



**City of Kingston
Report to Council
Report Number 21-131**

To: Mayor and Members of Council
From: Brad Joyce, Commissioner, Corporate Services
Resource Staff: Shawn Armstrong, Director, Emergency Services
Date of Meeting: June 1, 2021
Subject: Repeal and Replace By-Law 2007-193, Being “A By-Law to Establish and Regulate Fire and Rescue Services”

Council Strategic Plan Alignment:

Theme: Policies & by-laws

Goal: See above

Executive Summary:

In the Province of Ontario, the provision of fire protection services is a municipal responsibility, carried out in accordance with the *Fire Protection and Prevention Act, 1997*, S.O. 1997, c. 4 (the FPPA). When a municipality establishes a fire service, the Council of the municipality is required to pass a By-Law establishing the fire department and regulating the provision of fire protection services. The current Establishing & Regulating By-Law (E&R By-Law) was approved and enacted on November 6, 2007. A recent review of the current By-law found that many clauses within the By-Law are outdated and do not reflect the current organizational structure or the legislative requirements of fire protection programs and services being provided today.

A new, updated Kingston Fire & Rescue Services By-Law will replace the current E&R By-Law (2007-193), attached as Exhibit B, and provides the framework for providing fire protection services that meet the needs and circumstances of the community. The new By-Law will update the establish response time benchmarks currently used to measure the performance of Kingston Fire & Rescue emergency response times across the area served.

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The new By-Law formalizes the expectation of Council that the Fire Chief will complete a community risk assessment (CRA) as mandated by the Ontario Regulation 378/18 made under the FPPA, thereby bringing the By-Law in line with new legislative requirements and supporting a major component of Kingston Fire & Rescue's (KFR) effort to become an accredited Agency with the Centre for Public Safety Excellence (CPSE), Commission on Fire Service Accreditation International (CFAI).

It also sets out the authority to recover costs or extraordinary expenses as is the current practice in responding to fires, rescues and other emergencies, including but not limited to the costs and expenses for: retaining a private contractor; renting special equipment; using consumable materials other than water in order to suppress or extinguish a fire; preserving property; preventing a fire from spreading; removing hazardous materials; assisting in or otherwise conducting an investigation to determine the cause of a fire; or otherwise controlling or eliminating an emergency.

Recommendation:

That the by-law attached as Exhibit A to Report Number 21-131, "A Bylaw to Establish and Regulate a Fire Department for the City of Kingston", be presented to Council for all three readings to repeal and replace By-Law Number 2007-193 "A Bylaw to Establish and Regulate Fire & Rescue Services" in its entirety.

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Authorizing Signatures:

ORIGINAL SIGNED BY COMMISSIONER

**Brad Joyce, Commissioner,
Corporate Services**

ORIGINAL SIGNED BY CHIEF
ADMINISTRATIVE OFFICER

**Lanie Hurdle, Chief
Administrative Officer**

Consultation with the following Members of the Corporate Management Team:

Paige Agnew, Commissioner, Community Services	Not required
Peter Huigenbos, Commissioner, Business, Environment & Projects	Not required
Jim Keech, President & CEO, Utilities Kingston	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required
Sheila Kidd, Commissioner, Transportation & Public Works	Not required

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Options/Discussion:

This By-Law update is a major component of Kingston Fire & Rescue's (KFR) effort to become an accredited Agency with the Centre for Public Safety Excellence (CPSE), Commission on Fire Service Accreditation International (CFAI). Prior to becoming an accredited agency, KFR must perform an assessment across 252 performance indicators. Upon completing the indicator relating to the E&R By-Law, it was found that much of the By-Law's content and schedules were out of date.

It is recommended that the Establishing and Regulating Bylaw (Bylaw 2007-193) that formalized the creation of the amalgamated Kingston Fire & Rescue be repealed and replaced with an updated Bylaw 2021-XXX, A Bylaw to Establish and Regulate a Fire Department for the City of Kingston as attached in Exhibit A.

The following areas summarize the significant changes within the proposed By-Law:**1. Definitions**

The definitions have been updated to define current terms used within the By-Law.

2. Ontario Regulation requiring a Community Risk Assessment O. Reg. 378/18 FPPA

Ontario Regulation 378/18 made under the FPPA requires that every municipality complete a community risk assessment and use the research to inform decisions about the provision of fire protection services locally.

The requirement for the Fire Chief to complete a documented community risk assessment, including an annual review of community risks is not incorporated in the current E&R By-Law. In accordance with the regulation, the Community Risk Assessment will be valid for up to five years. After five years, a new Community Risk Assessment must be completed and presented to Council for approval. Staff will complete the Community Risk Assessment by August of 2021. The Community Risk Assessment will include a Standards of Cover (SOC) document. The SOC is a complimentary document that identifies operational resourcing requirements for a range of community risks responded to by KFR.

3. Organizational Structure

The approved organizational structure currently in place differs substantially since 2007. An updated organizational chart for Kingston Fire & Rescue is attached in Exhibit A to the new By-Law". The current organization reflects two, not three Deputy Fire Chiefs and no longer has a position known as Director of Communications and Operational development. The new organizational structure will accurately reflect today's approved organizational structure of KFR.

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4. Service Benchmarks and Baseline Reporting

Response time targets contained in the current By-Law set out community standards based only on travel times for fire apparatus responding to an emergency. The performance targets within the proposed By-Law have been updated to include total response time benchmarks for both rural and urban fire protection responses across KFR's area of responsibility. The measurement of total response times include the time it takes to process an emergency by a dispatcher, the turnout times of firefighters assembling on the apparatus and the travel time of the first arriving apparatus at the scene.

The baseline total response times for rural and urban areas services by Kingston Fire & Rescue will be measured against the 80th and 90th percentile for rural and urban emergency responses. Total response time service benchmark (targets) are based on nationally recommended best practices for the delivery of fire services. Measuring and assessing KFR's overall total response time quality is a core competency required through the CFAI accreditation process. The total response time benchmarks are set out in Exhibit "D" of the new By-Law.

5. Employment and Labour Relations

The proposed By-Law clarifies the important labour relationship with Volunteer and Full Time Firefighters serving as members of Kingston Fire & Rescue in accordance with the FPPA. The hiring of both Volunteer and Full Time members continues to be carried out in accordance with the approved recruitment and retention policies of Corporate Services-Human Resources and Organizational Development.

6. Obligations and Responsibilities of the Fire Chief

The new By-Law also provides clarity on the obligations of the Fire Chief in carrying out the statutory responsibilities under the FPPA and responsibilities to ensure the proper care of the fire service in support of community safety and wellbeing.

7. Authority to Leave Municipal Limits

The Fire Chief is authorized to provide services outside of the municipal boundaries and specifies the allowable circumstances within the scope of the proposed By-Law.

8. Prevention, Control and Extinguishment of Fires

The By-Law authorizes the Fire Chief to take all reasonable and proper measures for the prevention, control and extinguishment of fires, for the protection of life, property and the environment, and for the coordination of emergency activities within the municipality, and shall exercise all powers and lawful duties in accordance with the FPPA.

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9. Recovery Of Costs

The By-Law provides that the Corporation may recover any costs and expenses incurred pursuant in a manner provided by the *Municipal Act* and the FPPA. This will require amendments to the Fees and Charges By-Law, which will be brought forward to Council as part of the 2022 budget deliberations.

14. Commencement

This By-Law would come into force on the date of its passing. The By-Law includes transitional language to preserve the validity and authority of previously approved agreements, memoranda of understanding, and delegations of authority would carry over with the proposed By-Law.

Existing Policy/By-Law:

2007-193, A By-Law to Establish and Regulate Fire and Rescue Services

Notice Provisions:

None

Accessibility Considerations:

None

Financial Considerations:

None

Contacts:

Shawn Armstrong, Fire Chief, 613-546-4291 extension 5203

Other City of Kingston Staff Consulted:

Deanne Roberge, Director of Human Resources and Organizational Development

Sarah Gareau, Senior Legal Counsel, Legal Services

Exhibits Attached:

Exhibit A – A By-Law to Establish and Regulate a Fire Department for the City of Kingston

Exhibit B – 2007-193, A By-Law to Establish and Regulate Fire and Rescue Services

Corporation of the City of Kingston

By-Law Number 2021-XXX

A By-Law to Establish and Regulate a Fire Department for the City of Kingston, and to Repeal By-Law Number 2007-193, in its Entirety

Passed: Meeting Date, 2021

Whereas Section 8 of the *Municipal Act, 2001*, S.O. 2001 c.25 provides that the powers of a municipality shall be interpreted broadly so as to confer broad authority on the municipality to enable the municipality to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues; and

Whereas Section 10 of the *Municipal Act, 2001*, S.O. 2001, c. 25, authorizes a municipality to provide any service or thing that the municipality considers necessary or desirable for the public, and to pass by-laws respecting: health, safety and well-being of persons; protection of persons and property, including consumer protection; business licensing; and services that the municipality is authorized to provide; and

Whereas Section 2 of the *Fire Protection and Prevention Act, 1997*, S.O. 1997, c.4, requires every municipality to establish a program of public education with respect to fire safety and certain components of fire prevention, and to provide such other fire protection services as it determines may be necessary in accordance with its needs and circumstances; and

Whereas Section 2 of the *Fire Protection and Prevention Act, 1997*, S.O. 1997, c.4, requires the municipality to either appoint a community safety officer or team, or to establish a fire department, to discharge these responsibilities; and

Whereas Section 5(0.1) of the *Fire Protection and Prevention Act, 1997*, S.O. 1997, C.4, provides that the council of a municipality may establish, maintain and operate a fire department for the municipality and that the fire department shall provide fire suppression services and may provide other fire protection services; and

Whereas the Council of the Corporation of the City of Kingston deems it necessary and desirable to update its by-law establishing and regulating a fire department for the City of Kingston;

Therefore the Council of the Corporation of the City of Kingston enacts as follows:

1. Definitions

1.1 For the purpose of this By-Law,

“Approved” means approved by Council, and Approval shall have a corresponding meaning;

“Automatic Aid” means an Approved agreement under which a municipality agrees to provide an initial response to fires, rescues and emergencies in another municipality, or where a municipality agrees to provide a supplemental response to fires, rescues or emergencies that may occur in another municipality;

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“Chief Administrative Officer” means the person appointed by Council to act as chief administrative officer for the Corporation;

“City of Kingston” means the Corporation of the City of Kingston;

“Commissioner” means the person employed by the Corporation whose duties include oversight of the management and operations of Kingston Fire & Rescue;

“Community Risk Assessment and Standards of Cover Document” or “CRASOC” means the documented process of identifying, analyzing, evaluating and prioritizing risks to public safety to inform decisions about the provision of Fire Protection Services, including recommended response time benchmarks for the delivery of Approved Fire Protection Services from Approved fire station locations;

“Corporation” means the Corporation of the City of Kingston;

“Council” means the Council of the Corporation of the City of Kingston;

“Community Emergency Management Coordinator (CEMC)” means the person appointed by Council as defined in the *Emergency Management and Civil Protection Act*, R.S.O. 1990, c. E.9;

“Deputy Chief” means a person who acts on behalf of the Fire Chief of the Fire Department in the case of an absence or a vacancy of Fire Chief;

“Director of Human Resources and Organization Development Services” means the person employed by the Corporation whose duties include oversight of the human resources department for the Corporation;

“Emergency Management and Civil Protection Act” means the *Emergency Management and Civil Protection Act*, R.S.O. 1990, c. E.9, as amended, and any successor legislation;

“Fees and Charges By-Law” means City of Kingston By-Law Number 2005-10, “A By-Law to Establish Fees and Charges to be Collected by The Corporation of the City of Kingston”, as amended from time to time;

“Fire Chief” means the person appointed by Council to act as the fire chief for the corporation and is ultimately responsible to council as defined in the *Fire Protection and Prevention Act*,

“Fire Code” means Ontario Regulation 213/07 made under the *Fire Protection and Prevent Act*, as amended, and any successor regulation;

“Fire Department” means the fire department for the Corporation;

“Firefighter” means the Fire Chief and any other person employed in or appointed to the Fire Department to undertake Fire Protection Services, and includes a Volunteer Firefighter;

“Fire Protection and Prevention Act” means the *Fire Protection and Prevention Act*, 1997, S.O. 1997, c.4, as amended, and any successor legislation;

Exhibit A to Report Number 21-131

“Fire Protection Services” means Approved services relating to: fire suppression; fire prevention; fire safety education; rescue and emergency management and response; communications; training of persons involved in the provision of Fire Protection Services; mitigation, prevention and safety education of the risk created by unsafe levels of carbon monoxide; and the delivery of such services;

“Member” means any person employed by or appointed to the Fire Department and assigned to undertake Fire Protection Services, and includes the Fire Chief, Deputy Chief, Assistant Deputy Chief, Chief Training Officer, Captain, Acting Captain, Training Officer, Fire Prevention Officer, Firefighters, Volunteer Firefighters, and any person designated by the Fire Chief to supervise Firefighters and Volunteer Firefighters;

“Municipal Act” means the *Municipal Act, 2001*, S.O. 2001, c.25, as amended, and any successor legislation.

