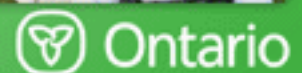


The ONTARIO FIRE SERVICE **MESSENGER**

a publication of the Office of the Fire Marshal



Ontario Fire Service Messenger

Published in the interest of fire
protection and fire prevention
in Ontario.

Comments, suggestions, questions
and articles are welcome. Please
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Thank you to everyone that
contributed to this issue,
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and Joshy Kallungal.

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Rob Browning President of the Ontario Association of Fire Chiefs



What a year it has been for the fire service and emergency services. We continue to demonstrate our strong capability to respond to adverse conditions with a moment's notice and deliver services with the highest degree of quality. The fire service also continues to exhibit strong leadership municipally. Whether it is in emergency plan development or in taking leadership roles in the Community Control Group, fire services play prominent roles in working through difficult events. Congratulations to everyone for excellent efforts and results.

My early months as President of the Ontario Association of Fire Chiefs have been nothing less than a pleasure and a challenge. As the Board of Directors enters the second quarter of its term, the OAFC is undergoing significant change. Our Executive Officer resigned to explore new challenges. The OAFC membership wishes Terry Landon the very best in his new endeavours. The Board is busy searching for a new Executive Director. We are taking the opportunity to refocus our Association and find a dynamic individual who has the skills to satisfy the changing expectations of our membership. This is a serious undertaking, one in which the Board is expending significant energy. The Board believes this initiative will benefit the OAFC and its membership.

The OAFC will continue to have a strong presence in professional development initiatives. For many years, the OAFC has contributed significant resources to the development of fire service standards, curriculum and certification. Recently, with the hard work of Bob French of the OFM and his team, a pinnacle was reached when our certification process was given international accreditation. The accreditation is a fantastic achievement and the OAFC thanks Bob and his team for their leadership and persistence in seeing this project through to fruition.

Recently, the Board entered negotiations to formalize the partnership between the OFM and the OAFC. The OAFC is pursuing this memorandum to clearly identify to the government and others, the generous and important contributions the Ontario fire chiefs make to public fire safety in the province. Certainly the OAFC is not the sole participant in these endeavours but without our continued support, the progress of many of the programs under development would be delayed or stalled. Our Association looks forward to future projects with the OFM and other partners which will result in a stronger fire service and safer communities for our residents.

Fire chiefs continue to lead through stimulatingly difficult times. One of the biggest tasks for us is to attract and prepare tomorrow's leaders. This is not an easy undertaking for either party as being a leader comes with risks. My hat goes off to those who have the courage to take on the challenge. The OAFC will be there to support you through your journey.

All in all, no one can argue that being a part of the fire service is an honourable and rewarding community responsibility. None of us should ever forget that!

Ontario Fire Service Messenger

September/October 2003

www.gov.on.ca/ofm/messenger

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Cover Story:

If you go Down to the Woods Today...

Visitors to the Ontario Fire College in Gravenhurst will be greeted by a new member of staff! Sparky the Fire Safety Moose was donated to the College by Liberty Mutual.

Story on back page



Training the Fire Service to be the Best

Training Officers are an important part of any fire department whether they coordinate one particular area within a dedicated training division or whether they are involved in all aspects of a small volunteer department.

Story on page 10 & 14



Gone with a Bang

This *In Detail* feature by OFM Fire Protection Engineer Joshy Kallungal highlights performance issues related to emergency venting on storage tanks, storage rack failures and relieving style containers.



Story and photographs on page 18



Update ONTARIO

News from around the province

If you have an item you would like to see published in Update Ontario, please send it to The Editor, Ontario Fire Service Messenger, Office of the Fire Marshal, Place Nouveau Building, 5775 Yonge Street, 7th Floor, Toronto, Ontario M2M 4J1. Tel: 416-325-3120, Fax: 416-325-3162 or email rodney.porter@jus.gov.on.ca

New York honours Ontario fire service

The Ontario fire service was recognized by the State of New York for its support of fire and life safety education on both sides of the border with the United States. Certificates of appreciation were presented at the 30th Annual Public Fire Prevention Education Program in New York to David Flynn from the Niagara Region Child Safety Village; Robert Wilson from Niagara Falls (Ontario) Fire Department; and, David Blizzard and Scott Richardson, both from Markham Fire Department.

Ontario Fire College expansion on course

Work on the expansion of the Ontario Fire College in Gravenhurst continued throughout the summer with regular visits from OFM and OFC staff. Completion is expected by March 2004.



Mnjikaning Fire and Rescue Services Training Officer Alan Brody received the Bill Wilkins Memorial Award as Simcoe County's Firefighter of the Year for 2002. Pictured left to right are: Mnjikaning Fire Chief Mark Pankhurst, Alan Brody, Bruce Quinn, President of the Simcoe County Mutual Aid Association, and Phil Brunelle, Vice-President of the Simcoe County Mutual Aid Association.



Photograph by Karen Reid, TFS

Firefighters watch over SARStock in Toronto

When more than 450,000 people gathered to watch The Rolling Stones at Downsview Park in Toronto, they were under the watchful eye of emergency services including Toronto firefighters.



