) activation was handled professionally and a marked improvement on all operations was noticed from the event of 2011. Within a unified command system, many private contractors, farmers, sustainable resources, mutual aid departments were involved with over 100 people involved during the event.

Special thanks to the Salvation Army mobile kitchen services for their dedication. Food and a friendly faces were very much appreciated.

Platoon member’s professional development and milestones.

- Two (2) members received Fire Exemplary Service awards;
- Two (2) members received 30 Year Service bars;
- Four (4) members received Alberta Emergency Services Medals; and
- One (1) Lieutenant retired.

Statistics:

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Training hours</td>
<td>3,315</td>
<td></td>
</tr>
<tr>
<td>EMS Training hours</td>
<td>607</td>
<td></td>
</tr>
<tr>
<td>EMS Calls for Service</td>
<td>2,637</td>
<td></td>
</tr>
<tr>
<td>Fire Calls for Service</td>
<td>377</td>
<td></td>
</tr>
</tbody>
</table>

Fire Incidents with dollar loss:

<table>
<thead>
<tr>
<th></th>
<th>Net Value</th>
<th>Loss</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial</td>
<td>$14,600,000</td>
<td>$652,000</td>
</tr>
<tr>
<td>Residential</td>
<td>$5,200,000</td>
<td>$1,238,250</td>
</tr>
<tr>
<td>Outside Garbage/Open area</td>
<td>Millions</td>
<td>Est $900,000</td>
</tr>
<tr>
<td>Wildland</td>
<td>Millions</td>
<td>$1,000</td>
</tr>
</tbody>
</table>
D Platoon – PC Jesse Kurtz

- 377 Fire truck non-medical responses:
- 18 fires with total dollar losses of approximately $500,000.
- Included 6 fires of $5000 or more loss (two house fires, three vehicle fires, and a feed mill fire).
- Total approximate value of the property saved was $9.75 million.

359 Other Fire/Rescue/HazMat. Breakdown of types are as follows:

<table>
<thead>
<tr>
<th>Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aircraft Emergency</td>
<td>1</td>
</tr>
<tr>
<td>Alarm Calls</td>
<td>157</td>
</tr>
<tr>
<td>Citizen Assists</td>
<td>11</td>
</tr>
<tr>
<td>Electrical Hazards</td>
<td>9</td>
</tr>
<tr>
<td>Miscellaneous Calls</td>
<td>4</td>
</tr>
<tr>
<td>Fuel Spills</td>
<td>16</td>
</tr>
<tr>
<td>Gas Leaks or Odors</td>
<td>17</td>
</tr>
<tr>
<td>HazMat Spills from MVC</td>
<td>23</td>
</tr>
<tr>
<td>Blood Clean-up</td>
<td>5</td>
</tr>
<tr>
<td>Unknown Odors</td>
<td>2</td>
</tr>
<tr>
<td>Smoke Investigations</td>
<td>8</td>
</tr>
<tr>
<td>Report of Structure Fires (8 dollar loss, 22 false reports)</td>
<td>30</td>
</tr>
<tr>
<td>Vehicle Fires (4 dollar loss)</td>
<td>6</td>
</tr>
<tr>
<td>Water Rescue Calls (mostly reports of people on ice)</td>
<td>6</td>
</tr>
<tr>
<td>Lockbox Install/Removal</td>
<td>23</td>
</tr>
<tr>
<td>Outside Fires (grass, fire pits, other)</td>
<td>59</td>
</tr>
<tr>
<td>Including the 2nd Wild Land Fire of the Century!</td>
<td></td>
</tr>
</tbody>
</table>

2,706 EMS Responses

<table>
<thead>
<tr>
<th>Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Medical Co-response</td>
<td>285</td>
</tr>
<tr>
<td>Injury MVCs with Fire Responses</td>
<td>33</td>
</tr>
<tr>
<td>MVCs EMS Response (not counting HazMat only response)</td>
<td>89</td>
</tr>
<tr>
<td>Out of Town Transfers (35 with on-duty staff)</td>
<td>112</td>
</tr>
</tbody>
</table>

594 Training Sessions

- Survivability train the trainers, Petzl bailout training were high priority items;
- New ambulances;
- Medical Control Protocols;
- New SCBA (self-contained breathing apparatus);
- New EMS equipment;
- Continuation of CAF (compressed air foam) training;
- T-Rex and Quint training, as well as the new Engine 3;
- After several years away from formal vehicle training, we got 11 through IAPD (International Academy for Professional Drivers); and
- We were able to get a lot more use of the new props in the training tower, as well as most crews through our yearly vehicle extrication training.

