



# 2023 Annual Report North Cowichan Fire Department

February 7, 2024

Regular Council Meeting

# Administration: Structure and Leadership

- A new leadership structure has been implemented. The Chief Officer Group includes Fire Chief, Assistant Fire Chief of Inspections/ Investigations, and the four Station Chiefs and Station Deputy Chiefs of each firehall, and the future Deputy Chief of Training.
- Planning is taking place to have in-house staff with assistance of Tim Pley & Associates review and establish the Standard Operational Guidelines (SOGs) to bring up to current standards.
  - *Senior members from each station will be part of the SOG committee to assist with the development and review of any new guidelines being considered.*
- A five-year strategic plan is underway. Tim Pley & Associates have been awarded the contract and the terms of reference have been developed.
  - *The plan will look at staffing, station locations, levels of service, response times, budget implications, etc.*
  - *This project will include senior MNC staff, a committee selected from the four fire stations.*
  - *The plan is expected to be completed by early 2024 for Council approval.*



# Administration: Communications

- The Fire Chief is currently working with MNC Communications Department to develop an information distribution plan and communication strategy.
- Website content is being reviewed, following the launch of the new [northcowichan.ca](http://northcowichan.ca) website in December 2023.
- Work has started between the IT Department and Fire Department in the creation of an internal SharePoint that can be accessed by firefighters and officers.



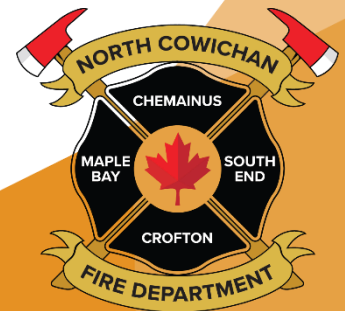
# Firefighter Recognition

- Fire administrative staff organized the first NCFD appreciation night in recognition of long service awards and training achievements.



# Staffing and Firefighter Recruitment

- A new Deputy Fire Chief position in charge of training and operations has been approved for 2024.
- Fire Services Coordinator and Bylaw departments now have separate reporting structures.
- All four of the fire stations are now fully staffed with senior leadership Command Staff, Station Chief , Station Deputy Chiefs, Training and Fire Captains.
- 25 new recruits will be starting in 2024.
- MNC Fire Department and CUPE 358 have now completed negotiations and ratified the first Collective Agreement.
  - *Selection of each Station Union shop stewards is now in progress and with the first labour management meeting anticipated in early 2024.*

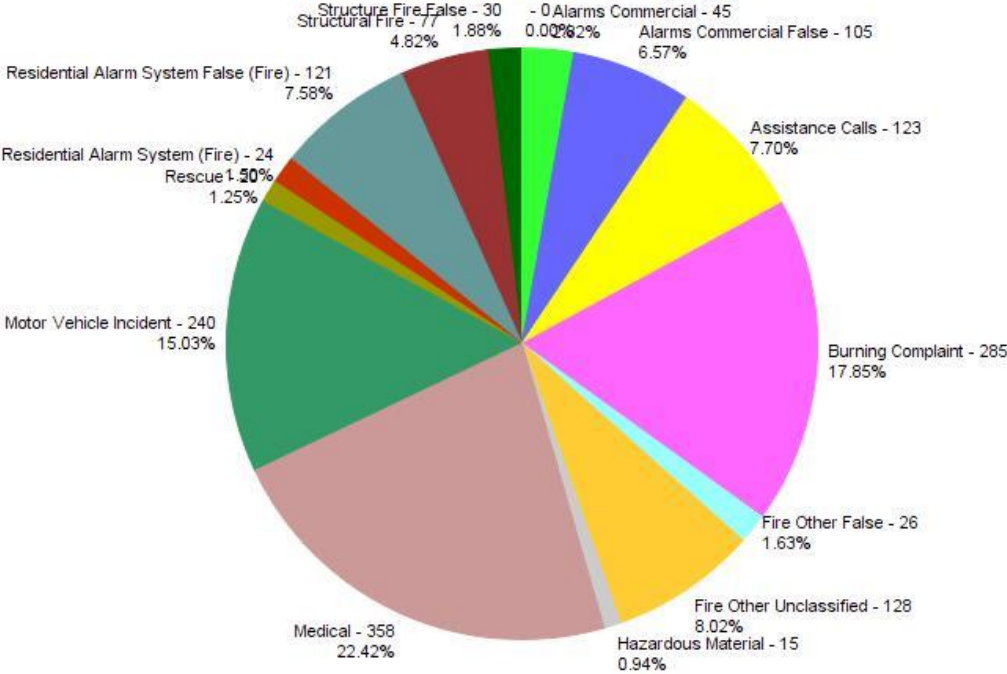






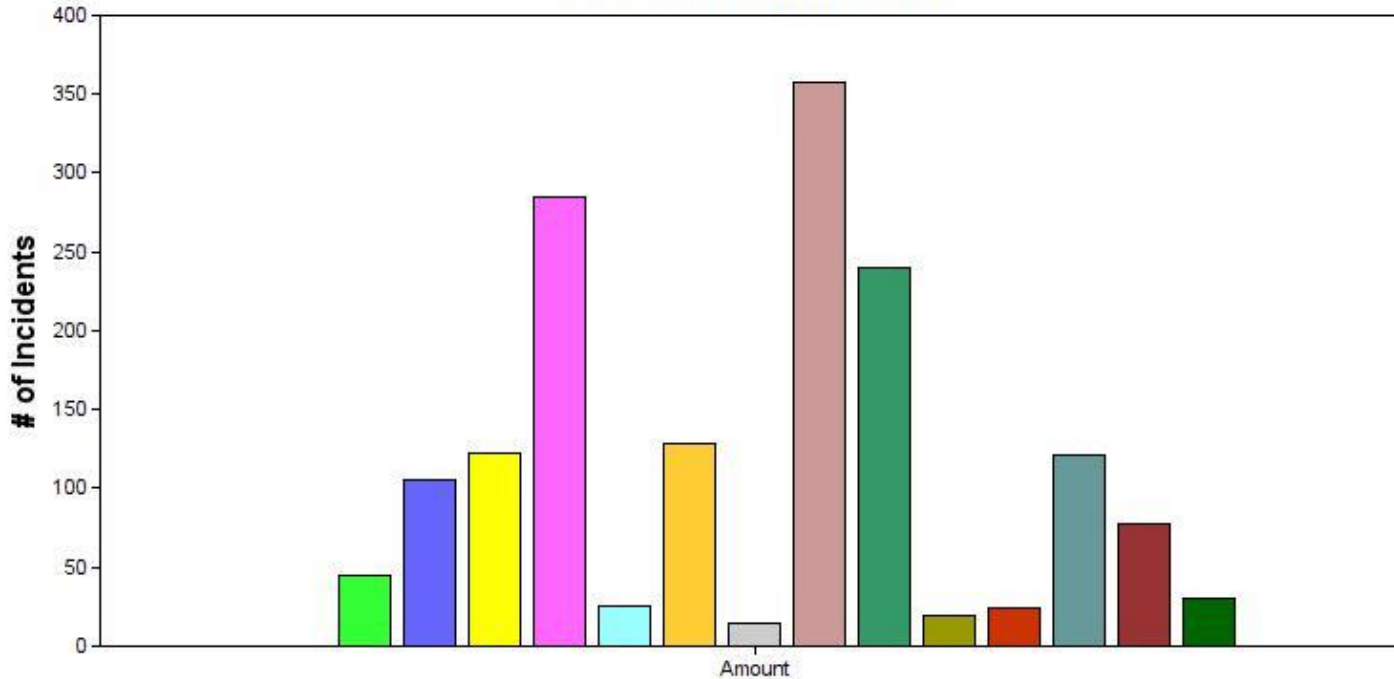
# Incident Calls

**2023 Incident Call Totals by Type**



# Incident Calls

**2023 Totals by Type**  
From Jan 1 23 to Dec 31 23



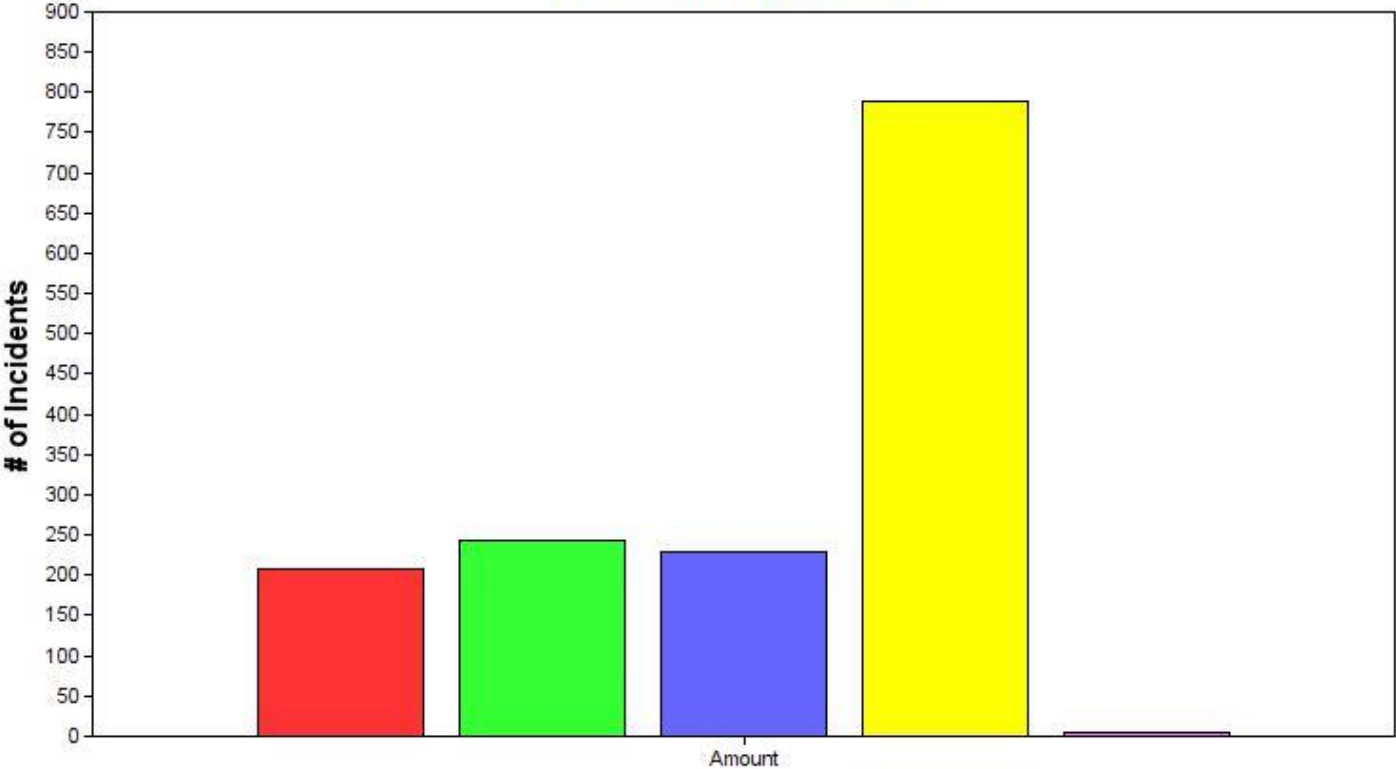
- 0      Alarms Commercial - 45      Alarms Commercial False - 105      Assistance Calls - 123
- Burning Complaint - 285      Fire Other False - 26      Fire Other Unclassified - 128      Hazardous Material - 15
- Medical - 358      Motor Vehicle Incident - 240      Rescue - 20      Residential Alarm System (Fire) - 24
- Residential Alarm System False (Fire) - 121      Structural Fire - 77      Structure Fire False - 30



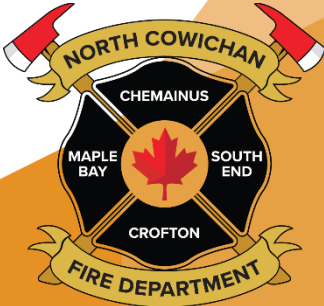


# Incident Calls

*Totals by Station*  
From Jan 1 23 to Dec 31 23



■ 1- Chemainus - 209    ■ 2- Crofton - 243    ■ 3- Maple Bay - 228    ■ 4 - South End - 790    ■ NCFD - 4





# Fire Inspections

North Cowichan does not have an overall, readily available registry of inspect-able buildings (except for apartment buildings).

- Work required to identify and categorize remaining properties (location, type, contacts).
1. Establish a fire inspection service level by:
    - Major occupancy type
    - Frequency
    - Year of implementation
    - Self-assessment option
  2. Conduct baseline inspections for all occupancy types:
    - Create benchmark
    - Projected to take 3 years (with proper staffing)



# Fire Inspections

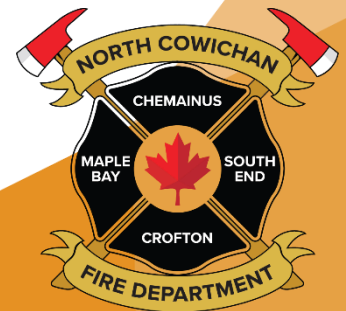
Occupancy Type	Number
C – Apartments/Hotels/Motels (annual)	45
A - Assemblies (Schools, Churches, Daycares, etc.)	8
D – Businesses & Personal Services	2
E – Mercantile	1
F – Industrial	0
<b>Total</b>	<b>56</b>





# Referrals & Reviews

Development Referrals	60
Special Event Reviews	30
Fire Safety Plan Review	20
Assistance (comfort letters, codes, etc.)	40
<b>Total</b>	<b>150</b>



# Fire Investigations & OFC Fire Reporting

Structure Fires	35
Burning Complaints	233
Fire (other)	82
<b>Total</b>	<b>350</b>

This program is being enhanced to meet fire investigations in a general way.

- Fire Investigation & Call-out policy developed.
- Training extra Fire Investigator – 1 extra person so far, Firewise Consulting as a backup.
- Review and complete all reportable fires in FP2.  
Further upload to OFC as per *Fire Services Act*.
- Assistant Fire Chief is responsible for fire investigations.

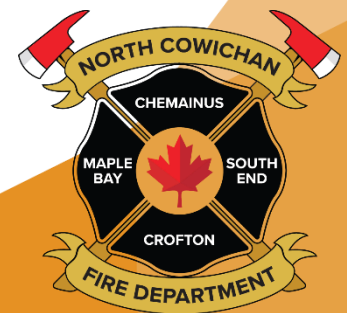




# Public Education and Prevention Events



Arrive Alive event at Cowichan Secondary School



# Public Education and Prevention Events

## Increased Events:

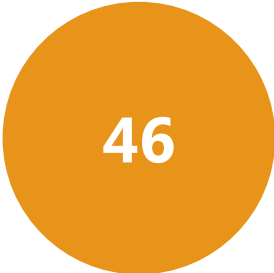
- Achieved a commendable 25% increase in unique public education events compared to last year (46 unique events).
- Diversified outreach efforts to include a broader range of educational activities and partnerships.

## Expanded Outreach:

- Engaged with all elementary schools (approximately 16 schools) to deliver tailored fire safety education programs.
- Extended outreach to Cowichan Secondary School, the Cowichan Valley Regional District Summer camp program, including the unique "Girl Power Camp," and seniors participating in the Life-Long Learners education program.
- Collaborated with community service organizations like Providence Farm to enhance community-wide awareness.



# Public Education and Prevention Events



Events



Hours



Participants



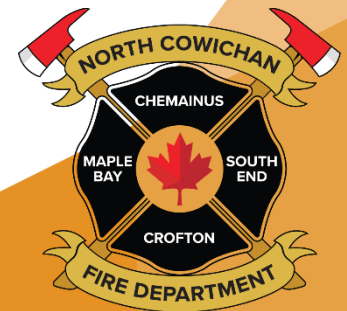
# Public Education and Prevention Events

## Varied Educational Activities:

- Conducted fire hall tours to provide hands-on experiences for participants.
- Delivered in-class education talks tailored to students' specific needs and age groups.
- Facilitated fire equipment demonstrations to enhance understanding of firefighting tools.
- Offered practical fire extinguisher training sessions to adults.
- Hosted fire safety education seminars targeting diverse audiences.

## Growing Need:

- Identified a growing need for fire education at the grade school level, emphasizing the importance of early awareness.
- Recognized the significance of educating adults, seniors, and disabled individuals, tailoring programs to address specific challenges and concerns.



# Public Education and Prevention Events

## Future Strategies

### Continued Expansion:

- Explore additional opportunities for collaboration with schools, community groups, and organizations to further expand outreach.
- Consider incorporating innovative approaches, such as virtual resources, to adapt to changing circumstances.

### Targeted Initiatives:

- Develop targeted initiatives for specific demographics, focusing on the unique needs of grade school students, adults, seniors, and disabled individuals.
- Implement feedback mechanisms to refine and improve program effectiveness continuously.

