

## City of Burlington By-law xx-xxxx

A by-law to establish and regulate the Fire Department for The Corporation of the City of Burlington, and to repeal By-Law 90-2012; (BFD-xx-xx)

Whereas the Municipal Act, 2001 S.O 2001, c.25, as amended, provides that a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under the Act;

Whereas Section 8 of the Municipal Act, 2001, 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;

Whereas Part II, Section 5(0.1) of the Fire Protection and Prevention Act, 1997, S.O. 1997, CHAPTER 4 (the "FPPA"), as amended, authorizes the council of a municipality to establish, maintain and operate a fire department for all or any part of the municipality;

Now therefore the Council of the Corporation of the City of Burlington hereby enacts as follows:

### Content

#### Definitions

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

**"Approved"** means approved by Council;

**"Acting Platoon Chief"** means a Member designated by the Fire Chief or Deputy Fire Chief to supervise a particular Platoon in the Department in the absence of the regular Platoon Chief;

**"Automatic Aid"** means any agreement under which a municipality agrees to provide an initial response to fires, rescues and emergencies that may occur in a part of another municipality where a fire department is capable of responding more quickly than any fire

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department situated in the other municipality; or a municipality agrees to provide a supplemental response to fires, rescues and emergencies that may occur in a part of another municipality where a fire department in the municipality is capable of providing the quickest supplemental response to fires, rescues and emergencies occurring in the part of another municipality;

**“City Manager”** means the person appointed by council to act as the most senior administrative officer for the Corporation.

**“Chief Fire Official”** shall mean the Assistant to the Fire Marshal who is the Fire Chief or a member or members of the Fire Department appointed by the Fire Chief under the FPPA or a person appointed by the Fire Marshal under the FPPA;

**“Captain”** means the person in command of a company to which he or she is assigned and is responsible for the proper operation of that crew to the Platoon Chief;

**“Company”** means a complement of Fire Department personnel operating one or more pieces of apparatus or equipment;

**“Collective Agreement”** refers to an agreement between the Corporation and the Firefighters’ Association made under the provision of the FPPA, any such agreement between members of the Department and the Corporation;

**“Corporation”** means The Corporation of the City of Burlington;

**“Council”** means the Council of the Corporation;

**"Dangerous Goods"** means any product, substance or organism which is of a highly combustible, flammable or explosive nature, all as set out in the Transportation of Dangerous Goods Act (Canada, Chapter 34, 1992) and all amendments thereto; and any other material which, because of the toxic or other inherent characteristics, constitutes a fire hazard or a hazard to life, safety or health, and, without restricting the generality of the foregoing, are classified as follows:

"Dangerous Goods" classifications are as follows:

Class 1	Explosives, including explosives within the meaning of the Federal Explosives Act, and Explosives Regulations, and all amendments thereto
Class 2	Gases: compressed gases, liquified natural gas, liquified or dissolved gases; under pressure.
Class 3	Flammable liquids and combustible liquids.
Class 4	Flammable solids, substances liable to spontaneous combustion, substances that on contact with water emit flammable gases.
Class 5	Oxidizing substances, organic peroxides, chlorates, nitrates.
Class 6	Poisonous (toxic) and infectious substances.
Class 7	Radioactive materials and prescribed substances within the meaning.
Class 8	Corrosive
Class 9	Miscellaneous dangerous goods or organisms not included in any of the above classes.

**“Department”** means the Corporation’s Fire Department;

**“Deputy Fire Chief”** means the person(s) appointed by Council to act in place of the Fire Chief in the Fire Chief’s absence, or in the case of a vacancy in the position of Fire Chief;

**"Dwelling or Dwelling Unit"** means two or more rooms used or intended to be used for residential accommodations and shall have cooking, sleeping and sanitary facilities of which no more than one cooking facility is permitted consisting of cooking equipment, devices or appliances, sinks, cabinets and all electrical or plumbing service lines used or intended to be used to service the cooking facility.

**“Enforcement”** refers to the proper execution of the process of ensuring compliance with laws, regulations, rules, and standards.

**“Equipment”** means any apparatus, vehicles, tools, devices or materials used by the fire department.

**“False alarm”** means the activation of a fire alarm system resulting in the direct or indirect notification of the fire department to attend a property where the fire department finds no evidence or indication of any fire condition, unlawful activity or unauthorized entry;

**“Fire alarm system”** means a device or devices installed on real property and intended to warn of a fire condition by activating an audible alarm signal or alerting a monitoring facility but does not included a fire alarm system on real property that is intended to alert only the occupants of the dwelling unit in which it is installed;

**“Fire Chief”** means the person appointed by Council pursuant to the FPPA and is ultimately responsible to Council for delivery of fire protection services as defined in this Act;

**“Fire Department”** means a group of firefighters authorized to provide Fire Protection Services pursuant to the FPPA for the Corporation;

**“Firefighters Association”** means the Burlington Professional Firefighters Association, Local 1552 of the International Association of Firefighters;

**“Fire Protection Services”** means a range of programs designed to protect the lives and property of the inhabitants and public at large within the fire department response area from the adverse effects of fire, sudden medical emergency or exposure to dangerous conditions created by man or nature and includes fire suppression, fire prevention, fire and public safety education, communication, training of persons involved in the provision of fire protection services, specialized rescue and emergency services, maintenance and servicing of apparatus and equipment, and the delivery of all of those services;

**“Firefighter”** means any person employed in, or appointed to, a fire department and assigned to undertake fire protection services and includes a volunteer firefighter who responds in their community for a nominal pay structure.

**“Fire Coordinator”** means the person appointed by the Fire Marshal, under the authority of the Fire Protection and Prevention Act, 1997 to coordinate the mutual aid

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plan, or the person appointed by the Fire Marshal to act in the absence of the Fire Coordinator;

**“Interior”** structural firefighting means the physical activity of fire suppression, rescue or both, inside of buildings and enclosed structures which are involved in a fire situation beyond the *incipient stage*;

**“Incipient stage”** fire is defined as a fire which is in the initial or beginning stage and which can be controlled or extinguished by portable fire extinguishers, class II standpipe or small hose systems without the need for protective clothing or breathing apparatus;

**“Mandatory Retirement”** In order to ensure the health and safety of all firefighters. Mandatory retirement (age 60) is recognized as a *“bona fide occupational requirement”* (BFOR) for firefighters performing suppression activities. This applies to Career and Volunteer firefighters;

**“Multiple Family Row Housing”** shall mean single family dwellings joined by a common wall, up to two (2) stories in height, occupied by one family, with each house having an individual ground floor entrance/exit directly to the exterior of the building.

**“Mutual Aid”** means the Province of Ontario Mutual Aid Plan, including the county, regional and district plans developed under the authority of the Fire Protection and Prevention Act, 1997 and the direction of the Fire Marshal and Chief, Emergency Management to facilitate provisions of fire protection services to the residents of the county, district or region under a coordinated and cooperative provincial plan.

**“Member”** means any defined firefighter or employee of the Department;

**“NFPA”** means National Fire Protection Association. O. Reg 343/22 requires every fire department to certify all fire service personnel to NFPA standard applicable to those performing roles involving technical rescue services, communications, fire prevention, public education and training.

**“Occupancy”** means the use, or intended use, of a building, or part thereof for the shelter or support of persons, animals or property.

“**Officer**” means a Member of the Department with the designation of Captain or a more senior position than Captain;

“**Platoon**” means a complement of personnel operating one or more Companies and pieces of apparatus under the supervision of a Platoon Chief/Acting Platoon Chief;

“**Platoon Chief**” means a member designated by the Fire Chief or the Deputy Fire Chief to supervise a particular Platoon in the Department;

## **2. Fire Department Establishment**

- 2.1 A Department of the Corporation, to be known as the Burlington Fire Department is hereby established and continued under this By-law and the head of the Department shall be known as the Fire Chief.

## **3. Structure and Employment**

- 3.1 In addition to the Fire Chief, the Department personnel shall consist of at least two Deputy Fire Chief(s) and such numbers of Officers and Members as from time to time may be deemed necessary by Council.

## **4. Duties and Responsibilities**

- 4.1 The Fire Chief is responsible to Council for the proper administration and operation of the Department. The Fire Chief is under the general direction of Council, and:
- 4.2 Shall develop and make available such written by-laws, operational guidelines, policies, general orders, mission statements and Departmental rules as may be necessary for the care and protection of the public, the Department, Department equipment and personnel, and for the efficient operation of the Department, provided that such policies, orders and rules do not conflict with the provisions of any by-laws of the Corporation, other provincial or federal legislation, and

- 4.3 Shall review periodically the policies and procedures of the Department and may establish an advisory committee consisting of such Members of the Department as may be determined from time to time to assist in these duties.
- 4.4 The Deputy Fire Chief(s) shall be the second ranking officer(s) of the Fire Department and shall be subject to and shall obey all orders of the Fire Chief and shall perform such duties as assigned by the Fire Chief and shall act on behalf of the Fire Chief in case of absence or vacancy in the office of Fire Chief.
- 4.5 The Fire Chief and all other Officers of the Department shall protect and guard all property entrusted to their care and the Fire Chief, all Officers and all Members, insofar as lies in their power, shall take proper measures to protect all Members of the Fire Department from accident, injury or death as a result of duty.

## **5. Department Divisions**

- 5.1 The Department shall be organized into Divisions such as determined by the Fire Chief on approval from the City Manager and/or Council.
- 5.2 The Fire Chief may re-organize or eliminate Divisions or establish Divisions or may do all or any of these things or any combination of them as may be required to ensure the proper administration and efficient operation of the Fire Department and the effective management of Fire Protection Services for the Corporation with approval from the City Manager and/or Council.
- 5.3 The Fire Department shall be organized into Divisions such as:
  - i. Fire Prevention and Public Education,
  - ii. Fire Suppression,
  - iii. Training,
  - iv. Mechanical and Maintenance,
  - v. Communications,
  - vi. Administrative Services.

## 6. Responsibilities and Authority of the Fire Chief

- 6.1 The Fire Chief shall be the head of the Fire Department and is ultimately responsible to Council, through the City Manager, for proper administration and operation of the Fire Department including the delivery of Fire Protection Services.
- 6.2 The Fire Chief shall be authorized to make such general orders, policies, procedures, rules and regulations and to take such other measures as the Fire Chief may consider necessary for the proper administration and efficient operation of the Fire Department and the effective management of Fire Protection Services for the Corporation and for the prevention, control and extinguishment of fires, the protection of life and property and the management of emergencies and without restricting the generality of the foregoing;
- a) For the care and protection of all property belonging to the Fire Department.
  - b) For arranging for the provision and allotment of strategic staffing and facilities, apparatus, equipment, materials, services and supplies for the Fire Department;
  - c) For the development and implementation of automatic aid, mutual aid and other fire protection and emergency service agreements within the Corporation's borders and/or within the municipal borders of adjoining municipalities upon the approval of Council;
  - d) For determining and establishing the qualifications and criteria for employment or appointment, and the duties of, all members of the Fire Department;
  - e) For the conduct and the discipline of members of the Fire Department;
  - f) For preparing, and upon approval by Council, implementing and maintaining a departmental fire service plan and program for the Corporation;
  - g) For keeping an accurate record of all fires, rescues and emergencies responded to by the Fire Department and reporting of same to the Office of the Fire Marshal;

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- h) For keeping such other records as may be required by Council, the Corporation and the FPPA;
- i) For preparing and presenting an annual report of the Fire Department to Council; and
- j) For exercising control over the budget approved by Council for the Fire Department.
- k) Adhere to and exercise the provisions and powers of the FPPA;
- l) 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 FPPA;

6.3 The Fire Chief shall be empowered to authorize:

- a) The pulling down or demolition of any building or structure to prevent the spread of fire;
- b) All necessary actions which may include boarding up or barricading buildings or property to guard against fire or other danger, risk, or accident, when unable to contact the property owner; and
- c) The recovery of expenses incurred by such necessary actions for the Corporation in the manner provided through the Municipal Act, 2001 and the FPPA. Such expenses may include but are not limited to: retaining a private contractor, securing, renting/leasing heavy and or specialized equipment, and retaining specialized services.
- d) Enforce this By-law, Corporate and Department policies, guidelines, rules or regulations.
- e) Sign service agreements within approved budget allocations under delegated authority.

6.4 The Fire Chief is authorized to perform the duties of Regional Fire Coordinator as required.

## **7. Emergency Response Outside of Municipal Boundaries**

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

- 7.1 That in the opinion of the Fire Chief, or designate, threatens property in the municipality or property situated outside of the municipality that is owned or occupied by the municipality;
- 7.2 In a municipality with which an agreement has been entered into to provide Fire Protection Services;
- 7.3 On property with respect to which an agreement has been entered into with any person or corporation to provide Fire Protection Services;
- 7.4 At the discretion of the Fire Chief, or designate, to a municipality authorized to participate in the Halton Region Mutual Fire Aid Plan and Program on a reciprocal basis; or
- 7.5 On property beyond municipal boundaries where the Fire Chief or designate, determines that immediate action is necessary to preserve and protect life and/or property and the correct fire department is notified and/or assumes command. The Fire Chief shall subsequently inform the head of Council of such response.

### **Levels of Service**

1. The Fire Department shall provide the core services specified in Appendix A
2. The Corporation of the City of Burlington accepts no liability for delay or inability to supply the services set out in the Appendix A of this By-law.
3. Nothing in this By-law will restrict the Fire Department from providing more than the core services set out in Appendix A. Service delivery enhancements, and/or amendments or recommendations will be approved by council.

## **By-Law in Force**

If a court of competent jurisdiction should declare any section or a part of this By-law to be invalid, the remainder of this By-law shall continue in force unless the court makes an order to the contrary.

This By-law shall come into full force and effect on the day it is passed by Council.

Enacted and passed this    day, of April, 2023.

Mayor Marianne Meed Ward \_\_\_\_\_

City Clerk Kevin Arjoon \_\_\_\_\_

## **Municipal Establishing and Regulating By-law**

An establishing and regulating bylaw is a municipal council document that outlines how the municipality delivers fire protection services it has determined are necessary according to its needs and circumstances, as is required by the *Fire Protection and Prevention Act, 1997* (FPPA).

An establishing and regulating bylaw can state the type and level of fire protection services provided and may include policy direction in the following areas:

- Legislative/regulatory requirements that may affect the delivery of fire protection services (e.g., FPPA, *Occupational Health and Safety Act*, and *Environmental Protection Act*);
- Fire Marshal directives
- Best practice (e.g., Ontario Fire Services Section 21 Advisory Committee guidance notes, National Fire Protection Association standards);
- General functions and core services to be delivered.
- Goals and objectives of the fire department;
- General responsibilities of fire department personnel;
- Organizational structure;
- Authority to proceed beyond established response areas;
- Authority to apply costs to property owners for fire investigations; and
- Authority to affect necessary fire department operations, in consultation with the municipality's legal resources.

When setting or amending the levels of service in the establishing and regulating bylaw, municipal council, in consultation with the fire chief, should keep in mind the following considerations:

- The current needs and circumstances of the municipality;
- Requirements and expectations, such as the following:
  - Training requirements based on current standards and practices;
  - Acquisition and maintenance of appropriate equipment; and
  - Appropriate record keeping
- The extent of fire department funding necessary to achieve and maintain the stated levels of services.

## **Appendix A: Core Services Provided by the Burlington Fire Department**

### **Fire Prevention and Public Education**

As required by the *Fire Protection and Prevention Act, 1997 (FPPA)*, the municipality must provide the minimum services listed below.

- a smoke and carbon monoxide alarm program with home escape planning
- a fire safety education program
- fire safety inspections upon complaint or request
- fire investigations

### **Smoke/Carbon Monoxide (CO) Alarm Program**

The objective of the Smoke/CO alarm program is to promote and enforce the installation and maintenance of working smoke alarms as per the Ontario Fire Code (OFC) in the municipality.

Activities to help achieve this goal include:

- distribution of pamphlets or other education material
- instruction to residents regarding Smoke/CO alarms and escape planning
- providing advice and/or assistance on the installation of the smoke alarms
- inspection of residences to determine compliance with the smoke alarm provisions of the Ontario Fire Code.
- enforcement of the OFC in cases of non-compliance

### **Public Education Programs**

The Department will provide a variety of fire safety education programs for the residents and businesses in the City of Burlington. Public education programs will be delivered in a variety of ways designed to meet the needs of the target groups as identified in the Community Risk Assessment.

### **Community Risk Assessment**

The Department will conduct an annual review of the Community Risk Assessment to determine if there is a need for a revision of policies and practices to address changing circumstances.

### Fire Code Inspections

It is the requirement by the FPPA and the Fire Prevention policy of the Department to conduct or arrange for fire prevention/safety inspections of occupancies:

- vulnerable occupancies,
- upon request,
- upon complaint or
- through an annual inspection program to assess the occupant/owner's compliance with the Fire Code.

Records of inspection, re-inspections, and inspection orders, or tickets issued, etc. will be maintained by the fire department. Follow-up on any outstanding violations will be made to obtain compliance or to undertake court action if required.

### Fire Investigations

The Department shall conduct or arrange for investigations of fires in order to attempt to determine cause and origin and, where required, to request appropriate agencies to assist with the investigation.

## **Community Emergency Management Services**

The Emergency Management and Civil Protection Act is the legislative framework under which we operate. It provides our program with target compliance benchmarks that must be achieved each year. Areas of compliance include the following:

- Municipal plan,
- Emergency Management Program Committee,
- Public education, training and exercises,
- Information management,
- Annual review of the Hazard Identification, Risk Assessment and Critical Infrastructure.

We ensure not only that the municipality remains compliant under the legislation; we go beyond these basic standards to build a comprehensive Emergency Management Program utilizing benchmarking and guidelines from organizations such as Canadian Standards Association (CSA).

Our Community Emergency Management Coordinator (CEMC) takes a collaborative approach to emergency management, building strategic partnerships across the province in both the public and private sectors. We work with community organizations and partners that are responsible for critical infrastructure, essential services and public safety. The City uses both an all-hazards and risk-based planning approach to emergency management and business continuity.

While the City's Disaster Management Plan is designed to protect the community from all hazards, we also continually assess the potential of specific hazards to impact the city to develop risk-based plans. We identify key personnel, infrastructure and critical services, develop specific training and exercises for each hazard and evaluate business impacts.

## **Emergency Response**

### i. Basic Firefighting Services:

The Fire Department shall respond to fires, alarms of fire and pre-fire conditions to provide fire suppression and shall exercise best efforts to conform to the most recent recognized standards as revised from time to time.

### ii. Structural Firefighting Services:

For the purpose of this service, "Structural Firefighting" shall have the same meaning as Structural Firefighting as defined by NFPA 1710, Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations, and Special Operations to the Public by Career Fire Departments.

Interior Search and Rescue – Shall be provided when possible and as appropriate in accordance with the following:

- Service shall be provided to search for and rescue endangered, trapped or potentially trapped persons within the structure.
- Service shall be provided only when, in the opinion of the Fire Chief or most senior Officer in charge, all of the following are true:
  - i. A scene risk assessment has been completed, and the level of risk reasonably justifies entry into the structure;
  - ii. Building integrity permits entry into the structure;

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- iii. Sufficient Trained Firefighter staffing are deployed at the fireground;
  - iv. Reliable water supply with adequate flow can be sustained;
  - v. Adequate fireground supervision and support is provided.
- iii. Interior Fire Suppression (*Offensive Operations*) – Shall be provided when possible and as appropriate in accordance with the following:
- Service shall be provided to contain the fire and prevent further loss of property.
  - Service shall be provided only when, in the opinion of the Fire Chief or most senior Officer in charge, all of the following are true:
    - A scene risk assessment has been completed, and level of risk reasonably justifies Firefighter entry into the structure;
    - Building integrity permits entry into the structure;
    - Sufficient Trained Firefighter staffing is deployed at the fireground;
    - Reliable water supply with adequate flow can be sustained;
    - Adequate fireground supervision and support is provided
- iv. Exterior Fire Suppression (*Defensive Operations*) - Shall be provided when possible and as appropriate, in the opinion of the Fire Chief or most senior Officer in charge, in accordance with the following:
- There shall be no expected rescue component with this service.
  - Service shall be provided to prevent fire spread to adjacent areas.
  - Service shall be provided when Interior Fire Suppression is not possible or appropriate.
  - Service shall be provided as water supply permits.
- v. Special technical and/or rescue response services provided by the Burlington Fire Department shall include performing automobile and/or equipment extrication using hand tools, air bags, and heavy hydraulic tools as required, vehicle stabilization, extrication and patient removal and patient care.



- vi. Other technical and/or specialized rescues response services such as rope rescue, slope rescue, ice water and shore-based water rescue shall be provided by the Burlington Fire Department at the Operations level.
- vii. Grass, brush firefighting
- viii. Marine shore-based firefighting
- ix. Other emergency responses as the department is capable of providing within their level of training that will not compromise the health or safety of a firefighter or the member of the public.
- x. Mutual Aid – as per Halton Mutual Aid Plan with Oakville Fire, Milton Fire and Halton Hills Fire.
- xi. Mutual and/or Automatic Aid – as per Agreements with Hamilton Fire and Mississauga Fire and Emergency Services.
- xii. Participation in the City of Burlington Emergency Plan Activation
- xiii. Participation in the Halton Region Emergency Plan Activation when warranted.

### **Special Response Levels**

Medical - Emergency pre-hospital medical care:

- Approved medical directives from BFD Medical Director.
- CPR, defibrillation protocols.
- Regional Tiered Response Services Agreement for “Obvious Threat to Life” (OTL).
- Medical Priority Dispatch Services call determinants as per the agreed level of response that aligns with the department level of training.
- The Administration of Symptom Relief drugs such as Epinephrine, Narcan and any other future symptom relief drug administration or enhancements and/or monitoring devices as per our Medical Director

Special rescue techniques, equipment, and training are required, based on identified needs and risks in the community. Continuation of training programs, standards, knowledge, and experience provide the basis for the Fire Chief to designate the recommended response levels in this By-law.

In accordance with industry-accepted practices, applicable legislative requirements, current regulations or standards as directed by Council, the Burlington Fire Department (“BFD”) shall maintain a team of firefighters who are capable of responding to:

√ - refers to Burlington Fire’s level of training for each Discipline

<b>SPECIAL RESPONSE LEVELS</b>			
Discipline:	Awareness level	Operations level	Technician level
HazMat Response		√	Hamilton Fire
Confined space	√		Hamilton Fire
Trench rescue	√		Mississauga Fire (By-Law 0047-2017)
Ice / Water Rescue (tethered)		√	Halton Police /Beach Rescue
Structural Collapse	√		Province of Ontario and Toronto HUSAR Task Forces
High/Low Angle Rope Rescue		√	√

**Awareness Level** – The level is the most basic, and supports emergency response personnel who respond, or may respond to a incident and participate in an indirect rescue support role.

**Operations Level** – This level of qualification expands on scene size-ups, site hazards and safety. Emergency service personnel who respond, or may respond, to a rescue incident and participate in direct rescue operations. The Operations level of qualification is a pre-requisite for the Technical level training and certification.

**Technician Level** - This level of qualification targets all emergency service personnel who respond to a rescue incident and participate in direct rescue operations as a technical advisor or member of a Technical Rescue Team. These personnel are qualified to conduct the overall scene operation and plan/execute rescue site activities.

**Hazmat** – Operations level Response include:

- Small- and large-scale hazardous materials emergencies only.
- Immediate life hazards to the public and to effect potential rescues.

- Will enter into extremely hazardous environments by utilizing the highest level of personal protective equipment available for hazardous materials incidents.
- Use specialized air monitoring equipment.
- Decontamination set-up.
- Does *not* provide spill clean up or site remediation services.

Urban Search and Rescue (USAR)- Additional details includes:

- emergency situations, including urban building collapses,
- mudslides, flooding,
- forest fires, among other disasters.

## **Training**

The Ontario government enacted O. Reg. 343/22: **Firefighter Certification** under the **Fire Protection and Prevention Act, 1997**. The Regulation sets out mandatory minimum certification standards for fire protection services for firefighters in a municipality, or in a fire department in a territory without municipal organization.

This includes and is not limited to providing:

1. Access to Training Facilities:
  - a) Coordinating access to appropriate training facilities.
  - b) Delivering hands-on training to staff.
2. Providing Station Training:
  - a) Delivering curriculum specific to operational and strategic needs.
  - b) Providing supervisory training drills.
3. Program Development Services:
  - a) Developing trainer facilitators.
  - b) Coordinating core curriculum.
  - c) Providing officer training and development.
  - d) Developing specialized staff development programs

## **Communications**

The Burlington Fire Department Communications Division provides a public service responsible for effective 911 fire call handling and dispatching of the required fire resources in order to mitigate emergencies and monitor emergency responders and the public during an emergency call for assistance.

As a public safety answering point (PSAP) our Communications centers coordinates the response of fire protection resources, manage the flow of incident-related information to and from emergency responders and/or community agency resources. Monitor the status of emergency responders, assign additional resources as required; all the while emphasizing the safety of the public and emergency responders.

The City of Burlington provides 911 fire call handling and dispatching services for the Community's of the City of Burlington, Town of Oakville, Town of Halton Hills and Town of Milton. Other responsibilities include but are not limited to:

- a) Arranging for the provision of dispatch services from external agency to dispatch appropriate Fire Department resources.
- b) Liaising with dispatch centres.
- c) Providing current municipal information to the dispatch centres, including response protocols, mapping, local streets, property and water service information, road closures, and caution notes.
- d) Monitoring Fire Department dispatch centre performance and resolving service issues.

## **Maintenance**

The Burlington Fire Department provides a maintenance program for apparatus, equipment and facilities that ensures the appropriate quantity, quality, and reliable condition to meet the needs of the community and the operations of the fire department. This includes but is not limited to:

- a) Maintaining fleet and equipment (both routine and emergency).
- b) Providing periodic inspection and testing programs.
- c) Complying with the requirements of provincial regulations.
- d) Providing annual pump capacity and certification testing.

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- e) Developing specifications for new apparatus and equipment.
- f) Acceptance testing of new apparatus and equipment.
- g) Maintaining, testing and calibrating specialized equipment.

*For the purposes of this Establishing and Regulating By-Law, "Appendix A" may be subject to change as per city council approved service delivery levels.*