“D” Platoon has personnel in leadership positions for the Water Rescue, Rope Rescue, and Haz Mat teams, as well as personnel on the Fire, Recruiting, and EMS Work Group committees.

“D” Platoon had a great year! We were busy, but stayed safe! Thank you to my team for keeping us on track.
KEY PERFORMANCE

These charts illustrate the time interval from when the crews are notified until the first fire apparatus arrives at the scene of Charlie, Delta and Echo emergencies (the 3 highest priorities from a scale of 5). This time interval is measured and recorded using the 90th percentile of reliability. These emergency responses are then further analyzed to show when a second fire apparatus can be expected on scene to support these potentially serious Fire/Rescue type incidents.
With the completion of our renovated fire training facility to a state of the art propane fueled building, we were able to provide extensive live fire training evolutions. To accomplish this training we enlisted the help of our trained personnel to run the training scenarios. This new facility provides realistic fire conditions in a safe and controlled environment. With the added demands of response during live fire training, these new props allow immediate shutdown and re-ignition to enhance training possibilities.

Fire training for the department is broken into two (2) main areas: ongoing core competency training and promotional contract defined training. The everyday requirements of performing our job are extensive. This diverse skill set means that each and every member of the department must keep current with the skills required to perform their roles. We perform the majority of this basic competency training at the shift level. This means that, with direction from the training department, the basic training is expected to be delivered by senior staff and completed by all members of the fire suppression staff. All training is tracked through a computerized training program that ensures we know that the necessary training has been completed. There was a total of 16,181 person hours of training recorded in 2012.

The promotional training is delivered to members of the department as they reach critical points in their careers. This training must meet requirements from the accreditation bodies to give it credibility. Most of our formal training is through Lakeland College and meets Pro Board and IFSAC requirements for certification. Courses for promotions are laid out in the labor agreement between IAFF Local 237 and the City of Lethbridge. As with the core competency training this promotional training is also entered and tracked through our Fire Data Management system.

As with all levels of operations, fire training is governed by a yearly budget. Each year we identify essential training with a secondary focus on a specialized piece of department specific training. We were fortunate to have been able to bring in a group of experienced trainers from the IAFF to deliver Fire Ground Survival Training to a group of twelve (12) experienced Fire Fighters. This training also included props that are essential in the delivery of training to all our members to ensure their safety and also includes training in emergencies that may arise in a fire situation. The base group of twelve “train the trainers” will be delivering training to all members of our department. This training identified some extra work needed on Policies and Procedures and Standard Operating Guidelines (SOG) for our department. This work is ongoing and making the delivery of this essential safety training possible.
Due to the very diverse requirements of our duties, training is a core requirement for all members of our department. As technology continues to advance and operations become more complex, training becomes even more important. Only through comprehensive and extensive training can we ensure readiness to deal with emergencies as they are presented.

**SPECIALTY TEAMS**

**Hazmat – Captain Brad Peake**

In 2012, a Hazmat 472 Technical response became a functioning division within the City of Lethbridge Fire and Emergency Services department. The team consists of 21 members with a Tech course scheduled for 2013. This will increase the team to 31 Hazmat Techs.

The department responded to a reported 249 substance releases in 2012. Some of the spills that were reported included antifreeze, hydrocarbon fuels and oils and mercury, while notable releases were ammonia, propane and natural gas.

As always, training is a vital component of every program. With hazmat response in its infancy, training in 2012 was a major focus for the team. Due to the nature of hazmat calls, the department has a wide range of specialized equipment that requires constant ongoing training.