Bunker run raises hospital funds in Milton

Milton firefighters sweated it out during a sponsored run to raise money for the local hospital. The difference was that the firefighters who competed in the five kilometres and 15 kilometres run in June wore their bunker gear. Pictured above, left to right, are: Don Ronan, Tim Roberts, Jason Pake, Chad Harper, Steve Ramkalawan and Marcel Fournel. Fortunately for us, it was a cool day and we did complete the race however, we finished last in one hour and 50 minutes to great fan fare of all participants, said Tim Roberts, Training Coordinator with the Milton Fire Department. More than \$1,500 was donated to Milton District Hospital Foundation to purchase equipment.

Hydrants add colour to streets

Niagara Falls is painting the town red. And blue and orange and green.

During the summer, temporary staff started to paint the caps of fire hydrants in Niagara Falls.

The undertaking which began last summer is only a seasonal project. With 2,602 hydrants in Niagara Falls, the project will take around four years to complete.

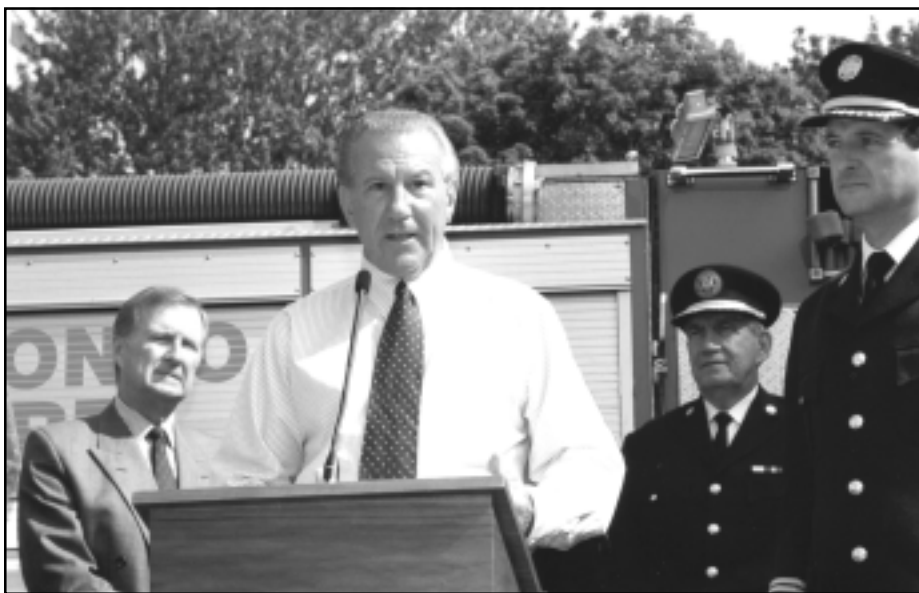
It's not just an attempt to beautify the city though as the task is also very functional.

The Fire Code's hydrant colour code informs firefighters what the flow out of a particular hydrant will be. A red cap, indicates 1,900 litres (499 gallons) of water per minute or less; green, 1,900 to 3,789 litres (500 to 999 gallons) per minute; orange, 3,785 to 5,675 litres (1,000 to 1,499 gallons) per minute; and light blue, 5,680 litres (1,500 gallons) per minute or more. Although it is not mandatory to use the Code, hydrants needed to be painted this year.

The fire department is thrilled their long-standing request to properly colour code caps has finally been answered.

Staff are also scraping away rust and corrosion.

"You can tell at a glance if you have hydrants in close proximity, which one is the best to hook on to," assistant Fire Chief Colin Ruddell said.



Memorial gets cash injection

A \$500,000 cheque was presented by Premier Ernie Eves in June to the Ontario Firefighters' Memorial Foundation to help build a monument honouring the province's fallen firefighters.

"This special memorial will also remind visitors of the enormous contribution our firefighters make every day by facing danger to keep us safe," Eves said.

The Premier was joined by Minister of Public Safety and Security Bob Runciman, Fire Marshal Bernard Moyle and Ontario Firefighters' Memorial Foundation board members Neville Murphy of the Ontario Association of Fire Chiefs, Brian George of the Ontario Professional Fire Fighters Association and Jim Richards of the Firefighters Association of Ontario.

The memorial will be located on the northeast corner of University Avenue and College Street in Toronto and will feature the names of fallen firefighters. It is expected to be completed this winter.

"We are pleased to join all firefighters in the construction of this memorial to all firefighters who devoted their lives to protect life and property," said Richards.

"Ontario fire chiefs are proud to see a memorial being built near Queen's Park where the public, comrades and families can gather to view the names of firefighters who have sacrificed their lives for public safety," said Murphy.

Pictured above, left to right, are: Minister Runciman, Premier Eves, Fire Marshal Moyle and Deputy Chief Murphy.

Questions & Answers

Subject: Hydrants (FPPA and NFPA 291)

- Q.1 How often should hydrants be inspected?
- Q.2 What action should be taken if a hydrant barrel contains water?
- Q.3 How is the water flow of a hydrant to be inspected?
- Q.4 How are hydrants classified?
- Q.5 What colour should public hydrants be?
- Q.6 What colour should tops and nozzle caps be?
- Q.7 What colour should private hydrants be marked?

Answers on page 21.

Fire Safety Commission

Decisions

The following is a synopsis of a recent Fire Safety Commission hearing. Additional information on the decision may be obtained from the Fire Safety Standards section of the OFM, telephone 416-325-3200.

**DECISION 2002A006-137;
2002A007-138; 2003A001-139**

DATE: February 25, 2003

SUBJECT MATTER

The issue before the tribunal was a premises being used as a rooming operation located in a high-rise building regulated by Section 9.6 of the Fire Code. The fire department served an inspection order, which identified remedial work. The inspection order was appealed and modified by the Fire Marshal's Delegate. The owner subsequently appealed this decision to the Fire Safety Commission.

GENERAL DESCRIPTION OF PREMISES

This is an eight-storey high residential condominium building containing 175 residential units. Each suite is two storeys and has a balcony on each level. The suites and public corridors are separated from adjacent areas by masonry fire separations.

Reportedly, the building is provided with smoke control measures in the exit stairwells. Centrally located gas-fired furnaces deliver heat to residential units through steel ducts.

The building is served by exit stairwells that lead directly to the outside. Exit signs and emergency lighting are provided in corridors and exit stairwells. Each suite is provided with suite entrance doors on both of its levels.

The building is provided with a zoned, single-stage fire alarm system that is monitored by an outside agency. Smoke or heat detection is provided in the stairwells and service rooms. Alarm devices are provided in the corridors and in each suite located above the upper level entrance door. Manual pull stations are provided at each exit. An annunciator panel is located in the main lobby. The fire alarm system is provided with emergency power from a generator. A single-station smoke alarm is provided on each level of each residential suite.

The building is provided with a standpipe system that provides coverage throughout, and automatic sprinkler protection is provided in the garage. Fire department connections for these systems are located close to the main building entrance and close to street hydrants. Fire department access is provided to all sides of the building. Hose cabinets contain portable fire extinguishers. A yellow hat firefighter's elevator provides access to all levels.

The suite at issue is located in the west section of the building with the main suite entrance door on the second floor. It contains three bedrooms on its lower level and four bedrooms on its upper level. One bedroom door is provided with a keyed passage set. The other bedroom doors are provided with chains that require keys to disengage them on the hallway side. Each level has a bathroom and the shared kitchen is located on the lower level.

The walls separating the bedrooms from adjacent areas within the suite are constructed of studs protected on both sides by drywall membranes. Other interior walls are masonry or drywall construction. Some bedroom walls have openings provided with plastic sliding panels used for ventilation purposes.

Bedroom and bathroom doors are a hollow wood type that are less than 45 millimetres thick, and are supported on wood frames. Bedroom doors are provided with self-closing devices and latches. Bathroom doors are provided with latches. Sliding doors provide access to the hall closet on the upper level. The kitchen is open to the surrounding area.

Each level is provided with a 12A, 5BC rated portable fire extinguisher.

REASONS FOR APPEAL

The owner claimed that the inspection order is invalid and that the premises do not operate as a rooming house.

APPELLANT'S POSITION

The owner indicated that he has complied with some of the conditions as set out in the Inspection Order but is waiting for the outcome of the hearing decision.

RESPONDENT'S POSITION

The fire department identified the unit as being used as a rooming house, and having inadequate fire safety measures under Section 9.3 of the Fire Code.

COMMISSION'S RULING

The Commission ruled that the Review Decision of the Fire Marshal's Delegate be upheld and ordered that the work shall be completed to the satisfaction of the fire department before June 30, 2003. The decision reads as follows:

1. To ensure that occupants have safe egress routes in the event of a fire in the unit:

- a). Bedrooms on each level shall open onto a corridor that is separated from adjacent rooms and areas by fire separations that have a

minimum 30 minute fire resistance rating. Each corridor shall lead directly to a door opening onto a building corridor;

b). The upper level shall be separated from the lower level by a fire separation having a minimum 30 minute fire resistance rating; and

c). Openings in the fire separation referred to in (a) and (b) shall be protected with closures having a minimum 20 minute fire protection rating. Doors used as closures shall be provided with self-closing devices.

2. To ensure that a fire occurring in a bedroom is prevented from spreading to adjacent areas before occupants in those areas have an opportunity to more to safety:

a). Each bedroom shall be separated from adjacent rooms and areas by fire separations having a minimum 30 minute fire resistance rating; and

b). Openings in the fire separation referred to in (a) shall be protected with closures having a minimum 20 minute fire protection rating. The openings with the sliding ventilation panels are unacceptable since they compromise the integrity of the fire separations. Doors used as closures shall be provided with self-closing devices.

3. To ensure that occupants are provided with early detection of a fire condition

a). Smoke alarms shall be installed in each bedroom;

b). Smoke alarms shall be installed on the ceiling of each level adjacent to the stairwell;

c). Smoke alarms referred to in (a) and (b) shall conform to CAN/ULC-S531, "Smoke Alarms";

d). Smoke alarms referred to in (a) and (b) shall be installed by permanent connections to an electrical circuit and shall not have a disconnect switch between the overcurrent device and the smoke alarm; and

e). Battery-operated smoke alarms are permitted in lieu of the permanent connections referred to in d).

4. To ensure that occupants on one level are aware of a fire on the other level the smoke alarms referred

to in 3(b) shall be:

a). Interconnected so that the activation of one smoke alarm will sound a similar signal in the other smoke alarm;

b). Audible throughout the level they are located on; and

c). Listed for use in an interconnected installation.

5. Service existing fire extinguishers.

6. Emergency lighting having an average illumination of at least 10m lx at floor level or 1 watt/m² of floor space shall be provided in corridors, in locations approved by the fire department, and shall be:

a). Designed to provide illumination for a duration of 30 minutes;

b). Supplied by a source of energy separated from the primary electrical supply for the condominium; and

c). Designed to be automatically actuated when the power to the condominium is interrupted.

Alternative measures to Items 1, 2, 3 and 4 may be approved by the fire department in consideration of existing construction and alternatives permissible under Section 9.3, 9.5 and 9.6 of the Fire Code.

REASONS

Based on the evidence presented, the tribunal believed that the property was occupied as a boarding, lodging and rooming house as defined in Section 9.3 of the Ontario Fire Code, within a building that is governed by Section 9.6 of the Ontario Fire Code.

At the time of the inspections, lodging was provided for more than three persons in return of remuneration or the provision of services or both, and lodging rooms do not have both bathrooms and kitchen facilities for the exclusive use of individual occupants.

The tribunal also believes that the public is entitled to a minimum level of fire safety in any building in the province of Ontario.

Home run for Fire Safety Day

Fire Safety Day at SkyDome took place on June 27. As well as discounted seats for the fire service, posters were handed out by fire inspectors from Toronto Fire Services and the sponsors of Fire Prevention Week were formally recognize d ó



Kids receive posters.

Pyrene Corporation, Bell Canada, Home Depot, Energizer Canada, Enbridge Gas Distribution, TSSA and the Ministry of Natural Resources.



Sparky and Diamond pose with friends at Fire Safety Day.

As well as a fun night out, fire safety messages were delivered to an audience who watched the Toronto Blue Jays beat the Montreal Expos 6-5.

When I grow up, I want to be a...

Many children will say they want to be a firefighter when they grow up, and as they graduate high school, it may still be their dream, writes Janis Leering.

Midland students had the perfect opportunity to ask about achieving that dream, at the Career Opportunities for Youth conference in May.

Approximately 750 Grade 10 students signed up for the half-day conference sponsored by the 3C4U, Community Career Connections for Youth, organization.

The conference was held to make students aware of the different career options they have within the community including the emergency services, such as police, paramedic and the fire service.

Becoming a Firefighter

Midland Fire Chief, Kevin Foster, talked to students about becoming a firefighter.

“We covered a number of items, such as the career of the traditional firefighter, and also other careers that may not be directly at the fire department,” said Foster.

He talked about salary expectations, and other careers in the fire department, such as communications or fire prevention officer.

“We talked about mechanical repairs, administration, and emergency management, which is in the forefront today.”

Engineers, legal occupations, consulting, manufacturing and jobs in selling fire equipment were also mentioned, to give students a broad idea of where their careers could take them.

Foster said the focus of the seminar was on career strategy, instead of the daily ins and outs of firefighting.

He provided handouts to the students on fire service career path and education planning as well as Pre-Service Firefighter education. That information has been developed by the Ontario Professional Standards Setting Body and was provided by the OFM.

A Long-Term Career

Foster spoke about planning a long-term career and talked about the skills needed alongside college training.

“We touched on the firefighter standards of donning equipment, using breathing apparatus, and sizing up the situation at hand, which along with career experience,” he said.

The pre-service firefighter education and training program was also a main focus of Foster’s talk. “This is the next step as post-secondary, and I explained what it’s about, and what employers will look for in a firefighter.”

He then ended by talking about the ongoing education needed for the job. “There’s a misconception that once you’re in the door, the learning ends. We talked about education throughout their career.”

Foster mentioned the agreement with the OFM, Ontario Association of Fire Chiefs and Ryerson University, which Foster himself took advantage of.

One question asked of Foster was the potential for future employment at a fire department.

“The Greater Toronto Area appears to be a prime area due to many firefighters retiring in the next several years, and there is also significant growth of the towns in that area which can increase the demand for firefighters, and a number of other areas have growing job opportunities throughout the province as well.”

Foster enjoyed talking to the students, but wished he had more time to talk to them. The students agreed.

“The consensus was the half-morning session was just not enough time. Three-dozen students indicated they were interested in pursuing a career in emergency services, and would welcome further opportunities in these fields,” said Mary Di Tomaso from the 3C4U organization.

The conference ties in perfectly with the Grade 10 curriculum, which encourages students to start planning a career path.

“Students have a great deal of choice and decision-making to do, but with the help of community partners, such as [fire departments], we can help them to make wise choices and act responsibly on these choices,” wrote Carol Deimling, from Simcoe County District School Board.

Hillary Glass, head of student services at Midland Secondary School, said she was glad to have a chance to participate in the seminar.

“Emergency services is a sector that our students are always interested in, but have very limited first-hand knowledge for approaching this career destination. Our students need to know the high school prerequisites, the colleges and/or university programs that are necessary to advance their standing in the emergency services field,” said Glass.

Even though it was an informative presentation, firefighters in Midland next year plan to include more hands-on instruction.

Volunteer Firefighter Experience

“Perhaps we could introduce the participants to a little more of the day-to-day on the job type of information. I would also like to see us encourage the students, if so inclined, to also consider gaining valuable experience serving as volunteer firefighters in their own communities,” wrote fire fighter Ken Corriveau.

Trying on personal protective equipment, and a video presentation are also suggestions for the conference in the future. Foster hopes there can be a separate focus on the fire department next year, so students interested will get more time at the fire hall.

Janis Leering graduated from Ryerson University with a B.A. in Journalism in 1999. She is a reporter with The Mirror in Midland.

OFM News Update

Messenger Editor and Public Relations Officer **Rodney Porter** resigned from the OFM in September to explore new opportunities in northern and western Canada. He had been with the OFM Public Education & Media Relations Section for three years. It's been a tremendous three years, especially in terms of job satisfaction and getting to work with the fire service, he said.

OFM Fire Investigator/Acting Supervisor **Bill Hiscott** is the newly elected President Elect of the Civitan Organization, one of the world's leading volunteer service organizations with more than 45,000 men, women and teenagers in 24 nations working together in local clubs to help others with an emphasis on aid to people with developmental disabilities. Bill will take office in October.



UP TO DATE: OFM support/specialized staff attended a training session in Midhurst in June. Pictured above, back row, left to right, are Instructor Brenda Pelier, Gay Saunders, Michelle Butt, Heather Wadden, Maud Geddes, Lucy Russell, Karen Bowins and Alice Raymond. Front row, left to right, are Diane Angerman, Monique Laplante, Ash Shah, Jane Wazinski, Elaine Wallwin, Ginette Harris.

ONTARIO FIRE WATCH: Fatal Fire Summary

The OFM compiles statistics on all fatal fires that occur in Ontario. These statistics can assist the fire service to determine fire trends, plan fire prevention initiatives, and target public education activities. Due to the methods and criteria used in reporting fire deaths, statistics are subject to change.

May 2003: 5 fatal fires resulting in 6 fire deaths

Age Group	Male	Female	Total
0-15	0	0	0
16-64	3	2	5
65 and over	0	1	1
Total	3	3	6

Fire Cause		Time of Day	
Accidental	1	0001-0800	2
Undetermined	0	0800-1600	1
Under Investigation	3	1600-1800	2
Incendiary	1	1800-0001	0

Locations of fatal fires: Toronto (3), Orillia (1), Vaughan (1).

June 2003: 2 fatal fires resulting in 3 fire deaths

Age Group	Male	Female	Total
0-15	2	0	2
16-64	1	0	1
65 and over	0	0	0
Total	3	0	3

Fire Cause		Time of Day	
Accidental	0	0001-0800	1
Undetermined	0	0800-1600	1
Under Investigation	1	1600-1800	0
Incendiary	1	1800-0001	0

Locations of fatal fires: Bayham (1), London (1).

July 2003: 5 fatal fires resulting in 7 fire deaths

Age Group	Male	Female	Total
0-15	2	0	2
16-64	2	1	3
65 and over	1	1	2
Total	5	2	7

Fire Cause		Time of Day	
Accidental	0	0001-0800	5
Undetermined	0	0800-1600	0
Under Investigation	5	1600-1800	0
Incendiary	0	1800-0001	0

Locations of fatal fires: Galway-Cavendish and Harvey (1), Haldimand (1), Lac Seul 28 (1), London (1), Vaughan (1).

August 2003: 4 fatal fires resulting in 4 fire deaths

Age Group	Male	Female	Total
0-15	1	0	1
16-64	1	1	2
65 and over	0	0	0
Total	2	1	3

Fire Cause		Time of Day	
Accidental	2	0001-0800	2
Undetermined	0	0800-1600	1
Under Investigation	2	1600-1800	0
Incendiary	0	1800-0001	1

Locations of fatal fires: North Bay (1), Ottawa (2), Sarnia (1).

A talk with the chief

William Stewart became a firefighter in 1972, working the rookie's position at the left hand step of the truck.

After 26 years with the former North York Fire Department and five years with Toronto Fire Services (TFS), William Stewart took up the position of Fire Chief in May 2003.

Messenger: Did you always want to be a firefighter?

William Stewart: After high school, I joined the Royal Canadian Mounted Police. Unfortunately, I sustained a knee injury and left the force to rehab and went back into civilian life. I joined the North York Fire Department on November 20, 1972. Firefighting in my family goes back to my great uncles, my father, uncle, myself and now my son.

What has been the most notable change in the TFS?

W.S. I think the most notable change that we've all been through is the amalgamation process of bringing the six fire departments in the former Metropolitan Toronto area into the TFS. It created significant change and required members of TFS at all ranks to work together. One of the biggest changes was the creation of a dictionary of 1,500 words and terms so we could communicate by using the same terminology. The terminology between the former six was diverse. For example, we've got a ramp, a platform, the tarmac, the apron and the flag—they all represent where you park your truck in front of the station. We had to talk the same language if we were to work together.

We created the fifth largest fire department in North America on January 1, 1998. The first fire chief was given six to seven weeks to create that organization. We recognized the first administration had a significant challenge as change is not easily accommodated in the fire service culture.

Newly appointed Toronto Fire Chief William Stewart spoke with the Messenger to give some insight into the fifth biggest fire department in North America and outline the challenges ahead.



CHIEF: William Stewart is the newly appointed Chief of Toronto Fire

Amalgamation has been a positive benefit to the city of Toronto—it has allowed the standardization of equipment, apparatus, training, radio communication, self-contained breathing apparatus, terminology, technology and allowed us to pool our resources across the city in the event of a major incident.

What was your first task as fire chief?

W.S. The first thing I did was to look at where the organization was going and how we can best facilitate that transition. I met with the president of the Toronto Professional Fire Fighters Association and discussed our common goals and issues for the service.

The goal is to move the service forward in a professional manner. After that I met with the staff at the city and the executive of the association along with TFS

management and we now have a consensus to move forward as one in the best interests of TFS. To be successful here you've got to have buy-in from all sides. We've got 3,138 staff so it truly has to be a team effort to manage. Just over one per cent is management.

How do you feel about ongoing education and training for senior fire service personnel?

W.S. The fire service now and in the future must ensure that it has a strong succession plan in place. For individuals coming up through the ranks, they've got to recognize that post-secondary education will become essential in the future for seeking positions outside of the collective bargaining unit and will have to seek post-secondary education.

This is something that we offer to our senior staff as well as members of the unionized workforce through the corporate

tuition program. An example would be the Ryerson program that has been developed in conjunction with the OFM, OAFC [Ontario Association of Fire Chiefs] and the OFC [Ontario Fire College]. We need to ensure there are individuals who are qualified now and in the future to lead TFS.

What direction do you see TFS taking?

W.S. Without amalgamation, we would not be as successful as we are today. Programs such as the Heavy Urban Search And Rescue team is being finalized and seeing that move forward, will be a very positive project and benefit Toronto and Ontario, should that need ever arise. Another area is our chemical, biological, radioactive and nuclear emergency response [CBRN] capabilities, and the development of educational training programs that will not only include members of the TFS but members of other fire services in Ontario.

We need to be media driven from the perspective of ensuring that the citizens whom we serve are aware of the various services we provide as an organization.

Certainly our role in fire prevention is critical to ensure that we are meeting the mandates of the Fire Protection and Prevention Act to ensure our citizens are safe to reduce the loss of life from fire and other types of emergencies.

We will continue to seek out new technology as well as looking at new training techniques to ensure our staff are trained to perform their duties.

What key areas in public education do you want to focus on?

W.S. The director of the Toronto District School Board has agreed to partner with TFS to introduce Risk Watch Program in the public school system.

Within five years this will be the largest Risk Watch program in North America providing funding is allocated each year. We anticipate commencing with approximately 50 schools in September each year to bring all public schools into Risk

Watch Program. TFS staff are also consulting the Toronto Catholic School Board to see what they can do and move the program forward. It is essential in public education to start with the children as they are our future.

I think it is phenomenal that we can put Risk Watch into the school system to ensure that future citizens are prepared and educated, and hopefully take that education home to their parents, which will make Toronto a safer community for all residents.

Currently, as part of Fire Prevention programs, we produce information in 13 different languages. Demographics indicate that Toronto has 100 different languages with around 150 different nationalities, and we have to look at different means of communicating with the various communities across the city. To do that we are looking at partnerships with the likes of the multicultural station OMNI TV.

We are also actively seeking to recruit individuals who come from the various cultural backgrounds. You must make sure you represent the people you serve and you can only do that providing they apply. Traditionally, in some cultures, the role of the fire fighter is not well accepted and we must educate people about what the fire service provides to the community in Toronto.

If a magic genie could grant a wish for the TFS, what would it be?

W.S. A large bag of money and the wisdom to spend it! To ensure that there is adequate funding for capital projects, purchase of equipment, ensuring training programs are consistent for our staff so they are prepared to handle whatever situation arises, such as auto-extrication, specialty extrication, elevator incidents, CBRN and terrorism.

In the new world we live in, we need to be prepared to deal with new threats and recognize this requires a level of funding to maintain that level of training.

What is the best part about the job of being Fire Chief?

W.S. I am still learning the job, but I think the best part of my job is meeting members of the TFS staff and understanding what the issues are and bringing the issues forward to advance the organization for the citizens of Toronto.

I see this as a great opportunity to take the TFS forward and ensure that the citizens of Toronto through the eyes of the media are aware of what we do for the taxpayer on a day-to-day basis.

I started on the back of a truck on the left hand step – the rookie's position – and I worked my way up through the ranks and never expected to be where I am today and that is typical of most fire chiefs.

You have to be an individual who is approachable, can lead the organization and a person who can listen and understand where the department has to go. Also, having the political acuity to deal with Council is essential.

What message you would like to share with Messenger readers?

W.S. The fire service is a great career. For each and every one of us, it provides the opportunity to give back to our communities. More importantly, we should all look at how we can improve the fire service and make it better for the next generation so that the tradition of the service can carry on.

We need to really look at where the service has come from and what our traditional roles were and our new roles in our communities. There have been significant changes in technology in the last 30 odd years as well as a declining number of fires driven mainly by public education and fire prevention programs, as well as changes created under the Building Code. What will the next 20, 30 or 40 years bring? One change to the Building Code that is essential, is the adoption of residential sprinklers in all new buildings in Ontario. This change will aid in the reducing the needless loss of life as a result of fire.

Training to make a difference

Training Officers remain an important part of any fire department whether they coordinate one particular area within a dedicated training division or whether they are involved in all aspects of a small volunteer department.

“Training is very rewarding as you can give back to the service that has given so much to you.”

These are the words of Brampton Training Officer and President of the Municipal Fire Service Instructor's Association (MFSIA) Michael Raine. It is a common sentiment felt by the approximately 300 training officers throughout the province.

The main focus of training officers is instructing firefighters in the art of suppression, medical response, auto extrication, hazardous materials, technical rescue and maintaining continuity for first response teams so they are up-to-date in all the latest developments. While the position is very much behind the scenes, it remains a demanding position that requires an in-depth knowledge about the latest firefighting challenges, techniques and technology combined with the ability to impart the information effectively.

Looking back over a career of 21 years with Brampton Fire & Emergency Services with 13 years as a Training Officer, Raine recalls how this role, within a larger department like Brampton, has changed from being involved in all areas of firefighting, to becoming a specialized role in one specific area.

In Brampton, there are four Training Officers: Dana Bradshaw in medical, Kevin McNeilly in auto-extrication, Michael Clark in HAZMAT and Michael Raine in Technical Rescue, all of which are overseen by Division Chief Brian Scott.

“Most of the larger departments in Ontario will be set up in this way, with individual training officers being in charge of specific areas. Whereas, with smaller volunteer departments, the training officer will be in charge of all training – one day will focus on pumper training and the next could be ladder training,” says Raine. In his

spare time, Mike also assists other departments with their training.

A fire department centres on suppression services with everything else – like training, public education,

keeping up to date with the wealth of continuous information out there.”

Being a training officer means knowing the latest techniques and challenges facing firefighters, whether working with firefighters, training specialist teams or new recruits.

One of the main directives of training officers is helping maintain a high level of safety for all firefighters. Safety in the fire service is number one with the golden rule being “firefighter safety is paramount.” Training officers work in conjunction within their own departments through policies and procedures/guidelines to maintain firefighter safety. Training Officers also have to be up to date on all safety related regulations through their health and safety departments, The Section 21 Committee, OFM communiqués, the Fire Protection and Prevention Act (1997), NFPA standards and local medical protocols to name a few. All of these must be considered whether providing hands-on training, writing department SOP/SOGs, or advising their own department's senior officers.



TOP TRAINER: Brampton Training Officer and MFSIA President Mike Raine.

communications, maintenance and fire prevention – in supporting roles. Raine, like many training officers in the province, started his career as a responding firefighter on the trucks.

“For me the allure of becoming a training officer was working with people all the time and the interest of life-long learning. It was about helping people grow,” he says.

As MFSIA President, Raine has a clear view of the various roles of training officers throughout Ontario and there is one common element. “Every department is different when it comes to the role of the training officer, but one common challenge is

Training Officer's Kevin McNeilly, Michael Clark and Dana Bradshaw have just completed an intensive 14-week firefighter recruit program in Brampton, which prepares the new firefighter recruits for their future challenges. “This year we are opening two new fire stations # 210 & # 213. This will give us the compliment of 14 stations, 11 with full-time staff and three volunteer stations,” says Raine.

“In Brampton, we train everyone in our department from new recruits through to firefighters moving up the ranks from fourth class to first class. The Training Division is also responsible for the training of 45 volunteer firefighters. Division Chief Brian Scott is responsible for all

classification examinations for new Captains and District Chiefs, as well as promotional classification exams for all staff Divisions says Raine.

With a department staff size of 392, recruit training is a large part of the job with each class lasting 14 weeks. Raine says this is another change he's witnessed with recruits going through longer and more intensive training.

It used to be that a new class of recruits would come from a very diverse background with limited knowledge of firefighting or perhaps be someone with volunteer firefighter experience from a rural community but now the recruits are coming with a lot more knowledge about the job, he says. There are a lot of recruits who are graduates from college fire service programs who have a good grasp of firefighting and that has been a major difference that we're noticing.

Training officers keep on top of the job through a mixture of training, networking and formal learning.

This can include taking courses at the Ontario Fire College, such as the Officer Training Program and other courses offered through the OFM. There are always a wealth of courses and seminars available across Canada and in the United States.

It is at this stage that the MFSIA is useful due to the networking opportunities, education and information provided through their membership from departments all across Ontario. The MFSIA was founded in 1961 by training officers from the Greater Toronto Area and it has become an Ontario wide organization, where any individual, department or organization can become a member and membership currently includes fire departments and fire service related organizations from both Canada and the United States. More information about the MFSIA is available at www.mfsia.org.

Part of Raine's duties are to help coordinate all technical rescue training with all four firefighting shifts. He also organizes firefighter practical and classification exams and works

with all personnel to help keep the organization up to date. Another role is the coordination and implementation of the OFM Fire Service Certification Program, which started in May of 1998. Brampton currently has 115 certified firefighters, and the department is working to certify all firefighters.

The role of Dana Bradshaw as the Medical Training Officer is a new one in Brampton and is a sign of the times. With fire departments increasingly being involved in medical related responses and working in tiered response programs, Dana's specialized role includes consistent Emergency Medical Responder (EMR) training of new recruits, certifying shift instructors in EMR and defibrillation, working under the direction of a Base Hospital Medical Director.

"Training is very rewarding as you can give back to the service that has given so much to you."

Most fire departments work closely with police and ambulance services within Ontario and often share in facing various medical issues and emergencies, such as the recent Severe Acute Respiratory syndrome (SARS) epidemic. The training officer is often the member of staff who disseminates the information to the front line crews while keeping the whole organization advised. The individual issues may change from year-to-year but the need for clear lines of communication with other experts, such as, regional health facilities and local hospitals remain the same.

The Ontario Training Officer Standards are currently being revised and will be validated with participation by the MFSIA, OFM and the Ontario Association of Fire Chiefs (O AFC) as well as a diverse mixture of fire service representatives. In 2004 the certification process for training officers will be available, similar to the certification that is available to firefighters, fire prevention officers and company officers.

When asked to name the highlights

of being a training officer, Raine replies: What makes me keep coming back? I guess this has to be the joy of working with other people, to share in their personal growth and professionalism. Working with all firefighters and officers to share in the training, solve operational issues, research and collectively develop our future is very rewarding.

When considering the challenges, he replies: Keeping current with all of the latest trends is an issue when there are seldom enough hours in the day. The workload of a training officer is ever increasing. Some of the other concerns would include working with limited resources and working within budget limitations. Training officers also must stay current and ensure their own qualifications are up-to-date.

The role of the training officer may be a lot different in smaller rural Ontario communities that don't have the luxury of having an entire division devoted to training issues. Often in this context the training officer's role is more of a facilitator bringing together everyone's different skills and sharing the wealth of knowledge within the team. While the set up may be a lot different, the level of training being provided remains the same.

The biggest change that Raine has seen is the fire service becoming more professional. Contributing factors include the introduction of Ontario Fire Service Certification Program in 1998 by the OFM in partnership with the O AFC. Another contributing factor were the terrorist attacks of September 11, 2001, where increased responsibilities and awareness that go beyond firefighting arose. The SARS epidemic brought many fire departments into a new world order of health issues, which affected all emergency medical responders.

Being a training officer in the fire service today is a challenging profession that may not be as highly visible as other positions but it remains an integral part of making the Ontario fire service what it is today a collection of highly professional and dedicated men and women that are prepared for any event and operate safely.

Climbing the Ladder: Education & Training

The objective of **Climbing the Ladder** is to keep you informed and up to date on issues related to education and training within the Ontario fire service, and to adequately address your questions and concerns. If there is a particular issue you want covered then send the topic to the Editor of the Messenger and it will be passed on to the appropriate person in the OFM Academic Standards and Evaluation section.

Increasing multi-agency collaboration

On June 11 and 12, 2003, the Office of the Fire Marshal piloted the **Multi-agency Senior Officer/Manager Course** under the Emergency Preparedness Project at Georgian College in Barrie, Ontario.

The 37 participants who attended the course represented a variety of different agencies including: fire departments, municipal and provincial police, Emergency Medical Services, Emergency Management Ontario, community emergency management coordinators, public health and hospital administrators as well as the OFM.

Larry Crang, Program Specialist and Lynne Davidson, Educational Consultant, both from the Office of the Fire Marshal, facilitated the course.

The purpose of this course was to provide an opportunity for senior officers, managers and other decision makers from the various agencies to develop a broader understanding of the separate and shared roles of first response agencies when managing complex emergencies.

Through formal presentations, guided discussion and small group work, participants enhanced their knowledge and skills in the areas of incident management, unified command, emergency management and multi-agency collaboration.

An impressive cross section of presenters addressed many different aspects of emergency management including the legislative frameworks, protocols and emerging trends regarding potential incidents.

A presentation featuring a real life situation of interagency collaboration was very well received.

Participants effectively worked through a series of case studies to plan and practise a unified approach to managing complex emergencies. In addition, helpful resource materials and tools were provided to the participants for their use following the course.



GETTING READY: Senior officers and managers who participated at the emergency preparedness course on increasing multi-agency collaboration.

Post-course evaluations indicate that the course was a great success, and more courses of this nature are needed.

Valuable feedback from the participants will be used to finalize content of this pilot course, so that it can be offered for wider distribution in Ontario.

Firefighter Certification Program		
To date	Departments	Firefighters
August 5, 2003	185	14,601
Total Certified	900 Career Firefighters	320 Firefighters

FPO Certification Program		
To Date	Departments	FPOs Declared
August 5, 2003	57	381
Total Certified	Six Fire Prevention Officers	

A DAY IN THE LIFE OF...

An OFM Educational Consultant

Academic Standards and Evaluation (AS&E) is responsible for developing training and evaluation systems for persons involved in the provision of fire protection services.

To achieve this, the section:

- Provides educational/training process consultation to enhance academic excellence in OFM educational/training initiatives;
- Facilitates professional development for OFM staff;
- Develops and administers certification and accreditation systems for fire service and OFM occupational roles;
- Develops and administers testing/evaluation systems for fire service educational/training programs and internal OFM performance systems;
- Develops partnerships and alternative delivery mechanisms to enhance accessibility of standardized educational/training programs.

OFM Educational Consultant Leslie Kennedy was identified for the *iDay in the Life!* article because her Manager, Lynne Lofquist, said: "She has her finger in the business of every unit in the section!" