

**Title: Fire and Rescue Department – Level of Service**

**Resolution: 232-2016 (September 26, 2016)**

**Revised:**

**Special Notes/Cross Reference:**

**Next Review Date:**

**POLICY STATEMENT :** Town of Westlock will provide fire & rescue services according to the provisions of this Policy and the Standard Operating Procedures of the Westlock Fire Department.

**PURPOSE :** To identify the services the Town of Westlock Fire Department is authorized to provide and to identify the level or standard to which each service will be performed.

## **DEFINITIONS**

### ***Awareness Level***

Responders will recognize risks and hazards secure the area and call for trained assistance.

### ***Dangerous Goods***

Dangerous Goods means a product, substance or organism included by its nature or by the regulations in any of the classes listed in the Transportation of Dangerous Goods Act.

### ***Fire Department***

The Town of Westlock Fire and Rescue Department.

### ***Medical First Response***

Medical First Response shall be provided according to the Medical Control Protocols established by Alberta Health Services, at the level to which the responder is trained, up to the Emergency Medical Technician Level.

### ***Operations Level***

Responders will take defensive action to contain and control the incident and seek assistance from outside agencies equipped to mitigate the incident.

### ***Priority Dispatch System***

A unified system used by dispatch centers to assign appropriate aid to emergencies, including a systemized caller interrogation, pre-arrival instructions, standardized protocols and total quality management system.

### ***Technician Level***

Responders will initiate offensive action to bring the incident under control and to an end.

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**RESPONSIBILITIES**

***Town Council shall:***

1. Approve by resolution this Policy and any amendments.
2. Consider the allocation of resources for successful implementation of this Policy in the annual budget process.

***Chief Administrative Officer shall:***

1. Implement this Policy and approve procedures.
2. Ensure Policy and procedure reviews occur and verify the implementation of policies and procedures.

***The Fire Chief shall:***

1. Ensure implementation of this Policy and procedure.
2. Ensure that this Policy and procedure is reviewed every three years.
3. Make recommendations to the Chief Administrative Officer of necessary policy or procedure amendments.

***Supervisors shall:***

1. Understand, and adhere to this policy and procedure.
2. Ensure firefighters are aware of this policy and procedure.

***Firefighters shall:***

1. Understand and adhere to this policy and procedure.

**TRAINING**

1. Firefighter training shall be based primarily on those services delivered by the Fire and Rescue Department as described herein.
2. Fire and Rescue Department personnel shall be equipped and trained for structural fire suppression according to those minimum standards required by the accompanying policy and as generally recognized in the Province of Alberta.
3. The Fire Chief is responsible for ensuring all firefighters initially achieve and maintain the training levels required by the Fire and Rescue Department of the Town of Westlock.
4. The Fire Chief shall maintain firefighting training records for all firefighters.
5. The Fire Chief will ensure that appropriate training occurs for all Fire and Rescue Department personnel on an annual basis based on budget resources and operational need.
6. Those Fire and Rescue Department personnel who provide any or all of the specific service delivery tasks noted below shall be trained and equipped to those minimum standards as generally recognized in the Province of Alberta.
7. Fire and Rescue Department personnel shall participate in ongoing training to achieve these minimum levels and to maintain their skills in these areas.
8. Fire and Rescue Department personnel shall not be expected to perform duties beyond their scope of training or where at the sole discretion of the Incident Commander at an emergency, conditions are such that fire personnel are in too great a peril.



**ALL EMERGENCY RESPONSES**

1. Fire and Rescue Department equipment shall be deployed for all emergencies as outlined in this Level of Services Policy.
2. The Fire and Rescue Department shall provide when possible, a response to all structure fires; motor vehicle accidents, rescue calls, dangerous goods incidents and medical first response incidents within the Town of Westlock or elsewhere in accordance with the policy.
3. All emergency dispatches, utilizing the Priority Dispatch System, shall be made in accordance with the policies established herein and shall be tiered such that where the personnel are not available or where the Fire Chief or designate determines a safe response cannot be made the most appropriate and available equipment and personnel will be asked to respond.

**STRUCTURAL FIRES:**

1. The Fire and Rescue Department provides Structural Firefighting at the Technician Level.
2. The Fire Chief or his designate in charge, in his sole discretion, may choose an offensive or defensive attack or to withdraw his resources as deemed appropriate.
3. It shall be the responsibility of the Fire Chief or designate, upon receiving an emergency call or dispatch to request appropriate backup from a mutual aid partner if deemed necessary.

**MEDICAL EMERGENCIES:**

1. When the Priority Dispatch System identifies the need for a fire service response, the Fire and Rescue Department shall provide assistance to Emergency Medical Service Agencies.
2. At a medical emergency, Fire and Rescue Services shall perform services following Medical Control Protocols as established by Alberta Health Services under the Medical First Response Program.
3. The Fire and Rescue Department shall not transport patients.

**DANGEROUS GOODS:**

1. From a safe distance, determine contents or make up of the Dangerous Goods; Contact CANUTEC for assistance in mitigating the incident.

Class	Description	Small Spill (<500L)	Large Spill (>500L)
1	Explosives	Awareness	Awareness
2	Gases	Operations	Awareness
3	Flammable Liquids	Operations	Operations
4	Flammable Solids	Awareness	Awareness
5	Oxidizer	Awareness	Awareness
6	Toxic and Infectious Substances	Awareness	Awareness
7	Radioactive Materials	Awareness	Awareness
8	Corrosives	Awareness	Awareness

9	Miscellaneous Products	Awareness	Awareness
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2. If known and applicable, notify the transporter or the owner of the Dangerous Goods as soon as is practicable.
3. Contact mutual aid resources to mitigate the emergency at the appropriate level as required.

### FLAMMABLE LIQUID FIRE FIGHTING


1. The Fire and Rescue Department shall provide flammable liquid firefighting services for small spill fires and small containers up to 500 liters at the Technician level.
2. Fire Department shall provide flammable liquid fire fighting for large spills or containers in excess of 500 liters to the Operations level.


### RESCUE CALLS

1. The Fire and Rescue Department shall provide motor vehicle collision services at the Technician level.
2. The Fire and Rescue Department shall provide surface water and surface ice rescue at the Technician level.
3. The Fire and Rescue Department shall provide confined space rescue at the Technician level
4. The Fire and Rescue Department shall provide most other rescue services at the Awareness level and where possible, at the Operations level.

### MUTUAL AID AGREEMENTS

1. The Town may maintain Mutual Aid Agreements with neighboring municipalities as required.
2. A response may only be initiated where the Fire Chief or his designate in charge determines, in his sole discretion, that it is safe to respond, and that appropriate personnel and equipment are available.
3. In the event of a mutual aid request by another municipality, a staffing of firefighters in sufficient quantities to provide initial fire protection will be maintained in the Town of Westlock.
4. The Fire Chief or his designate in charge may, at any time following the receipt of an alarm, request the assistance of any other Emergency Service with whom the Town of Westlock has entered into a mutual aid agreement or, any Town of Westlock resource or personnel he deems necessary.

  
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Mayor Ralph Leriger  
Deputy Mayor, John Shoemaker

  
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CAO Dean Krause