One of the initiatives of City Administration was to have the hazmat team train with other City departments. This would serve the purpose of not only familiarizing the two business units but increasing the efficiency of emergency operations if the need arose. In 2012, this was accomplished by having the hazmat team respond to the Water Treatment Plant for a full day of training.

Employees worked together to mitigate two (2) separate calls. One was a leaking chlorine tonner and the other was a liquid ammonia spill. The team also did some joint CBRNE (chemical, biological, radiological, nuclear and explosive) training with the Lethbridge Regional Police Services at the Fire Training Center, 2825 – 5th Avenue North.
Water Rescue Team – John Kesslar

In 2012 there was a change in Team Leadership with Team Co-Leader Bret Fazzio stepping down and retiring from the team. His strong work ethic, dedication and contributions will be missed. With Bret stepping down it allowed Brendon Pyne to step in as the new Team Co-lead in charge of training and records management for the team. We are looking forward to his vision and the passion he brings with him. Also with Bret retiring from the team, Eric Larsen joined us as the newest member of the team. We look forward to working with him in the years to come.

The year was filled with multiple training days allowing members to work on maintaining core competencies in Ice, Surface, Boat and Dive Rescue and Recovery. Interspersed with all of the training in 2012, the team had four (4) successful major operations and members of the Department’s fire suppression staff performed a number of winter and summer investigations of potential ice and river rescues.

January, February and March had eight (8) incidents where crews and water rescue team members went out to investigate adults and children venturing out onto potentially unsafe ice. None of the incidents required rescue operations but did allow us the opportunity to educate the public and individuals involved in ice safety awareness.

In June there were two (2) incidents where fire and water rescue crews were required to investigate calls where young children were spotted on the river without adult supervision. Thankfully neither incident required any rescue services and our focus was on public education

In July, the team was called to action twice. The first was to perform a successful Boat/Surface rescue of two (2) adults who had become stranded on a sandbar in the Oldman River. The second had the team performing a hasty search of the Oldman River using the Riverboat when a bystander called 911 after spotting an inner tube floating on the river without anyone aboard. The search resulted in the successful cleanup of an old inner tube that had popped and was discarded along the river bank.

In August, the team had a successful Dive Recovery Operation of a male who drowned below the Cooper’s Drop in the Saint Mary’s River Irrigation Canal. It was a difficult operation that lasted several days due to the extremely difficult bottom terrain at the operation site.

In October, the team had another successful Dive Recovery Operation of a male who drowned in the Pine Coulee Reservoir after a boat capsized in bad weather. The operation saw the successful use of side-imaging sonar to locate the victim in the large search area due to his un-witnessed point of submergence.
November and December were some busy months for the team and fire suppression staff. There were eleven (11) incidents requiring members to respond to investigate individuals and animals venturing out onto potentially unsafe ice. Nine (9) of these incidents did not require any rescue services. But the tenth, which happened in the middle of December, saw Ice Rescue Technicians from the fire suppression staff successfully rescue a woman and her dog off some river ice in Pavan Park after they had fallen through. And the eleventh had the team and suppression staff setting up to rescue an animal off the ice at Henderson Lake only to have the animal self-rescue before the team could be put into action.

With all of the ice rescue incidents that happened late in 2012, the water rescue team leaders joined with the City’s Communication department to put on a media blitz promoting ice safety and awareness through interviews and public service announcements.

Overall, 2012 was a very active and successful year for the Water Rescue team with everyone working and training hard to provide the citizens of Lethbridge and area with the best possible customer service in a safe and professional manner.

Rope Rescue Team – Captain Peter Kidd

The Lethbridge Fire and EMS rope rescue and confined space team is comprised of 13 members trained to the NFPA 1006 standard.

In 2012, the team had six (6) training days that covered confined space rescue, tower rescue, kootenay highline, low slope rescue, pick offs of stranded workers and using aerial ladders as a high directional.

Team members also trained all floor personnel in confined space rescue. This was done at Station No. 2 using the confined space prop from Lethbridge College.

New equipment developments in rope rescue saw the release of the MPD (multipurpose device – pulley, rescue belay, descent control) from CMC Rescue. This piece of hardware has streamlined rope rescue operations. Our team purchased two (2) of these units. Also added were personal 4:1 haul systems. This equips each member with a compact haul system that they carry on their harness, ready to deploy as required. With these purchases the team is staying up to date with current rope rescue practices.

2013 brings new training challenges that we are looking forward to.
MEDICAL RESPONSES

2012 Medical Incidents by Priority

- Alpha: 43.6%
- Bravo: 15.7%
- Charlie: 16.1%
- Delta: 22.9%
- Omega: 0.9%
- Echo: 0.8%

2012 Most Frequent Medical Incident Types

- Transfer: 2196
- Sick Person: 1732
- Fall: 1411
- Breathing Problem: 800
- Unconscious/Fainting: 796
- Chest Pain: 694
- Hemorrhage: 492
- OD/Poisoning: 385
- Traffic Incident: 381
- Convulsion/Seizure: 376
- Abdominal Pain: 344
Lethbridge Fire and Emergency Services responded to nearly 12,000 ambulance calls in 2012. With 100 years of ambulance service behind us only one thing remains certain in EMS – change. The business of Emergency Medical Services is to say the least, dynamic. Every year brings the challenge of change and along with that comes the excitement of growth and opportunity.

The EMS Operations Officer continues to provide support and direction for EMS ambulance operations in the City of Lethbridge and wherever our ambulances respond for service anywhere in southern Alberta. The specific goal is to support skilled EMS practitioners with policies and standards that will allow for the safe delivery of the highest level of patient care. The biggest challenge for the office of the EMSO is to continue to maintain a high standard within a provincially regulated; community focused Emergency Medical Service. The EMSO continues to advocate for the community, the internal and external stakeholders and our wholly integrated Fire/EMS service within the Province of Alberta.

Lethbridge Fire and Emergency Services marked the 100th anniversary in many ways. One of the things that made me very proud was to be invited to sit on the Public Art Commissioning Committee. The committee represents the City of Lethbridge, community groups and organizations, the Allied Arts Council, artists, businesses and most of all the citizens of Lethbridge. The basic mandate of the Public Art Policy of the City of
Lethbridge is to create a distinct and vibrant artistic legacy for the citizens of Lethbridge. A competition was held that attracted artists from all over the world. The goal was to permanently place a memorable piece of artwork in front of the new iconic Headquarters Firehall. On June 26, 2012 a large stainless steel sculpture titled ‘Signal’ was erected by the artist Douglas Senft and his team. Doug is a renowned Canadian sculptor who has works of public art in Canadian, North American and international communities. ‘Signal’ can be appreciated at any time of the day or night.

In 2012 the EMS Operations Office continued to support the Fire/EMS business unit with the core strategic goals in mind. The major accomplishments and ongoing challenges in 2012 include:

- In 2012 we continued to replace our fleet with the replacement of two (2) more units and by the end of 2013 we will have a total of eight (8) new diesel ambulances on the road.

- Lethbridge Fire and Emergency Services continues to lay the groundwork of a Business Continuity Plan which will provide an action plan that is designed to help recover our services in the shortest time possible in the event of a small or large disaster. Completion of the ‘Business Continuity Plan – Medications’ will help our service to manage the impact of a very dynamic nation-wide shortage of critical drugs. The EMS Operations Officer continues to find creative ways to improve the safety and management of controlled drugs and other EMS medications.

- The office administers a systematic risk management process that provides a responsible mechanism for tracking, managing and making recommendations that will improve patient care and protect practitioners.

- Security – The Knox rapid entry system provides a very high level of security and the ability to audit a system for the protection of keys and emergency access to public and private facilities. It also provides a high level of protection for the pharmaceuticals that are entrusted to frontline EMS responders.

- Lethbridge Fire and Emergency Services once again partnered with Alberta Health Services and the Lethbridge Public Health Office to administer the Seasonal Influenza Vaccine. Almost 500 doses were given to paramedics, firefighters, City of Lethbridge employees and members of City Council.
• In 2012 the Pertussis (Tdap - Whooping Cough vaccine) was organized; frontline paramedics increased their own protection and decreased the chances of spreading this potentially deadly infection to pediatric patients and other patients in their care.

• The EMSOO and Fire IT continued to work with ZOLL Medical and will soon be able to provide paramedics in the field with the ability to send a 12 lead ECG from patient-side to the receiving hospitals. This will enable physicians to more efficiently manage the hundreds of serious cardiac emergencies that we encounter annually.

• On behalf of the Lethbridge Fire and Emergency Services several people in the community were recognized by the 2012 Community Heroes Awards program for their unselfish and brave actions to offer aid or assistance to persons injured or in distress.

• Each year during EMS week some of our own paramedics are chosen to receive recognition. First responders who have had many years of exemplary service are recognized for their contributions, achievement and excellence in the provision of Emergency Medical Services. This program was initiated five (5) years ago and in 2012, the first exemplary fire service awards were also handed out.

• This year, Vancouver hosted the EMS Chiefs of Canada Conference where administrators from across Canada focused on “Integrating Excellence Through Response to Community Paramedicine”.

• The EMSOO works closely with paramedic recruits and provides resources and guidance to Career Transitions for Youth programs that encourage new and future Firefighter/Paramedics.

• Working with the Corporate Safety office, Fire Prevention and the provincial coordinator for AED programs our office continues to advocate for PAD (Public Access Defibrillation). The goal is to increase the survival rate and improve outcomes for persons in cardiac arrest.

• Fostering great working relationships with firefighting and EMS personnel, training staff, Officers and Chief Officers by participating in the EMS Workgroup, Platoon Chief meetings, Operations /AHS Contract meetings and other forums that promote open discussion and constructive ideas.

These are some of the important projects and aspects of the Emergency Medical Services Operations Officer position that make this administrative role challenging and vitally important to the overall and day to day operation of our integrated Fire and EMS service. I am proud to work on behalf of every frontline member and support an administrative team that is progressive, open minded and determined to be the very best.
ACCREDITATION LEAD – WARD EGGLI

The Accreditation journey and process is new to our business unit this year 2012. This new initiative has been a team effort by all staff to ensure its success. The Accreditation focus has been based on a directive of the Provincial Minister of Health and a requirement to have all Emergency Medical Services accredited in the province of Alberta.

On July 10, 2012 Lethbridge Fire and Emergency Services were recognized with Accreditation Canada’s Primer Emergency Medical Services (EMS) award. Lethbridge is one of the first services in the province to become accredited in EMS. This award affirms that our services are strong, vibrant and engaged. Patients are satisfied with their experiences and feel that our service is committed to helping them. We have solid processes and practices that meet the needs of our community.

The Lethbridge Fire and Emergency Services Department is a combined Fire and EMS agency. The unique integration of Fire and EMS and the deployment of fully trained paramedics on both ambulances and fire engines, enhances the response time and maximizes support at the scene of an accident or in the case of a seriously ill patient.

During Accreditation Canada’s first level of accreditation, our employees engaged in two (2) new processes of evaluation and reporting. The first being an online organizational questionnaire which provided a benchmark for Accreditation Canada Surveyors to further question and evaluate our service and staff during an on-site evaluation. More than 140 operational Fire, EMS staff and administrators contributed to this organizational questionnaire which laid a foundation for the evaluation survey of our service. Secondly, during the three (3) day on-site evaluation and survey, the Emergency Medical Services provided in Lethbridge were assessed on several important service factors including:

- Planning and service design
- Emergency preparedness
- Human capital (HR)
- Integrated quality management (QI)
- Principle based care and decision making
- Communication
- Physical environment
- Medication management
- Patient and provider safety
- Episode of care

The Survey Team from Accreditation Canada consisted of two (2) members who visited each of our four (4) station and facilities, met with staff, and attended a number of ride along opportunities with our EMS Crews during actual EMS calls. They evaluated policy, standard operating guidelines, procedures and programs. They also spoke with patients (phone interviews), community partners (in health, communication, internal, external focus groups), Leaders of Alberta Health Services (AHS), Fire and Emergency Services Leadership, City Council, Senior Leaders of the City of Lethbridge, and Medical Directors.
Surveyors reported that “... staff also exhibit the values of the organization’s commitment to public safety and health promotion. They want to be on the cutting edge and volunteer for new initiatives that improve the health of their community on a regular basis.” An example includes the Community Health and Pre-Hospital Support (CHAPS) program, an AHS initiative designed to address unidentified needs of people in the community via an EMS referral system. Community care navigators link the patient to local resources to assist them on an ongoing basis, and reduce repeat calls to the same patient for the same challenges, or unnecessary visits to the Emergency Department. Patients supported by CHAPS and appropriate health and community support require less EMS and emergency visits.

Accreditation is one of the most effective ways for health services organizations to regularly and consistently examine and improve the quality of their services. Health care organizations like ours that participate in Accreditation Canada’s accreditation programs are evaluating their performance against national standards of excellence. These standards examine all aspects of health care, from patient safety and ethics, to staff training and partnering with the community. Healthcare staff devote time and resources to learn how to improve what they are doing so they can provide the best possible care and service to their patients and clients in their care.

About Accreditation Canada
Accreditation Canada is a not-for-profit organization that accredits health organizations in Canada and around the world. Its comprehensive accreditation program uses evidence-based standards and a rigorous peer review process to foster ongoing quality improvement. Accreditation Canada has been helping organizations improve health care quality and patient safety for more than 50 years.

MEDICAL TRAINING DIVISION – SCOTT LANE
2012 Medical Training involved Alberta Health Services (AHS) Medical Control Protocol (MCP) core training, Alberta College of Paramedics (ACP) required training, and the inclusion of other advanced EMS courses. Joint training with AHS Emergency Medical Services (EMS) staff on new equipment was completed and further carried out in our Human Patient Simulation (HPS) training at Lethbridge College.

The training division was also involved in revamping LFES’ radio communications. This included the planning stage of the physical changes to the radios as well as the training to the platoons on the changes. Development and training on emergency response button (ERB) activations for both fire scenes and EMS scenes was also completed.
The following is a breakdown of the major components included in 2012 for medical training:

**Advanced Cardiac Life Support (ACLS)**

2012 Medical training consisted of continued professional development training which saw 47 of our paramedics complete Advanced Cardiac Life Support training. This training consisted of both theory and practical evaluations which focuses mainly on cardiac related events. Airway management (breathing tube), IV therapy, electrical therapy (“shocking”), pharmacology (drug administration) and CPR are other main components of this training. ACLS is a requirement for paramedics to maintain registration with the Alberta College of Paramedics and is scheduled two (2) or more times a year involving approximately 327 person hours in our three (3) classes for 2012.

**International Trauma Life Support (ITLS)**

Eight (8) paramedics attended the Lethbridge College for 32 hours in the Spring of 2012 in order to become International Trauma Life Support (ITLS) instructors. ITLS teaches EMS providers assessment techniques, patient immobilization techniques, and critical airway interventions such as cricothyrotomy and needle thoracostomy. Upon completion of this ITLS Instructor training, the instructors began training the rest of our staff in the fall of 2012.

**Pediatric Advanced Life Support (PALS)**

PALS teaches EMS staff similar lifesaving skills that ACLS covers, however, it is focused directly at a pediatric level. Assessment, critical interventions, advanced airway and pharmacology are all covered within this specific focus. Being this specific creates a broader knowledge base and greatly increases confidence when dealing with children. In 2012, twelve (12) paramedics received this training, as well as three (3) paramedics attended the Southern Alberta Institute of Technology (SAIT) to become PALS instructors.

**International Academy of Professional Driving (IAPD)**

IAPD training continued from 2011 with a total of 44 staff completing the 2-day driving course. This course consisted of eight (8) hours of classroom instruction and eight (8) hours of low speed, high stress driving. It helped our staff become familiar with both our ambulances as well as fire apparatus on a closed circuit course. Crews must complete a serpentine course with a narrow track width, smooth acceleration/braking exercise, backing and docking exercise and a perception reaction exercise in order to become certified.

**Emergency Medical Services Field Trainers (EMS FTs)**

There are four (4) EMS Field Trainers within our department; one for each platoon (shift). The EMS Field Trainers are assigned tasks including training and messaging from the office of the Medical Training Division. In addition to the assigned tasks, the Field Trainers create learning materials as necessary to roll out to their platoon. They are also responsible for quality assurance in regards to patient documentation reports.
In 2012, the Field Trainers trained a combined 1,600 hours to their platoons, this is over and above their regular required duties as a Paramedic/Firefighter.

EMS Today Conference

Four (4) members from our department attended the EMS Today Conference in Baltimore, MD. This conference includes training sessions (classroom and practical lab) as well as new EMS equipment and other training technologies. Examples of what was brought back to our service were:

- High risk safety education on chemical suicides, bath salts and hydrogen cyanide gas.
- New equipment such as Combat Application Tourniquet, Sam Pelvic Sling II, and the S-Scort Suction units.
- Technological advances to our current human patient simulator by adding tetherless simulation capabilities through the introduction of a Laerdal SimPad.

2012 was a busy year for development, training and messaging to our staff. It was also difficult to provide training at times due to the high call volumes our department responded to. Because of the increase in incidents, alternatives to the HPS lab at the Lethbridge College are being investigated. We look forward to continuing 2012 initiatives and investigating new training in 2013.

EMS RESOURCE OFFICER – GERRIT SINKE

In June of 2012 I transitioned from front-line operations to the position of EMS Resource Officer. During this time it has become increasingly clear to me that Lethbridge Fire and Emergency Services is privileged to have an excellent group of fire fighter/paramedics that put their shoulders behind this service and make it second to none.

Practicum Placements

EMS program coordinators have told me on several occasions that an increasing amount of EMS students are requesting LFES for their practicum placements. The reasons why LFES is a popular practicum destination are numerous and include the fact that our preceptors go the extra mile for their students and all personnel at the stations go out of their way to make the student feel welcome. This positive practicum experience has resulted in these same students applying for our job postings and on numerous occasions have become our own employees. In 2012, LFES accommodated 28 students, from various educational institutions, at either the EMT-A or EMT-P levels. The amount of hours the students spend in our service depends on the program they are taking and ranges from 190-500 hours.

Ride Along Requests

Ride along opportunities are offered to members of the community who are either enrolled in or have completed at minimum the emergency medical responder program. A ride along provides these emergency services students with a view of what our service is like and helps them in making future career choices. Ride along requests have also come from resident physicians and interns who either want to learn more about EMS
or are required to do a ride along as part of their medical education program. In 2012, we accepted 30 ride along requests.

**PCR Audits**

At the completion of each medical incident EMS crews complete a Patient Care Report (PCR) of which a copy is left at the hospital as well as stored as part of our medical records. Each PCR is checked over for errors by the station Captain as well as by other Paramedics (peer audit). The record is then processed and entered into our Fire Department Management system. During this step the demographic information is checked for correctness. In addition to these checks and audits, a percentage of PCR’s are pulled every month and audited by our EMS Field trainers and then submitted to our Medical Director for further review. As a result of these different layers of checks and audits, a report is generated. This report has shown a steady decrease in documentation errors, which re-enforces that our personnel spend extra time to ensure their documents are accurate and correct. When documentation errors occur, a system is in place to communicate this back to the front line staff so that documentation can be further improved.

**EMS Supplies**

Acting as the liaison between City Stores and our frontline crews I ensure our personnel has the equipment required to do their jobs. It is a common occurrence that vendors change or discontinue a product at which time I have to source a new product. In 2012, a considerable amount of time was spent ensuring we remove a lot of redundant supplies and streamline our EMS supply rooms.

**Recruitment**

A great deal of time was spent in 2012 preparing for our posting for a cohort of Firefighter/Paramedics. Having high quality applicants for our postings is crucial to guaranteeing the service provided by LFES is the best it can be. This year, visits were made to several schools in the province offering EMS programs. Representatives from LFES were well received in the schools and there was a lot of interest in our service. As a result of these recruitment efforts, our posting received over 100 applicants of whom many were either registered Paramedics or Paramedic students in the final stages of their program.

**EMS Work Group**

Working with this group has been one of the most rewarding parts of my position. The EMS Work Group functions as the voice for front line personnel and has been very successful in helping streamline EMS operations. The Work Group has been instrumental in reviewing and trialing new equipment for the
ambulances. Several of these trials have resulted in the purchase of new and improved equipment. Upon a recommendation of the Work Group, new portable suctions were purchased in 2012 which are much smaller and lighter than the previous units. A sub-committee has also been formed out of the Work Group which is helping with the design of our future ambulances.

### A Platoon
- Doug Ginther
- Ryan Rae

### B Platoon
- Chris Jorgenson
- Jayden Poirier

### C Platoon
- Chris Tomaras (Chairperson)
- Andy Houthuys (Secretary)
- Jack Peacock

### D Platoon
- Kevin O’Brien
- Kevin McKeown
- Jeff Hudson

### Day Car Reps
- Layne van Rhijn
- Craig Dillman

### Mapping

Since LFES has not yet moved to digital mapping, it is very important that each apparatus has a clear and up to date map book. Over the last few years a lot of work has been put into producing a good map book that would stand up to daily use. The challenge with the present map books was ensuring that timely updates were added to the books. In the fall of 2012, the Map Committee worked with the City of Lethbridge GIS department and a local printer to create update stickers that can be added to the books on a quarterly basis. These ongoing updates ensure that our crews have the most up to date information available. Another mapping project of 2012 was the updating of the station wall maps which has been another joint venture with the GIS department and should be completed in early 2013.

### HONOUR GUARD – WARREN NELSON

This year has been busy for members of the Honour Guard. One member of the Honour Guard attended the line of duty funeral of Dan Botkin in Enderby, BC, January 5th.

As we have several new members on the Honour Guard we participated in marching drill with MCpl Kultgen, of the 20th Ind. Fd. Bty, Lethbridge. The Honour Guard has benefited greatly from these drills, and we look forward to continuing this in 2013.

In April, the Honour Guard was privileged to carry the colours in at the Firefighters Ball. The Colour Parade continued to carry on the traditions of the Fire Service, and was well received by those in attendance.

Several members of the Honour Guard once again participated in Whoop Up Days Parade with the Lethbridge Firefighters Pipes and Drums. We enjoy these events and are anxious to continue to attend events with the Pipes and Drums.

The passing of Deputy Chief Bochan was recognized this year at two (2) events. He was honoured in Ottawa and his name was placed on the Canadian Fallen Firefighters Memorial. Bonnie James and Les Hilliard attended the
event which included the unveiling of the new monument on September 8th. Deputy Chief Bochan’s name was also added to the IAFF Fallen Firefighters Memorial in Colorado Springs, CO, September 15th. Jim Anderson and Arik Stokell attended this event and presented Local 237 President Rob Chollak with the flag honouring Chief Bochan’s service. Unfortunately, Chief Bochan’s family could not attend, so a ceremony was held in Lethbridge in October to present the family with the flag.

The September 11th Fallen Firefighter Memorial in Lethbridge was planned, but due to a large wild land grass fire west of Lethbridge the event was officially cancelled this year. A few of the available Honour Guard, with some of the Pipes and Drums still held a small ceremony honouring the fallen of the past year at City Hall. Honour Guard members and other Fire Department staff also attended the Remembrance Day Ceremonies in Lethbridge.

The Honour Guard will continue to represent our members, our department, and the City into 2013, and support the traditions and honour of the Fire Service.

CHARITIES – CAPTAIN GREG KVEDER

2012 was a very successful year for Firefighters’ Charities. Our major fundraiser was the silent auction at our annual Firefighter’s Ball which was topped up with donations from various community members. Our McHappy Days event and Adopt-A-Family during the Christmas season were well supported by members from Local 237.

With our new executive firmly in place, Firefighters’ Charities is excited and enthusiastic moving forward with continued support of groups within our community.
2012 FINANCIAL SUMMARY

Expenses - $23,936,938
Revenue - $7,821,940
The information contained in this report is the property of the Lethbridge Fire and Emergency Services Department. It provides this information in good faith, but provides no warranty nor accepts any liability arising from incorrect, incomplete or misleading information or its improper use.