“Mutual Aid” means an Approved plan established pursuant to section 7 of the *Fire Protection and Prevention Act* under which fire departments that serve a designated area agree to assist each other on a reciprocal basis in the event of a major fire or emergency;

“Volunteer Firefighter” means a person who provides Fire Protection Services for the Corporation either voluntarily or for a nominal consideration, honorarium, training or activity allowance;

2. Establishment of a Fire Department

2.1 The Fire Department for the City of Kingston, established pursuant to By-Law 2007-193 and known as Kingston Fire & Rescue is hereby continued under the same name.

2.2 The head of the Fire Department shall be known as the Fire Chief.

3. Departmental Structure

3.1 Council shall appoint a Fire Chief who shall be the highest-ranking Member of the Fire Department.

3.2 In addition to the Fire Chief, the Fire Department shall consist of Deputy Fire Chiefs, Fire Prevention Officers, Inspectors, Fire Safety Educators, Officers, Firefighters, Volunteer Firefighters, and other Members deemed necessary by the Fire Chief to provide Fire Protection Services.

3.4 The Fire Department shall be structured in conformance with the Approved Fire Department Organizational Chart as set out in Schedule "A" attached hereto and forming part of this By-Law.

3.5 Each division of the Fire Department is the responsibility of the Fire Chief and is under the direction of the Fire Chief or a Member designated by the Fire Chief. Designated Members shall report as directed to the Fire Chief on divisions and activities under their supervision and shall carry out all orders of the Fire Chief.

4. Employment and Labour Relations

4.1 Members of the Fire Department shall be subject to the Approved hiring policies of the Corporation

4.2 Working conditions, remuneration, and procedures for termination of employment for Firefighters, other than volunteer Firefighters, shall be in accordance with the provisions of Part IX of the *Fire Protection and Prevention Act*.

4.3 Working conditions, remuneration, and procedures for termination of employment for Volunteer Firefighters shall be on the recommendation by the Fire Chief and in consultation with the Director of Human Resources.

4.4 The Fire Chief may reprimand, suspend, or recommend dismissal of any Member for infraction of any provisions of this By-law, policies, general orders or departmental rules that would be detrimental to discipline or to the efficiency of the Fire Department.

4.5 Following the suspension of a Member, the Fire Chief shall immediately report, in writing, the suspension and recommendation to the Commissioner and/or the Director of Human Resources.

4.6 A Volunteer Firefighter shall not be dismissed without the opportunity for a review of the dismissal if the Volunteer Firefighter makes a written request for such a review within seven (7) working days after receiving notification of the proposed dismissal. The Director of Human Resources or their designate shall conduct the review.

5. Fire Protection Services

5.1 The Fire Department shall provide Approved Fire Protection Services and programs in accordance with Part II of the *Fire Protection and Prevention Act* and as set out in Schedule "B" attached hereto and forming part of this By-Law.

5.2 The Fire Department shall provide Approved Fire Protection Services from Approved fire station locations, as set out in the Approved Station Response Area Map in Schedule "C," attached to and forming part of this By-law.

6. Obligations and Responsibilities of the Fire Chief

6.1 As set out in section 6(3) of the *Fire Protection and Prevention Act*, the Fire Chief shall be ultimately responsible to Council for the proper administration and operation of the Fire Department, including the delivery of Approved Fire Protection Services.

6.2 The Fire Chief shall be deemed to be the Chief Fire Official of the municipality for the purposes of the *Fire Protection and Prevention Act* and regulations enacted thereunder.

6.3 Without limiting the generality of the foregoing, the Fire Chief shall be authorized and responsible for:

- (a) performing all statutory duties of the *Fire Protection and Prevention Act*, the *Emergency Management and Civil Protection Act*, and any other legislation applicable to the administration or operation of the Fire Department;
- (b) Reporting to Council as required by the *Fire Protection and Prevention Act* and the *Emergency Management and Civil Protection Act*,

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- (c) Compliance with this By-Law and any regulations established hereunder, and the enforcement of any other by-laws of the Corporation respecting the administration and operation of the Fire Department;
- (d) Periodically reviewing this By-Law and any other by-laws of the Corporation respecting the administration and operation of the Fire Department, and the Fire Chief may establish an advisory committee consisting of such Members of the Fire Department and other persons, possibly including members of the general public, as may be necessary from time to time to assist in discharging this duty;
- (e) Recommending to Council amendments to this By-Law and any other by-law of the Corporation that the Fire Chief considers relevant or necessary;
- (f) Developing, establishing, and implementing policies, standard operating procedures and guidelines, general orders and department rules, and other measures as the Fire Chief may consider necessary for the proper administration and efficient operation of the Fire Department;
- (g) Periodically reviewing, revising, or revoking as required, all policies, standard operating procedures and guidelines, general orders, and rules of the Fire Department, and the Fire Chief may establish an advisory committee from time to time to assist in discharging these duties;
- (h) Arranging for the provision and allotment of strategic staffing and proper facilities, apparatus, equipment, materials, services and supplies for the Fire Department;
- (i) The proper care and protection of all Fire Department property;
- (j) The arrangement and implementation of Automatic Aid, Mutual Aid and other negotiated and/or Approved Fire Protection Services agreements between the City of Kingston and other municipalities;
- (k) Determining and establishing the qualifications and criteria for employment or appointment, and the duties and responsibilities of all Members of the Fire Department;
- (l) The conduct and discipline of all Members of the Fire Department, including disciplinary actions which may range from reprimand to dismissal;
- (m) Keeping an accurate record of all incidents responded to by the Fire Department, all fire safety inspections and fire investigations conducted by the Fire Department, and other such records as may be required in a manner consistent with statutory requirements and records management and retention policies of the Corporation;
- (n) Enforcement of the Fire Code, reporting all fires to the Fire Marshal, and complying with all Fire Marshal's directives as mandated by the *Fire Protection and Prevention Act*;
- (o) Reporting to the appropriate Crown Attorney or other prosecutor, or law enforcement or other officer, any case in which there is reason to believe that a fire has been the result of criminal intent or negligence, or in which there is reason to believe that an

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offence has been committed under the *Fire Protection and Prevention Act*, or other applicable regulation or statute;

- (p) Preparing and presenting annual reports and periodic reports to Council as deemed necessary by the Fire Chief, and any other specific reports as directed by Council;
- (q) Preparing and submitting annual budget estimates for approval by Council, and effectively administering, monitoring, and controlling the Fire Department operating and capital budgets;
- (r) Coordinating the City of Kingston Emergency Management Program, and assisting with the preparation, implementation, and maintenance of the municipal Emergency Plan pursuant to the Emergency Management and Civil Protection Act; and
- (s) Assisting other public officials in an emergency declared by the Head of Council, the Premier of Ontario, or the Prime Minister of Canada.

6. Authority to Leave Municipal Limits

6.1 The Fire Chief may enter into agreements with other organizations to provide specific Fire Protection Services for organizations, events or individuals within the scope of this By-Law.

6.2 The Fire Department shall not respond to a call with respect to a fire or emergency outside the limits of the municipality except with respect to a fire or emergency:

- (a) that, in the opinion of the Fire Chief or his/her designate, threatens property in the municipality or property situated outside the municipality that is owned or occupied by the municipality;
- (b) in a municipality with which an Approved agreement has been entered into to provide Fire Protection Services, including but not limited to an Automatic Aid agreement;
- (c) on property with which an Approved agreement has been entered into with any person or corporation to provide Fire Protection Services;
- (d) at the discretion of the Fire Chief, to a municipality authorized to participate in any county, district or regional Mutual Aid Plan established by a fire coordinator appointed by the fire marshal or any other similar reciprocal plan or program;
- (e) on property beyond the municipal boundary where the Fire Chief or his/her designate determines immediate action is necessary to preserve life or property and the appropriate department is notified to respond and assume command or establish alternative measures, acceptable to the Fire Chief or his/her designate.

7. Community Risk Assessment and Standards of Coverage

7.1 The Fire Chief shall submit to Council for Approval an initial Community Risk Assessment and Standards of Cover Document within six (6) months of the coming into force of this By-law.

7.2 The Fire Chief shall thereafter complete an annual review of the Community Risk Assessment and Standards of Cover Document.

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7.3 The Fire Chief Shall conduct a complete community risk assessment no later than five (5) years after the day the last Community Risk Assessment and Standards of Cover Document was Approved.

7.4 The Fire Chief shall submit to Council for Approval the reviews and assessments required by Sections 7.2 and 7.3 of this By-law.

7.5 The Fire Department shall organize responses and requests for emergency assistance in accordance with response time benchmarks as set out in Schedule "D," attached to and forming part of this By-law, and as may be modified by the Approved Community Risk Assessment and Standards of Coverage Document.

8. Prevention, Control and Extinguishment of Fires

8.1 The Fire Chief shall take all reasonable and proper measures for the prevention, control and extinguishment of fires, for the protection of life, property and the environment, and for the coordination of emergency activities within the municipality, and shall exercise all powers and duties prescribed by the *Fire Protection and Prevention Act*.

8.2 As set out in the *Fire Protection and Prevention Act*, the Fire Chief may delegate any of his/her powers or duties to any Member that the Fire Chief deems appropriate, subject to such limitations, restrictions or conditions as may be set out in the delegation, and such Officer or Member so delegated shall have all the powers and shall perform all duties as delegated.

8.3 Without limiting the generality of the foregoing, in carrying out the obligations and responsibilities under this By-Law, the Fire Chief and his/her designate(s) shall be empowered and authorized to carry out the following:

- (a) Enforcement of all municipal by-laws regarding fire safety and fire prevention;
- (b) Pulling down or demolishing any building or structure to prevent the spread of fire;
- (c) Any action(s), including but not limited to boarding up or barricading of buildings or property, which the Fire Chief deems necessary and reasonable to guard against fire or other danger, risk or accident, when unable to contact a property owner within a reasonable time period;
- (d) Recovery of costs and expenses incurred in carrying out such actions for the Corporation in the manner provided by the *Municipal Act* and the *Fire Protection and Prevention Act*;
- (e) Taking any and all steps as set out in Parts V, VI and VII of the *Fire Protection and Prevention Act*.

9. Recovery Of Costs

9.1. The Corporation shall recover from the owners of the real property or the vehicle, as the case may be, the costs and expenses incurred by the Fire Department, if, as the result of a Fire Department response to a fire, rescue, or other emergency at the property or in the vehicle, the Fire Chief, or his/her designate, or the highest ranking Officer in charge, determines that it is necessary to incur any costs or expenses in responding, including but not limited to costs and expenses for: retaining a private contractor; renting special

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equipment; using consumable materials other than water in order to suppress or extinguish a fire; preserving property; preventing a fire from spreading; removing hazardous materials; assisting in or otherwise conducting an investigation to determine the cause of a fire; or otherwise controlling or eliminating an emergency situation.

9.2 The Corporation may recover as a fee any costs and expenses incurred pursuant to this By-Law in a manner provided by the *Municipal Act* and the *Fire Protection and Prevention Act* and in accordance with the fees prescribed by the Fees and Charges By-law.

9.3 The City shall deliver an invoice to each person upon whom a fee is imposed under this By-law.

9.4 A fee imposed upon a person under this By-law, including any interest, penalty charges and costs of collection, constitutes a debt of the person to the Corporation.

9.5 A person who is charged a fee under this By-Law and fails to pay the fee within thirty (30) days of receipt of an invoice shall be charged interest in accordance with the Fees and Charges By-law.

9.6 If a property owner who is charged a fee under this By-law fails to pay the fee within ninety (90) days of receipt of an invoice, the Corporation may add the fee, including penalty and interest, to the tax roll for any real property registered in the name of the property owner and collect the fee, including penalty and interest, in like manner as municipal taxes.

9.7 The invoice may be delivered personally, by registered mail, or by regular mail to a person's home address or, in the case of property or vehicle owner, to the owner's last known address as recorded on the City's assessment roll or with the Ministry of Transportation, as the case may be.

9.8 Receipt of an invoice shall be deemed to have occurred:

(a) On the date of delivery, if delivered personally;

(b) Three (3) business days after the date of mailing, if delivered by registered mail to an address within the City of Kingston;

(c) Five (5) days after the date of mailing, if delivered by registered mail to an address outside of the City of Kingston;

(d) Five (5) days after the date of mailing if delivered by regular mail to an address within the City of Kingston;

(e) Seven (7) days after the date of mailing if delivered by regular mail to an address outside of the City of Kingston.

10. Interpretation

10.1 Any reference herein to any By-law or Act of any government shall be construed as a reference thereto as amended or re-enacted from time to time or as a reference to any successor thereto then in force.

11. Validity

11.1 If a Court of competent jurisdiction declares any provision, or any part of a provision, of this By-law to be invalid, or to be of no force and effect, it is the intention of Council in enacting this By-law that each and every provision of this By-law authorized by law, be applied and enforced in accordance with its terms to the extent possible according to law.

12. Short Title of By-Law

12.1 This By-law may be referred to as the “Kingston Fire & Rescue Services By-Law.”

13. Repeal

13.1 By-law No. 2007-193 of the Corporation of the City of Kingston is hereby repealed.

13.2 Notwithstanding Section 13.1 of this By-law, the appointments of the Fire Chief, the Deputy Chief, and all other Members of the Fire Department, and the delegations of the Fire Chief that were in force and any agreements, memoranda of understanding etc., entered into pursuant to By-law 2007-193 in effect on the day on which the antecessor By-Law is repealed shall survive and remain in force and effect after that By-Law is repealed, unless otherwise terminated.

14. Commencement

14.1 This By-Law shall come into force and take effect on the date of its passing.

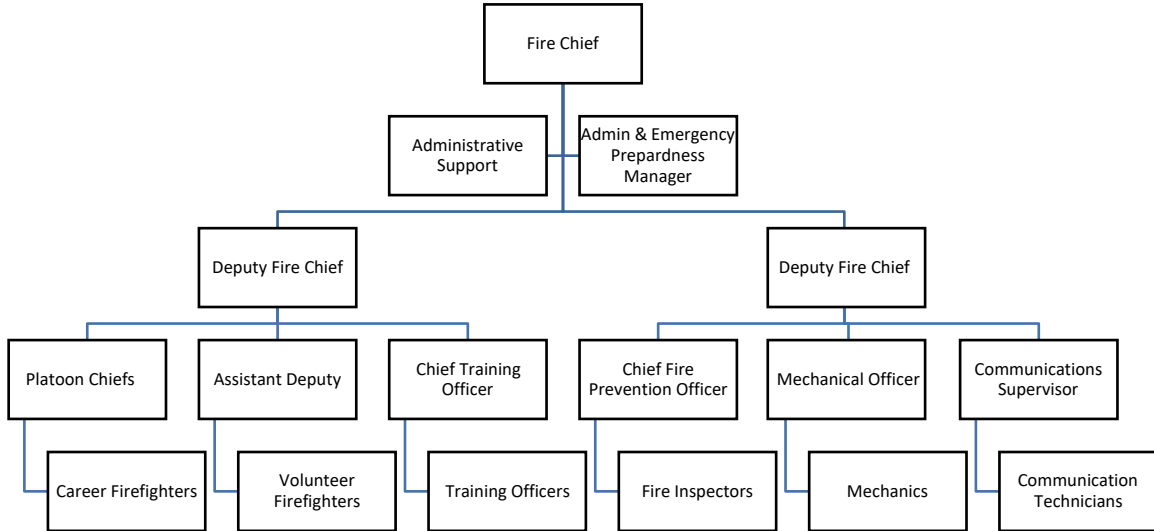
Given all three readings and passed this [MEETING DATE]

John Bolognone
City Clerk

Bryan Paterson
Mayor

Schedule A

Approved Organizational Chart



Schedule B

Fire Protection Service Programs

1. The following Fire Protection Services and programs are prescribed for the purposes of Section 5.1 of this By-Law:

Emergency Operations Division

- Fire Suppression (Firefighting)
- Technical Rescue
- Tiered Medical Response
- Marine Fire Suppression (provide offshore firefighting capabilities)
- Hazardous Materials Response
- Wildland/Brush Firefighting
- Aviation Firefighting

Fire Prevention Division

- Providing fire and life safety education to the public
- Enforcement of fire safety regulations and related fire codes
- Fire cause determination efforts including the preservation of evidence involving incendiary fires

Training Division

- Ensuring ongoing safety and compliance training of *members*
- Site specific training to ensure the knowledge, skills and abilities of the Members are evaluated and skills are proficient

Communications Division

- Answering and processing all emergency requests for assistance
- Dispatching the appropriate and timely resources in accordance with the Approved CRASOC

Apparatus Maintenance Division

- Maintaining the availability and safe operational condition of all fire department vehicles
- Ensuring life safety equipment attached to emergency equipment continually performs

Administration Division

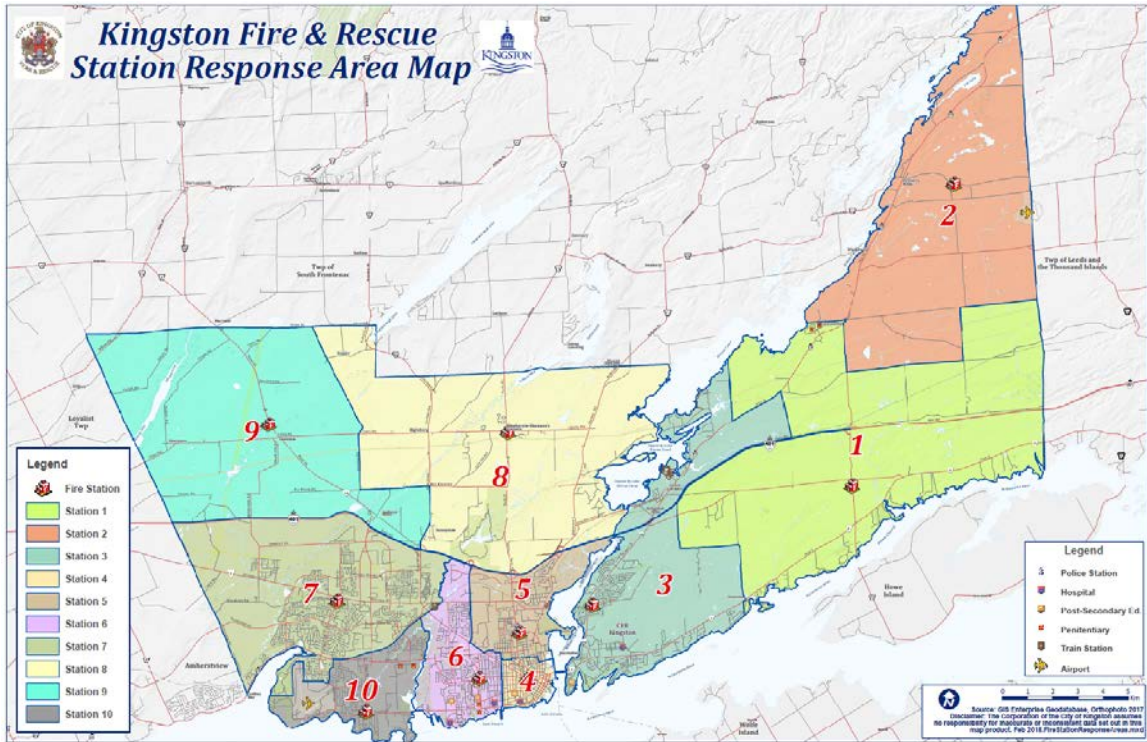
- Leading the strategic planning, reporting and administration requirements of the *fire department* in an efficient manner

Emergency Management Division

- Fulfill the legislated role(s) within the City of Kingston Municipal Emergency Plan
- Ensuring the emergency plan and program requirements meet the requirements of the community as required and in compliance with the Emergency Management and Civil Protection Act.

Schedule C

Approved Station Response Area Map



Schedule C continued

Approved Fire Station Locations

Headquarters

500 O'Connor Drive
Kingston, ON
K7P 1N3

Station #1

1648 Joyceville Road
Kingston, ON
K0H 1Y0

Station #6

262 Palace Road
Kingston, ON
K7L 4T2

Station #2

3505 Brewers Mills Road
R.R. #1 Seeley's Bay, ON
K0H 2N0

Station #7

905 Woodbine Road
Kingston, ON
K7P 2X4

Station #3

211 Gore Road
Kingston, ON
K7L 5H6

Station #8

1485 Unity Road
Kingston, ON
K0H 1S0

Station #4

271 Brock Street
Kingston, ON
K7L 1S5

Station #9

2835 Highway 38
Kingston, ON
K0H 1M0

Station #5

171 Railway Street
Kingston, ON
K7K 2M1

Station #10

127 Days Road
Kingston, ON
K7M 3P9

Schedule D

Approved Response Time Benchmarks

Urban Response (Career)	Call Processing Time	Turnout time	Travel time	90 th Percentile Total Response Time Benchmark
First on Scene	90 seconds	80 seconds	240 seconds	410 seconds (6 minutes 50 seconds)
Effective Response Force	90 seconds	80 seconds	480 seconds	650 seconds (10 minutes 50 seconds)

Urban Response (Volunteer)	Call Processing Time	Response Time	90 th Percentile Total Response Time Benchmark
First on Scene	90 seconds	540 seconds	630 seconds (10 minutes 30 seconds)
Effective Response Force	90 seconds	1020 seconds	1110 seconds (18 minutes 30 seconds)

Rural Response	Call Processing Time	Response Time	80 th Percentile Total Response Time Benchmark
First on Scene	90 seconds	840 seconds	930 seconds (15 minutes 30 seconds)
Effective Response Force	90 seconds	1320 seconds	1410 seconds (23 minutes 30 seconds)

CORPORATION OF THE CITY OF KINGSTON

By-Law No. 2007-193

A BY-LAW TO ESTABLISH AND REGULATE FIRE AND RESCUE SERVICES

PASSED: November 6, 2007

Whereas the Municipal Act, S.O. 2001 Chapter 25., as amended, and the Fire Protection and Prevention Act, 1997, S.O. 1997, c.4 as amended, allows the *council* of every municipality to enact a by-law to establish and regulate a *fire department*;

THEREFORE THE Council of the Corporation of the City of Kingston enacts as follows:

1. In this by-law, unless the context otherwise requires,

Definitions

- a. **approved** means approved by the Council of the City of Kingston
- b. **chief administrative officer** means the person appointed by *council* to act as chief administrative officer for the *corporation*
- c. **commissioner** means the Commissioner of the Department of Public Works and Emergency Services for the City of Kingston
- d. **corporation** means the Corporation of the City of Kingston
- e. **council** means the Council of the City of Kingston
- f. **deputy chief** means a person appointed by *council* whose duties include authority to act on behalf of the *fire chief* of the *fire department* in the case of an absence or a vacancy in the office of *fire chief*
- g. **fire chief** means the person appointed by *council* to act as the *fire chief* for the *corporation* and is ultimately responsible to *council* as defined in the Fire Protection and Prevention Act
- h. **fire department** means the City of Kingston Fire and Rescue service
- i. **fire protection services** includes fire suppression, fire prevention, fire safety education, communication, training of persons involved in the provision of *fire protection services*, rescue and emergency services, protection of the environment, emergency management and the delivery of core services.
- j. **Master Fire Plan** means a document, approved by resolution of council, which describes the means of delivering designated core services.
- k. **member** means any person employed in, or appointed to the *fire department* and assigned to undertake *fire protection services*, and

includes officers, full time, part-time and *volunteer firefighters*

- I. **volunteer firefighter** means a firefighter who provides *fire protection services* either voluntarily or for a nominal consideration, honorarium, training or activity allowance

2. A *fire department* for the City of Kingston, to be known as the Kingston Fire & Rescue Service, is hereby established and the head of the *fire department* shall be known as the *fire chief*.

The *fire chief* shall submit to the *commissioner* and *council* for approval a *Master Fire Plan* that will establish a blue print for the delivery of core services.

The *fire department* shall be structured, as described in a *Master Fire Plan*, in the most efficient means to ensure the delivery of the following core services:

- An emergency operations division able to
 - perform fire suppression,
 - perform rescue from structural, transportation and water incidents,
 - provide emergency medical assistance,
 - fulfill a designated role within the City of Kingston Emergency Plan;
 - provide off-shore marine firefighting capabilities;
- A fire prevention division able to provide public education, enforcement of fire safety regulations and the investigation of fires;
- A training division able to ensure that the ongoing safety, training and educational needs of the *members* are evaluated and met;
- A communications division able to process all requests for assistance and dispatch appropriate resources in accordance with the *approved* response plan;
- A maintenance division able to ensure the availability and safe operational condition of all fire department vehicles and emergency equipment;
- An administration division able to ensure that the planning, reporting and administration requirements of the *fire department* are performed in an efficient manner.
- An emergency management division able to meet the emergency planning requirements and operations which meet the needs and circumstances of the City of Kingston as approved within the Peacetime Emergency Plan and Programs.

The *fire department* shall be structured to integrate and accommodate the services of full time, part time and volunteer firefighters. *Members* of the *fire department* may provide service to any area of the City as directed by the *fire chief* within the scope of the *Master Fire Plan*.

3. The *fire department* shall be structured in conformance with the *approved* Organizational Chart, **Appendix A**, forming part of this by-law.

**Approved
Organizational
Chart**

4. The *fire department* shall provide ten fire stations, each staffed by career firefighters, *volunteer firefighters* or a composite of both in conformance with the *approved* Station Chart, **Appendix B**, forming part of this By-law.

**Approved Station
Chart**

5. The *fire department* shall respond to requests for assistance and emergencies in conformance with the *approved* Response Plan, **Appendix C**, forming part of this By-law.

**Approved
Response Plan**

Exhibit B to Report Number 21-131

Clause (1), Report No. 107, 2007

6. The *fire chief* may appoint any qualified person as a *member* of the *fire department*, subject to the *approved* hiring policies of the Corporation.

**Appointment via
approved Hiring
Policy**

7. Persons appointed as *members* of the *fire department* to provide *fire protection services* shall be on probation for a period of 12 months, during which period they shall successfully complete training and examinations as may be required by the *fire chief*.

**Probationary
Members**

8. If a probationary *member*, appointed to provide *fire protection services*, fails to successfully complete any required training or examinations, the probationary *member* may be dismissed.

9. The remuneration of the volunteer *members* shall be as determined by the *council*.

**Remuneration and
working conditions**

10. Working conditions and remuneration for all firefighters, defined in Part IX of the Fire Protection and Prevention Act, shall be determined by *council* in accordance with the provisions of Part IX of the Fire Protection and Prevention Act.

11. If a medical examiner finds a *member* is physically unfit to perform assigned duties and such condition is attributed to, and a result of employment in the *fire department*, *council* may assign the member to another position in the *fire department* or may retire him/her. *Council* may provide retirement allowances to members, subject to the Municipal Act.

**Other employment,
retirement options
and/or allowances**

12. The fire chief is the person ultimately responsible to *council*, reporting through the *commissioner and chief administrative officer* for the proper administration and operation of the fire department including the delivery of fire protection services.

**Chief ultimately
responsible to
council through
FPPA**

13. The fire chief shall develop and publish such policies and written operational procedures, general orders and departmental rules as may be necessary for the care and protection of the department equipment and personnel, and for the efficient operation of the department, provided that such policies, orders and rules do not conflict with the collective agreement between the firefighters' association and the corporation.

14. In addition to the fire chief, the department personnel shall consist of a deputy fire chief (deputy fire chiefs) and such number of officers, and members as from time to time may be deemed necessary by council and/or as provided for in a collective agreement.

15. The *fire chief* shall review periodically all policies, orders, rules and operating procedures of the *fire department* and may establish an advisory committee consisting of such members of the *fire department* as the *fire chief* may determine from time to time to assist in these duties.

**Advisory
Committee**

Exhibit B to Report Number 21-131

Clause (1), Report No. 107, 2007

16. The *fire chief* shall submit to *council* for approval, the financial estimates for the *fire department*; an annual report and any other specific reports requested by *council*.

Budgets and reports

17. Each division of the *fire department* is the responsibility of the *fire chief* and is under the direction of the *fire chief* or a member designated by the *fire chief*. Designated members shall report to the *fire chief* on divisions and activities under their supervision and shall carry out all orders of the *fire chief*.

Divisional responsibilities designated by chief

18. Where the *fire chief* designates a member to act in the place of an officer in the *fire department*, such member, when so acting, has all of the powers and shall perform all duties of the officer replaced.

19. The *fire chief* may reprimand, suspend or recommend dismissal of any member for infraction of any provisions of this by-law, policies, general orders and departmental rules that would be detrimental to discipline or the efficiency of the *fire department*.

Discipline

20. Following the suspension of a member, the *fire chief* shall immediately report, in writing, the suspension and recommendation to the *Chief Administrative Officer*.

Suspension of members

21. The procedures for termination of employment prescribed in Part IX of the Fire Protection and Prevention Act shall apply to all firefighters defined in Part IX of the Fire Protection and Prevention Act.

Termination procedures

22. A volunteer firefighter shall not be dismissed without the opportunity for a review of termination, if he/she makes a written request for such a review within seven working days after receiving notification of the proposed dismissal. A person appointed by the municipality, who is not employed in the *fire department*, shall conduct the review.

23. The *fire chief* shall take all proper measures for the prevention, control and extinguishment of fires and the protection of life and property and shall exercise all powers mandated by the Fire Protection and Prevention Act, and the *fire chief* shall be empowered to authorize:

Prevention, control and extinguishing fires

- a. pulling down or demolishing any building or structure to prevent the spread of fire;
- b. all necessary actions which may include boarding up or barricading of buildings or property to guard against fire or other danger, risk or accident, when unable to contact the property owner;
- c. recovery of expenses incurred by such necessary actions for the *corporation* in the manner provided through the Municipal Act and the Fire Protection and Prevention Act.

Pulling down structures

Boarding up or barricading

Recovery of expenses

Exhibit B to Report Number 21-131

Clause (1), Report No. 107, 2007

24. The *fire department* shall not respond to a call with respect to a fire or emergency outside the limits of the municipality except with respect to a fire or emergency:

***Authority to leave
municipal limits***

- a. that, in the opinion of the *fire chief* or designate, threatens property in the municipality or property situated outside the municipality that is owned or occupied by the municipality;
- b. in a municipality with which an *approved* agreement has been entered into to provide *fire protection services* which may include *automatic aid*;
- c. on property with which an *approved* agreement has been entered into with any person or *corporation* to provide *fire protection services*;
- d. at the discretion of the *fire chief*, to a municipality authorized to participate in any county, district or regional mutual aid plan established by a fire coordinator appointed by the fire marshal or any other similar reciprocal plan or program;
- e. on property beyond the municipal boundary where the *fire chief* or designate determines immediate action is necessary to preserve life or property and the appropriate department is notified to respond and assume command or establish alternative measures, acceptable to the *fire chief* or designate.

25. The *fire chief* may enter into agreements with other organizations to provide specific fire protection services for organizations, events or individuals within the scope of this by-law.

***Fire Chief may
Enter into
Agreements***

26. Each section of this by-law is an independent section and the holding of any section or part of a section to be void or ineffective for any cause shall not be deemed to affect the validity of any other section or part thereof.

AN APPROVED ORGANIZATIONAL CHART FORMS PART of THIS BY LAW as Appendix A

AN APPROVED STATION CHART FORMS PART of THIS BY LAW as Appendix B

AN APPROVED RESPONSE PLAN FORMS PART of THIS BY LAW as Appendix C

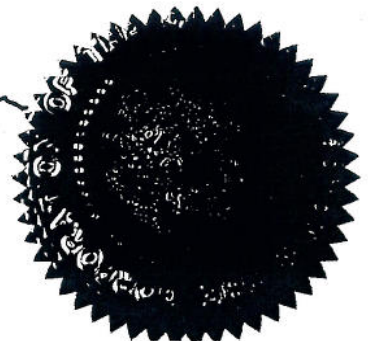
27. This by-law shall come into force and take effect on the date of its passing.

GIVEN FIRST AND SECOND READINGS October 16, 2007

GIVEN THIRD READING AND FINALLY PASSED November 6, 2007

Sanni Rideout
CITY CLERK

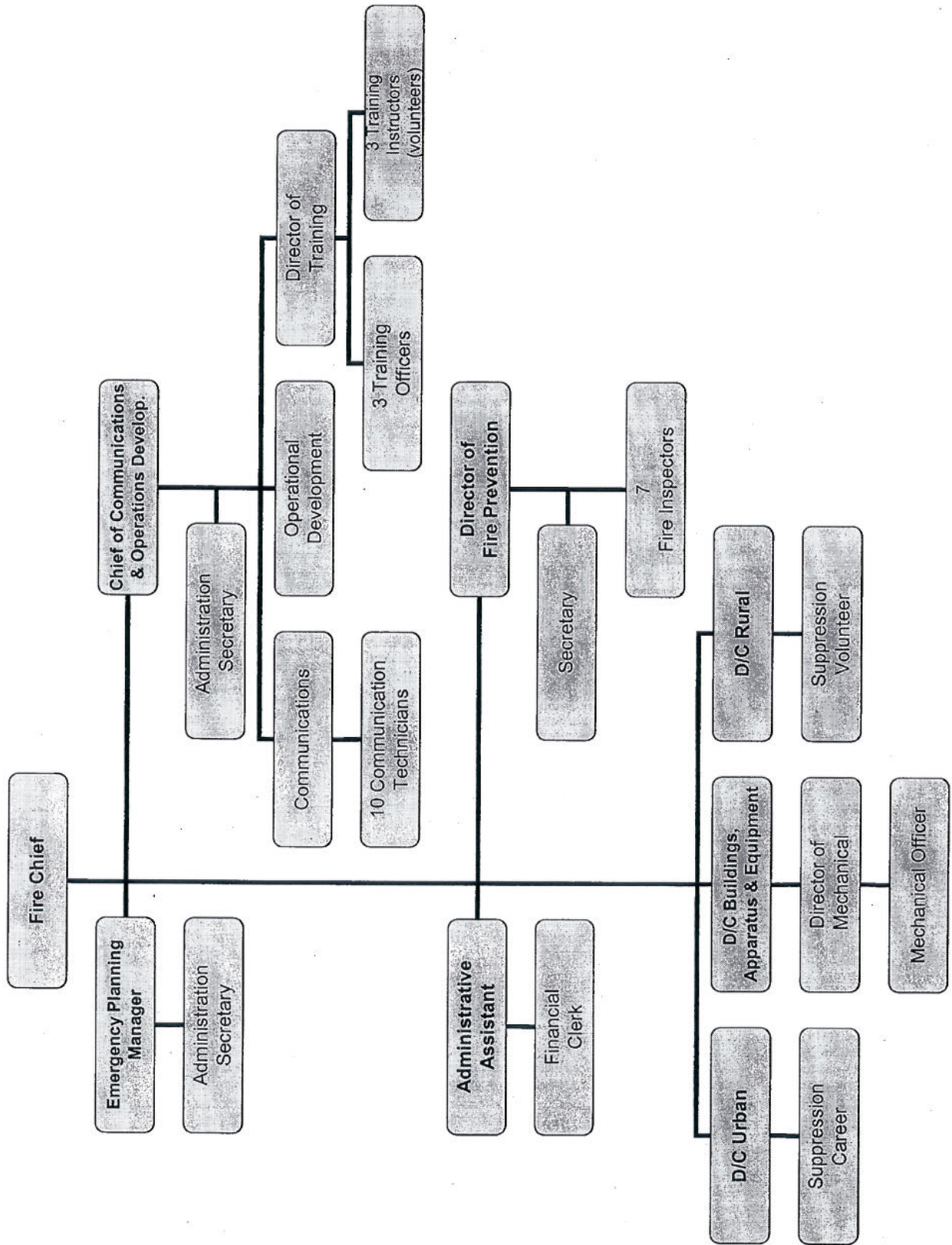
[Signature]
MAYOR



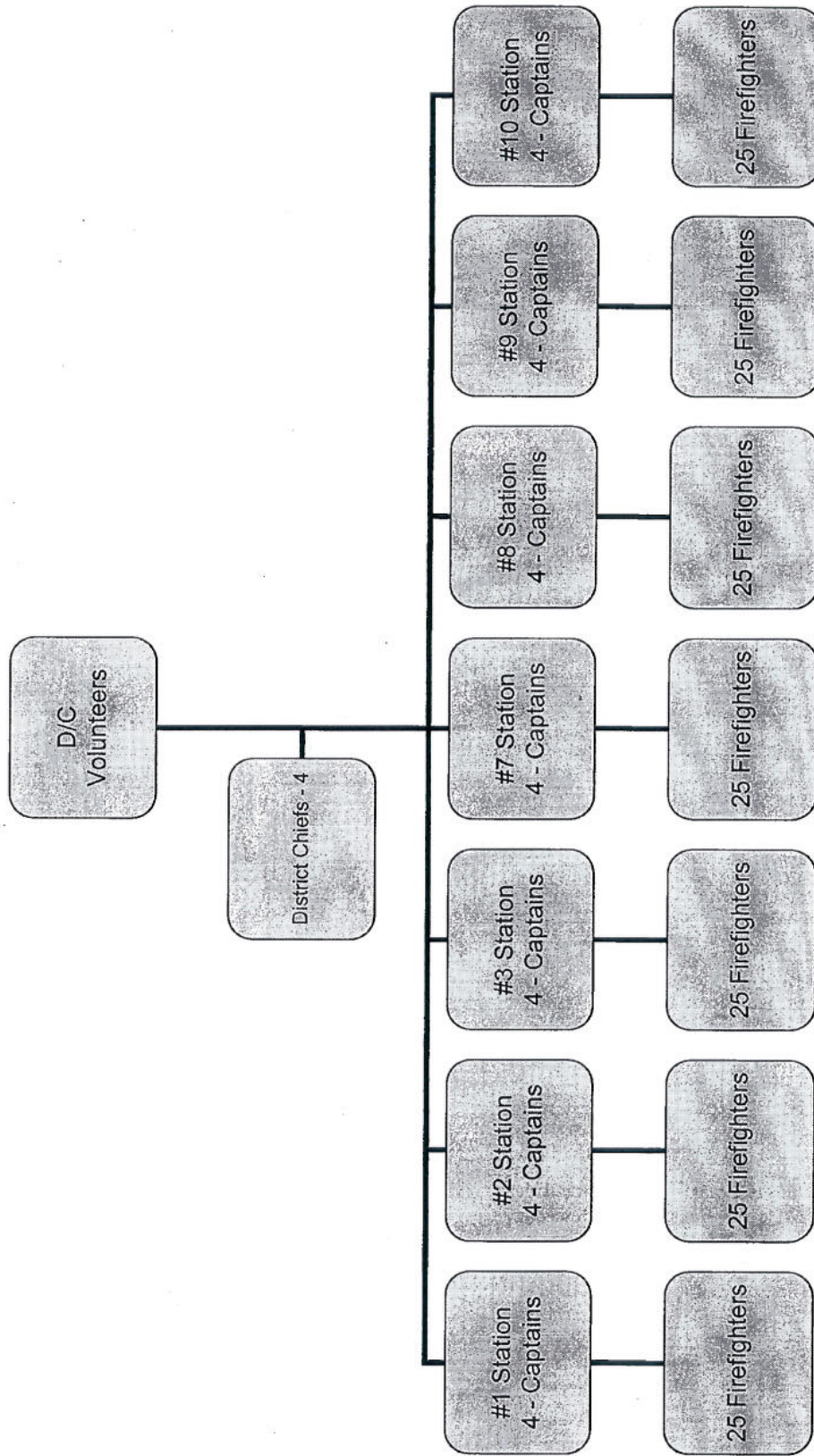
**Proposed
Organizational Chart
For
Implementation On
February 1, 2006**

Schedule A - Bylaw No. 2007-193

Kingston Fire & Rescue

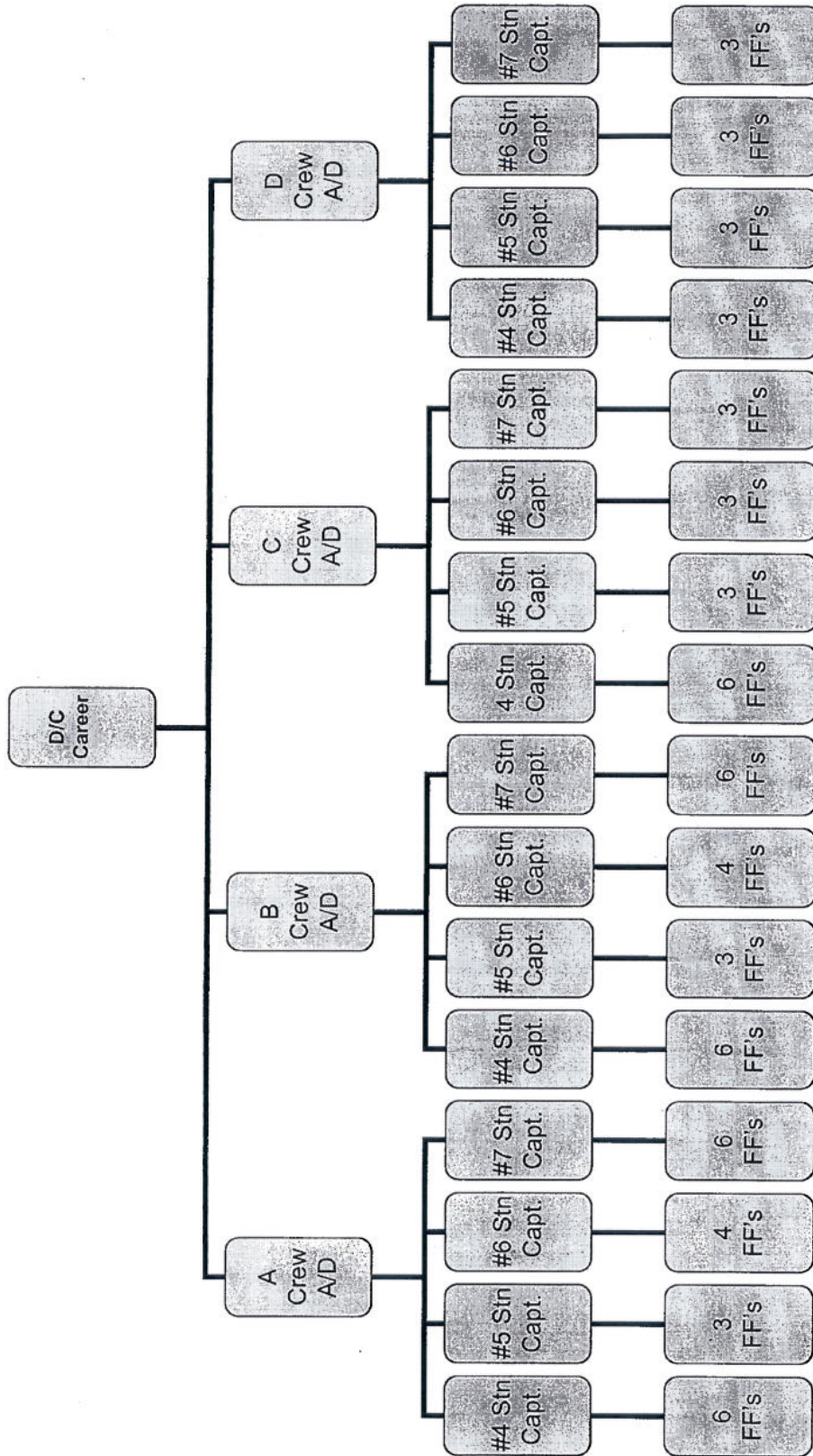


Rural Suppression Organizational Chart



Schedule A - Bylaw No. 2007-193

Urban Suppression Organizational Chart



Schedule A - Bylaw No. 2007-193



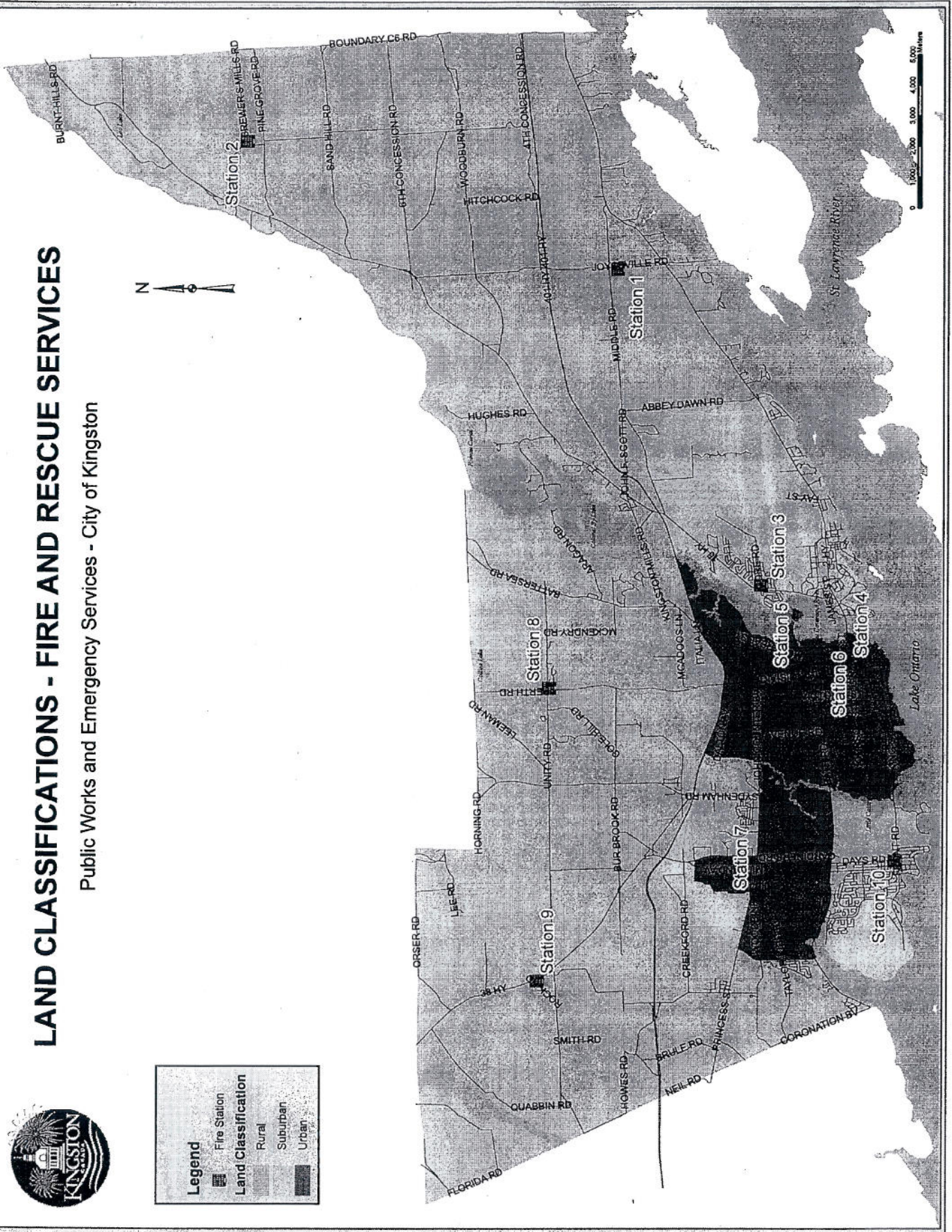
LAND CLASSIFICATIONS - FIRE AND RESCUE SERVICES

Public Works and Emergency Services - City of Kingston



Legend

- Fire Station
- Land Classification
 - Rural
 - Suburban
 - Urban



KINGSTON FIRE & RESCUE

**Response
Plan**

Revision: February 10, 2006

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INTRODUCTION

The Kingston Fire & Rescue Response Plan details how all responses in the City of Kingston will be dispatched. This plan in conjunction with the Kingston Regional Fire Communication Centre Operations Manual and the corresponding Communication Centre SOP's provide all of the information necessary to ensure all incidents receive adequate resources while still maintaining adequate coverage for the City of Kingston.

For more detailed information on Communication Centre procedures, Communication Technician responsibilities, Mutual Aid and procedures for dispatching other Fire Departments, please see the Kingston Regional Fire Communication Centre Operations Manual.

The Terms of Reference for the response plan should be consulted when reviewing this document. The Terms of Reference states the primary objectives and considerations for the development of the response plan.

DISPATCH POLICY

Kingston Fire & Rescue will respond the quickest apparatus to any EMERGENCY situation that threatens LIFE, SAFETY or PROPERTY. In cases where the fire department is not the appropriate agency, not capable of delivering the needed assistance, or if the situation is not a true emergency, then an attempt will be made to place the caller in contact with an appropriate agency. The quickest available apparatus with the assigned capability to control the emergency will be dispatched. The judgment of both the communication technician and emergency response personnel is an integral part of the decision making process, taking into consideration both the information received and the potential that exists.

Timely response and effective management of rescue and fire control situations represent the most immediate priorities of the fire department. Upon receipt of adequate information (location and nature of the emergency) the communication technician will send the appropriate assignment. Communications will upgrade the response, as required, until command is established upon the arrival of the 1st unit.

DEFINITIONS

The definitions contained below shall apply to the terms used in this response standard. Where terms are not included, common usage of the terms shall apply.

Alarm - A signal or message from a person or device indicating the existence of a fire, medical emergency or other situation that requires emergency services response.

Alarm Time - The point of receipt of the emergency alarm at the public safety answering point to the point where sufficient information is known to the CT to deploy applicable units to the emergency.

Approved - Acceptable to the Fire Department

Authority Having Jurisdiction - The Fire Department

Automatic Aid - The pre-determined response of personnel and equipment for an alarm to or from a neighboring jurisdiction

Basic Life Support (BLS) - Functional provision of patient assessment, basic airway management, oxygen therapy; stabilization of spinal, musculoskeletal, soft tissue, and shock injuries; stabilization of bleeding; and stabilization and intervention for sudden illness, poisoning and heat/cold injuries, childbirth, CPR, and automatic external defibrillator (AED) capability.

CAD - Computer Aided Dispatch

Chief Officer - A member whose responsibility is above that of a Company Officer, who responds automatically and/or is dispatched to an alarm beyond the initial alarm capabilities, or other special calls - Rank of Fire Chief; Deputy Fire Chief; Assistant Chief; Assistant Deputy Chief.

Chief Communications Officer - A Chief Officer responsible for the operations of the communication division of the Fire Department. In Kingston Fire & Rescue this position is filled by the Chief of Communications & Operational Development (CCOD). Any reference in this document regarding a Chief of Communications (CCO) refers to the position of the CCOD.

Committed - When apparatus will be required at an incident for more than 5 minutes.

Committed for Call Backs - When any career Pumper will be required at an incident for more than 30 minutes.

Command Assistant - A person assigned with the task of being a scribe or operating the radio for the Incident Commander.

Company - A group of members under the direct supervision of an Officer trained and equipped to perform tasks operating with one fire apparatus.

Company Officer - A supervisor of a crew/company of personnel - rank of Captain.

Confirmed Fire - Activated fire alarm or report of flames, smoke or burning odour.

Working Incident - An Officer on scene that determines that there is a confirmed incident

CT - Communication Technician

Dispatch Time - The point of receipt of the emergency alarm at the public safety answering point to the point where sufficient information is known to the CT and applicable units are notified of the emergency

Emergency Incident - A specific emergency operation [NFPA 1500:1.5]

Emergency Medical Care - The provision of treatment to patients, including first aid, Cardiopulmonary Resuscitation, First Responder, Basic Life Support, Advanced Life Support and other medical procedures that occur prior to arrival at a hospital or other health care facility

Emergency Operations - Activities of the Fire Department relating to rescue, fire suppression, emergency medical care and special operations including response to the scene of the incident and all functions performed at the scene [NFPA 1500:1.5]

EMS - Emergency Medical Life Support

Fire Apparatus - A Fire Department emergency vehicle used for rescue, fire suppression, or other specialized function.

Fire Department Member - An individual, approved by the department who meets minimum criteria and achieves a level of training to support and operate safely and effectively at an incident

Fire Department Vehicle - Any vehicle, including fire apparatus, operated by The Fire Department

Fire Protection - Methods of providing fire detection, control, and extinguishment

First Responder (EMS) - Functional provision of initial assessment (airway, breathing, and circulatory systems) and basic first aid intervention, including CPR and automatic external defibrillator (AED) capability

Fire Suppression - The activities involved in controlling and extinguishing fires. [NFFIA 1500:1.51]

Hazard - The potential for harm or damage to people, property, or the environment. [NFPA 1500:1.5]

Hazardous Material - A substance that presents an unusual danger to persons due to fires of toxicity, chemical reactivity or decomposition, corrosiveness, explosion or detonation, etiological hazards, or similar properties. [NFPA 1500:1.51]

Incident Commander (I/C) - The Fire Department member in overall command of an emergency incident. [NFPA 1500:1.5]

Incident Management System (IMS) - An organized system of roles, responsibilities and standard operating procedures used to manage emergency operations.

Incident Safety Officer - An individual appointed to respond or assigned at an incident scene by the incident commander to perform the duties and responsibilities of that position as part of the command staff

Initial Attack - Fire-fighting efforts and activities that occur in the time increment between the arrival of the Fire Department and the tactical decision by the Incident Commander that the resources dispatched on the original response will be insufficient to control and extinguish the fire, or that the fire is extinguished.

Initial Full Alarm Assignment - Those personnel, equipment, and resources ordinarily dispatched upon notification of a structural fire

Initial Rapid Intervention Crew (IRIC) - Two members of the initial attack crew who are assigned for rapid deployment to rescue lost or trapped members

KRFCC - Kingston Regional Fire Communication Centre

Mutual Aid - A written policy or contract to allow for the deployment of personnel and equipment to respond to an alarm or received from another jurisdiction (See also Automatic Aid.)

Mobile Communication Terminal (MCT) - A computer located in an apparatus that is linked to the communication centre.

Officer In Charge - Primary responding command officer. In the urban area this is the Assistant Deputy Chief. In rural area this is the District Chief.

Quint Apparatus - A Fire Department emergency vehicle with a permanently mounted fire pump, a water tank, a hose storage area, an aerial device with a permanently mounted waterway, and a complement of ground ladders.

Rapid Intervention Crew (RIC) - A dedicated crew of firefighters who are assigned for rapid deployment to rescue lost or trapped members

Reported Fire - Report of flames, smoke or odour of burning.

Rescue - Those activities directed at locating endangered persons at an emergency incident, removing those persons from danger, treating the injured and providing for transport to an appropriate health care facility. [NFPA 1410:1.31

Response Time (NFPA)- The travel time that begins when units are en route to the emergency incident and ends when units arrive at the scene

Response Time (KFR) - This is the time from when apparatus receive the alarm until they arrive at the scene

Response Time (OFM) - This is the time the CC receives the call until the apparatus arrive at the incident.

Shall - Indicates a mandatory requirement

Should - Indicates a recommendation or that which is advised but not required

Special Operations - Those emergency incidents to which the Fire Department responds that require specific and advanced training and specialized tools and equipment

Specialized Apparatus - A Fire Department emergency vehicle that provides support services at emergency scenes, including command vehicles, rescue vehicles, hazardous material containment vehicles, air supply vehicles, electrical generation & lighting vehicles, or vehicles used to transport equipment and personnel.

Standard Operating Procedure - An organizational directive that establishes a standard course of action [NFPA 1201:1.71]

Structural Fire Fighting - The activities of rescue, fire suppression, and property conservation involving buildings, enclosed structures, vehicles, vessels, aircraft, or like properties that are involved in a fire or emergency situation. [NFPA 1500:1.51]

Turnout Time - The time beginning when units acknowledge notification of the emergency to the beginning point of response time.

Team - Two or more fire fighters operating together in the buddy system.

Technical Rescue - Those emergency incidents to which the Fire Department responds that require specific and advanced training and specialized tools and equipment. [NFPA 1561:1.3]

Unit - A Fire department emergency vehicle used for rescue, fire suppression, or other specialized functions [NFPA 1404:1.4]

Wild land Fire Fighting - The activities of rescue, fire suppression, structure protection, perimeter control involving structures, vehicles, aircraft, and like properties involved in an uncontrolled wild land fire.

Working Incident - An Officer on scene that determines that there is a confirmed incident

KINGSTON FIRE & RESCUE DISPATCH BENCH MARKS

The main objective of the KR FCC for Kingston Fire & Rescue is to provide a service that meets the Community Standards and the Fire Marshals bench marks as listed below. Other Fire Departments that the KR FCC dispatches for may or may not use these bench marks.

KFR Response Bench Marks

Fire Marshals Office	Minimum of 10 firefighters on scene within 10 minutes for all single dwelling structure fires.
Community Standard	Urban - 5 minutes Suburban - 10 minutes Rural - 15 minutes Remote - 30 minutes.
CFB Kingston	5 firefighters on scene in 10 minutes.
Kingston Airport	5 firefighters on scene at runway in 5 minutes.
NFPA 1710	First unit response time - 4 minutes/90% Initial Full Assignment response time - 8 minutes/90% Assignment staffing 15 personnel
NFPA 1720	Rural response 6 Firefighters on scene in 14 minutes Suburban response of 10 Firefighters on scene in 10 minutes
IAO	Urban follow NFPA 1710 for career Urban follow NFPA 1710 response with 5 minute turnout for Volunteer Rural 13 Firefighters on scene in 14 minutes
	<i>*Response times do not include 60 seconds for turnout or call processing.</i>

COMMUNICATION TECHNICIAN

The primary responsibilities of the Communication Technicians are to determine, without delay, the nature and location of the emergency, the source of the call (call back number), and to verify entry of the incident into the CAD system.

The Communication Technician (CT) determines the appropriate response (incident type) based on the information gathered from the caller. This information is necessary to process the incident. Additional information (details) shall be sent to responding units as they become available.

CHIEF COMMUNICATIONS OFFICER

The primary responsibility of the Chief Communications Officer (CCO) is to manage the Communication Centre. The CCO will be called in to provide the role of Deployment Officer for incidents when there is a second or greater alarm, when there is two or more working incidents, when there are multiple calls due to storms or other events, when available resources are at 60% or any time that the CT's believe it is necessary. If the CCO is not available then a Deputy Chief will be called to act as the CCO. The CCO and the D/C's will carry a pager on and off duty.
NB: With KFR's current complement of 24 first run and 3 reserve trucks, 30% is considered to be 8 staffed trucks. See the SOP regarding contacting the CCOD.

GEOGRAPHIC RESPONSE AREAS

The City of Kingston is made up of three geographical areas, Urban, Suburban and Rural. The Urban area is primarily high density population and is completely serviced by hydrants. The Suburban areas are primarily subdivision and light commercial. The Suburban areas are serviced by hydrants. There are pockets of small subdivisions in rural areas; these areas are not considered Suburban. The Rural areas for the most part do not have hydrants. Where there are hydrants in the rural area, the water flow is very low. All responses in rural areas will be considered non-hydrant responses. Some stations will cover more than one type of area.

See Appendix C, Kingston Fire & Rescue demographics map to determine where the 3 different areas are in the City.

The Insurance Advisory Organization (IAO) uses two geographical areas, urban and rural. The urban area is defined as having hydrant service and the rural area is defined as having no hydrant service.

See Appendix C, Kingston Fire & Rescue demographics map to determine where the urban and rural areas are in the City.

GENERAL RESPONSE RULES FOR KINGSTON FIRE & RESCUE

All incidents will receive a response as indicated in the response assignments listed in Appendix B.

A full first alarm response for the urban area will be 3 pumpers and one ladder. A full first alarm response for the rural area will be 3 pumpers and 3 tankers.

If a dispatched unit has not responded within 6 minutes then the CT will respond the next recommended apparatus.

The KRFCC will not allow available KFR resources to fall below 30%. When KFR resources are approaching a 30% level of availability, the KRFCC will advise command that further requests for resources will be from Mutual Aid.

NB: With KFR's current complement of 24 first run and 3 reserve trucks, 30% is considered to be 8 staffed trucks.

KRFCC will have a reduced response to each additional incident when there are already 2 full first alarm responses in the same district.

KRFCC may redirect the second or third due Pumper (during a full First Alarm Response) from the initial call to another call as long as another Pumper replaces the redirected Pumper.

It is a common accepted practice to have 3 stations respond to a first alarm response and not have cover up for these stations unless they become committed. Cover up is not necessary for district 2 when a full first alarm response is in progress. Cover up is necessary if the response assignment becomes committed.

A call in of off duty career Firefighters will be done when career resources are going to be committed at working incidents for more than 30 minutes or when Volunteer resources (except special units) are committed in district 2. If the first truck arrives and reports a confirmed fire then the CC will initiate a call back.

Call backs will continue until all stations in district 2 are backfilled and all Volunteer resources (except special units) are relieved. Called back career Firefighters will staff at least 2 reserve apparatus in district 2 before relieving Volunteer personnel at an incident.

KRFCC will arrange for at least one Pumper and preferably a Pumper and one ladder, to cover district 2 when a full alarm assignment has been on scene for 5 minutes or longer, or has a working incident.

KRFCC will use Volunteer apparatus and Volunteer Firefighters to respond to district 2 when there are not enough available career resources to fill the response assignment.

The City of Kingston's Response Policy will ensure that at least one of the assigned apparatus is the quickest available to respond to the incident with the capabilities appropriate for the incident.

A Chief Officer will respond to all reported fires.

The initial full alarm assignment shall provide for the following:

- Establish incident command outside the hazard area
- Establishment of an uninterrupted water supply of a minimum of 400 gpm for 30 minutes
- Establishment of an effective water flow application rate of 300 gpm with two hand lines with two persons on each line
- Provisions of one support person for each attack and backup line
- A minimum of one victim search and rescue team
- A minimum of one ventilation team
- If an aerial device is used in operations, one person shall function as an aerial operator who shall maintain primary control of the aerial device at all times
- Establishment of an IRIC

The Fire Department shall have the capability for sustained operations including:

- Fire suppression
- Engagement in search and rescue
- Forcible entry
- Ventilation
- Preservation of property
- Accountability for personnel
- A dedicated rapid intervention crew (RIC)
- Provision of support activities for those situations that are beyond the capability of the initial attack.

When an incident escalates beyond an initial full alarm assignment or when significant risk is present to firefighters the Incident Commander shall upgrade to a full RIC and deploy an Incident Safety Officer. This may require additional resources to respond to the scene. In most cases the Incident Commander should have a second alarm response for all non single dwelling structure fires. Even if it is anticipated that all of the resources of a second alarm response will not be needed for the incident, it is still required to have units in staging until the incident is declared under control and there is no rehabilitation needs from the staging resources.

The Fire Department shall establish the following time objectives for career resources:

- One minute for turnout time
- Four minutes or less for the arrival of the first arriving Pumper Company at a fire suppression incident and / or 8 minutes or less for the deployment of a full First Alarm assignment at a fire suppression incident.
- 14 firefighters on scene to single family dwellings and 15 firefighters including a ladder apparatus to all other buildings.

The Fire Department shall establish the following time objectives for Volunteer resources in the urban area:

- An Acceptable turnout time, usually less than 6 minutes for staffed apparatus.
- Four minutes or less for the arrival of the first arriving Pumper company at a fire suppression incident and / or 8 minutes or less for the deployment of a full first alarm assignment at a fire suppression incident.
- 14 firefighters on scene to single family dwellings and 15 firefighters including a ladder apparatus to all other buildings.

The Fire Department shall establish the following time objectives for Volunteer resources in the rural area:

- An acceptable turnout time, usually less than 6 minutes
- 8 minutes or less for the deployment of a full first alarm assignment at a fire suppression incident
- 13 personnel on scene plus tanker drivers and water supply Pumper operators for tanker filling

Initial attack operations shall be organized to ensure that at least four members are assembled before interior fire suppression operations are initiated at a working structure fire. If there are less than 4 Firefighters on scene and a rescue can be safely made, then it may be carried out according to NFPA 1500.

The fire department shall have the capability for sustained operations, including fire suppression; engagement in search and rescue, forcible entry, ventilation, and preservation of property; accountability for personnel; a dedicated rapid intervention crew (RIC); and provision of support activities for those situations that are beyond the capability of the initial attack.

Fire Suppression and Rescue will respond to the following incident types:

- All structures
- Aircraft
- Marine
- Environmental
- Road transportation
- Confined space
- High angle
- Water/ice
- Others as required

Full First Alarm responses to Districts 1, 3 & 4 will have the standard response plus one career Pumper if all career Pumpers are available. The responding career pumper may be redirected to other calls in district 2 provided that adequate apparatus are responding to the initial rural response and the career pumper will not be the first pumper on scene. The responding career pumper will be re-deployed to district 2 when there is another call in district 2 provided that adequate apparatus are responding to the initial rural response and the career pumper will not be the first pumper on scene.

When the career pumper at #7 station is committed, then a volunteer pumper will be staffed at #7 station.

Volunteer resources will not respond to District 2 unless there are not enough career resources to fill a response assignment or if a special call is made for a resource that is normally provided by Volunteers such as tankers, lighting units, ATV's, Snowmobiles, Small Boats etc.

Stations in District 2 will not be back filled with Volunteers.

A minimum coverage for the City, which will maintain 30% of all resources, is as follows.

District #1	1 Pumper & 1 Tanker
District #2	2 Pumpers
District #3	1 Pumper
District #4	1 Pumper & 1 Tanker

Mutual Aid will be used to support an incident when all of KFR resources fall below 30%. Mutual Aid will not be used for cover up or back fill unless all KFR resources beyond 30% have been committed.

Pumpers will be staffed with 3 firefighters and 1 Officer except for the rural area where a converging response of volunteer firefighters will continue. It must be noted that our Volunteer Firefighters converging on an emergency incident are not to undertake fire suppression or rescue operations without having the appropriate number of personnel at the site as set out in NFPA 1720 and NFPA 1500.

Two Ladder Apparatus will be staffed with a minimum of 2 Firefighter's and one Acting Captain. One Firefighter may be used for other duties such as snow plowing, deliveries etc. provided that there is a minimum of two personnel on each ladder and that the third Firefighter responds to all incidents that his/her ladder responds to. The Ladder crew will be primarily responsible for normal ladder truck operations such as ventilation, forcible entry, aerial operations, elevated master water delivery and assist with search & rescue operations.

Rescue/Pumpers will replace Squads for extrication incidents. There will be one Rescue/Pumper in each district of the City.

MINIMUM VEHICLE STAFFING

Pumper	- 1 Captain & 3 Firefighters
Pumper/Aerial	- 1 Captain & 3 Firefighters
Squad	- 1 Firefighter
Tanker	- 2 Firefighters
Ladder	- 2 Firefighters & 1 Officer
Water Rescue Unit	- 1 Captain & 4 Firefighters
Wild Fire Unit	- 1 Firefighter

If rural volunteer apparatus respond to the Urban or Suburban, they will be fully staffed before responding according to the minimum staffing above.

When a single Volunteer Apparatus (only one truck in station responds) is requested to respond to assist another area, then the vehicle will be staffed before leaving according to the minimum staffing above.

RESPONDING & STAGING

All units up to and including first alarm assignments will respond directly to the incident for every incident type. Command may clear units only when confirmation has been received that the incident is a false alarm or no other units are required. Command will not clear units pre-maturely in order for them to respond to other incidents. Command will not direct first alarm units to stage.

All units responding on alarm assignments greater than first alarm will respond to a level 1 staging area located by command. The 2nd or 3rd responding Pumper on full first alarm responses may be redirected by KRFCC. Units that respond to staging are considered on scene when they arrive at staging. The KRFCC will look after coverage so that other incidents will have an adequate response. This policy will allow responding, staged units and command to be concerned only with the incident. Command will not have to worry about call-ins, cover ups, backfilling, moving resources, mutual aid etc.

UPGRADING and CHANGING RESPONSES

When the KRFCC receives additional information that indicates a higher response is necessary then the Communication Technician will respond more units as required by changing the incident type or increasing the alarm level. This will continue until command is established.

The Company Officer may request a response change if he/she determines that because of an unusual circumstance a change to the response should be made. The Company Officer will advise KRFCC of the reason for the request. The CT will then determine if the response change is necessary based on all information available.

UNIT SELECTION

The CAD system recommends the quickest, most appropriate units for dispatch based on current unit location, capability and status information. The CAD system combines this information with the response type. A turnout time has been put into all Volunteer Apparatus when being considered for a response into Suburban and Urban areas. The turnout time is based on the time it takes to staff the apparatus with the minimum staffing.

A response type is assigned to each incident type. The response type identifies the requirements needed on the assignment. Requirements can be identified by unit capability, such as Pumper or Ladder. A unit can fulfill different roles. For example a Ladder truck could respond as a Pumper if there are no Pumpers available.

When an incident is selected for dispatch, the CAD system builds an ordered unit consideration list. As a unit is considered for dispatch, its capabilities are inventoried against the outstanding response requirements. If it can satisfy any outstanding requirement it is added to the recommendation. The CAD system will continue to add units to the recommendation until all response requirements have been satisfied or all units have been exhausted.

VOLUNTEER FIRE STATIONS

Rural Stations

When all of the trucks in a rural volunteer station are not required to respond, the Volunteer Firefighters will staff the remaining apparatus based on the minimum staffing protocol. Any Volunteer Firefighters that arrive at the incident that are not required to fill the minimum staffing level of the apparatus on scene, will respond to the Fire Station to staff the remaining vehicles unless all of the apparatus for their station are at the call.

When a single Volunteer Apparatus (only one truck in station responds) is requested to respond to assist another area, then the vehicle will be staffed before leaving according to the minimum staffing above.

Suburban Stations

Volunteer apparatus at suburban stations will be staffed before responding according to the Minimum Staffing Protocol. Additional Firefighters not responding with an apparatus will respond to the incident if the incident is not in District 2. If the incident is in District 2 then additional Firefighters will report to their station and wait for further directions. Medical responses will have one pumper response only. Volunteers not on the staffed pumper will not respond to the medical incident.

SUPPLEMENTAL DISPATCH

Depending on the resources desired additional units can be dispatched to an incident using several methods. Units may be specifically called (special call) or a greater alarm may be requested.

SECOND ALARM

A Greater Alarm is a request for the dispatch of additional units using predefined requirement sets. A greater alarm request requires both a Greater Alarm Incident Type and the Response Level.

When formulating a recommendation for a Greater Alarm, no consideration is given to the units already assigned to the incident. All response requirements for the greater alarm are satisfied by the Response Level indicated. If an assignment is at a minor fire level and it is determined that a Second Alarm is required, when the Second Alarm is requested and entered, that is all that will be dispatched. Each alarm level is unique in capability requirements.

When additional resources beyond the first response resources are required then a full first alarm or second alarm will be requested or the incident type will be changed. The second alarm will send a predetermined number and type of apparatus. Some incident types do not have greater alarms. For example, an activated fire alarm only has one response level. If crews are responding to an activated fire alarm and they arrive to find a fire, then the incident type will be changed to a fire. The CAD may recommend more resources to respond when the incident type is changed. If the I/C required a Second Alarm structure fire to an incident that was originally an activated fire alarm, then the CT must first change the incident to a structure fire, respond any additional resources recommended by the CAD and then change it to a Level 2 and respond the Level 2 recommended resources.

Some incidents will have a first response that is not a full First Alarm response. Some of these incidents may have greater alarms that are different than the normal second alarm responses.

Normally 2nd alarm requests would be for large fires or large HAZ mat incidents, so the type of equipment to respond on second alarms would be similar to the first alarm assignment, i.e. 3 Pumpers and a Ladder. A fire Support Squad will respond to all 2nd alarm fires.

Some incidents may create additional incident types that require more resources. For example, if there is a response to a small plane crash and crews arrive to find a plane crash and a grass fire, and the I/C requires more resources for the grass fire, then a second incident will need to be created for the grass fire. The CT would then respond the normal resources for a wild fire.

THIRD ALARM

A General Alarm will be sounded after the Third Alarm is dispatched.

GENERAL ALARM

A General Alarm means that all personnel are requested to respond to their station. This includes all volunteer firefighters and all off duty opposite shift career firefighters. A General Alarm will mean that all KFR vehicles will be staffed and ready to respond or are already committed.

A General Alarm will have certain stations staffed in the City in an effort to provide the best coverage as possible. The CCO will implement the deployment plan to ensure adequate coverage is provided.

WORKING INCIDENT NOTIFICATION

The term Working Fire indicates a situation which will require the commitment of all responding companies. This report advises the CT that the units will be engaged in tactical activities and will be held at the scene for an extended period of time. A CT will sound the ALL CALL tone and make a general announcement over Channel 1 of the following incidents:

- Greater Alarms
- Confirmed Incidents of working 1st Alarm fires and other large incidents
- EMS incidents, brush fires, Hazardous situations, etc., that involve three or more units

A CT will have ensured the following is completed:

- Change the status code to a working incident
- Assign a tactical channel
- Ask Command where the staging will be located
- Dispatch utility companies and other agencies
- All time notifications from the CAD are relayed to Command
- If tanker shuttles are used the CT will place the Tankers, Water Supply Pumper and Water Supply Officer on a separate channel
- On greater alarm responses the CT will ask Command if he has a Scribe, Staging Officer, and Sector Officers
- If the Incident is in District 2 then begin call back of career F/F's as per the Call Back Policy
- Monitor available resources so that KFR does not drop below 30% available resources
- Document progress reports, sectors, assignments, emergency traffic, and elapsed time notifications and append additional information provided from the CT's in the Incident History
- Cover-up procedures are followed so that gaps of inadequate coverage are filled

WATER SHUTTLE TASK FORCE

A Water Shuttle Task Force is made up of 3 Tankers and 1 Pumper. The Water Supply Officer will manage the Shuttle Task Forces. Each shuttle Task Force will have its own water supply. The Pumper is to respond to the water source.

If Command currently has a Shuttle Task Force in operation and requires more water, then the CT will respond an additional Water Shuttle Task Force.

COVER - UP & BACK FILLING POLICY

The CCO is responsible for relocating units to maintain the best available coverage for the entire City of Kingston. This responsibility includes the authority to request units from neighboring municipalities and to control or cancel scheduled and non-scheduled non-emergency activities.

Cover-up units retain their normal identity ("Pumper 71 out of Station 4").

The need for cover-up should be evaluated whenever:

- A working fire is declared
- Two Stations are committed to an incident in a District
- Greater alarms are dispatched
- Simultaneous incidents occur in one area of the City
- Coverage in an area is compromised
- Responses to provide cover-ups will be Code 2

- If overall coverage in the City falls below 30%, the CCO can authorize the recall of off duty personnel to staff reserve units and to have volunteers staff their stations

BACKFILLING

Backfilling is when a station is staffed with Volunteers or called in career personnel. Backfilling for career stations will involve calling in overtime. Backfilling will be implemented as per the SOP on call backs.

STACKING CALLS

During large scale events it is possible that we will not have adequate resources to respond to all calls. If this happens we will stack calls in order of priority for response. We will not respond to any medical calls. Stacked calls will be prioritized according to the following:

- Life Threatening (Rescue)
- Working Fires
- Other serious emergencies
- Alarms

When calls are stacked, responses will be made according to the fall back level that is in place. The CAD has 3 fall back levels. Each fall back level reduces the number of resources sent to an incident. The CCO will authorize fall back implementations. Please see the response assignments in appendix B for details on the fall back levels.

While responding, units may communicate with one another if radio traffic permits. Effective communications during this period can set the stage for effective action and improve the overall rescue and fire attack effort. Factors such as occupancy hazards, access, traffic conditions and response routes may be communicated. Company officers should review tactical information on their mobile communication terminal (MCT), map books and any Pre-fire planning information carried on the vehicle for specific tactical information. Subsequent arriving units should monitor radio traffic to be fully informed of the situation based on reports of the first arriving units. The CT should relay Initial Pre Plan information to first responding units that do not have a MCT.

ADDITIONAL INFORMATION/SUBSEQUENT CALLS

The CT will relay any additional information gained from subsequent calls as soon as possible. Additional information and updates will be transmitted to the MCTs and by radio for all responding units.

Units needing specific additional information shall request it from the CT.

ON-SCENE REPORTS

Units arriving at the scene of incidents that have an MCT will report "ON SCENE" by using the MCT. The first arriving unit will also give a radio report on arrival. Apparatus without MCT will report their arrival by radio.

PROGRESS REPORTS

During active firefighting operations, Command will provide the CT with regular progress reports or whenever significant tactical plans are changed or unusual situations are encountered. The first progress report should be given after initial action has been implemented and should include the correct address and an improved description of the building and fire conditions if the arrival report was incomplete. The first report should include the declaration of a working fire. This assists the CCO in making cover-up decisions. The CT will repeat significant facts from all progress reports for the information of monitoring units and documentation in the incident history.

STAGING

Units arriving in Staging, Level I or Level II, will depress the "STG" key on their MCT. If assigned to a sector or task on the fire ground the "ON-SCENE" key shall be depressed.

Units arriving in Level I Staging will report their identity and direction from the scene on the assigned Tactical Channel.

If Level II Staging is requested by Command, the CT will announce the staging location and the staging channel when the additional units are dispatched. Units responding should direct any staging inquiries to the Tactical Channel being used for Staging, rather than the Tactical Channel assigned to the incident. The CT will coordinate information on the Staging Channel until an officer assumes the position of the Staging Officer. Units arriving at the Level II Staging Area will report in person to the Staging Officer. The Staging Officer will manage all radio communications to and from the Staging Area.

DEPLOYMENT OFFICER

The CCO will assume the duties of Deployment Officer.

A Deployment Sector will be initiated at the KRFCC for second alarm and greater alarm incidents or anytime the CCO feels it is necessary. The CCO will be consulted by the CT's or command to determine the need to establish a Deployment Sector. Unlike most sectors, this sector will communicate directly with Planning via telephone rather than a tactical radio channel. The Planning Section shall make early contact with the Deployment Sector Officer and establish a phone number for all communications between Planning and Communications and Deployment. The CCO in the Communications Center will assume the role of Deployment Sector Officer.

The responsibilities assigned to the Deployment Sector will vary somewhat in each situation depending on type, size and complexity of the incident. The specific responsibilities will include:

- Maintain adequate coverage throughout the City and Frontenac Lennox & Addington Mutual Aid area.
- Make emergency notifications to the appropriate personnel
- Assure the incident is assigned sufficient tactical radio channels
- Monitor radio traffic relating to the incident
- Assist and support the CT's in managing the Communications and Deployment Center
- Provide and coordinate resources or assistance requested by Command and/or Planning Section
- Continually re-evaluate the need for emergency callback of personnel
- Assist the Planning Section with a plan for rotating Companies to the scene for relief and overhaul

The Deployment Sector will be supported by called in CT's in the Communications Center.

MUTUAL AID

This procedure describes the dispatch, response, and on-site operations of fire units and personnel to mutual aid requests. For more detailed Mutual Aid information see the Frontenac Lennox & Addington Mutual Aid Plan.

When the KRFCC receives a request for mutual aid the resources asked for will be immediately dispatched according to the CAD. The CAD will determine the quickest units even if KRFCC does not dispatch for the Fire Department asking for assistance. If KFR resources are down to 30% then we will not respond to Mutual Aid requests.

See the mutual aid SOP for more details.

INCIDENT TYPES

The CT enters the appropriate incident code, based on information derived from the caller. The CAD system determines the appropriate response based on the nature of the emergency, the location, the type of building and the jurisdiction in which the incident is located. On some incidents the CAD system will select different types of capabilities, from different jurisdictions. This guarantees an appropriate response in the different municipalities that have varied capability requirements for similar incidents. The response requirements listed in Appendix B fulfill the city of Kingston's Fire & Rescue requirements only.

FULL FIRST ALARM ASSIGNMENT (STRUCTURE FIRES)

A Full First Alarm will be dispatched for reported fires and activated fire alarms. A Full First Alarm may be dispatched for other types of incidents at the discretion of the CT.

HAZARDOUS MATERIALS

Hazardous materials assignments will be dispatched for incidents reported to involve hazardous materials. Hazardous materials situations MAY include fire, spills, transportation accidents, chemical reactions, explosions and similar events. Hazards may include toxicity, flammability, radiological hazards, chemical reactions and any combination of factors.

A Minor HAZ MAT assignment will be dispatched on calls that involve hazardous materials of a minor nature. A large HAZ MAT assignment (first alarm) should be dispatched on most situations involving leaks or spills of hazardous materials. This includes situations that appear to be a risk to the public by virtue of location, amount or type of hazard. Consideration for a response larger than a first alarm should be considered for incidents that indicate a major potential danger by virtue of materials involved, quantities, location, fire or explosion danger and number of people exposed.

MEDICAL CALLS

The KRFCC will respond units to all medical calls as requested by EMS Dispatch when we have adequate available resources. EMS Dispatch will request KFR response according to the protocol. The current protocol is for KFR to respond to VSA, unconscious, chest pain when EMS is 15 or more minutes away and life threatening condition when EMS is more than 30 minutes away. When a call is received from a citizen requesting medical assistance we will transfer the call to the appropriate EMS Dispatch and then dispatch the appropriate fire units if it is a life threatening medical.

Quite often EMS Dispatch will call us to request our response to incidents such as car accidents and rescues. When this happens CT's must treat these calls as non medical and refer to the appropriate incident type.

PUBLIC ASSISTANCE AND OTHER MISCELLANEOUS INCIDENTS

Service Calls will also be dispatched for non-emergency situations. The Communication Technician will select the appropriate Incident type that best describes the situation. On some of the calls, the CT recommends a Code 2 response.

SPECIAL CALLS

A Special call is a request for the dispatch of any combination of additional unit types, unit capabilities or specific units. The requestor must specify the desired quantity of unit types or capabilities or the specific units desired.

When formulating a recommendation for a special call, no consideration is given to the units already assigned to the incident. All response requirements for the special call request are satisfied by the recommendation of additional units.

TECHNICAL RESCUE

Some incidents may require specialized equipment and training to extricate the patient(s). These incidents include confined space rescue, trench rescue, high angle or rope rescue, water rescue and structural collapse.

VEHICLE COLLISIONS

We will respond to vehicle collisions that involve injuries due to a vehicle collision or if flammable liquids are leaking or patient(s) are trapped.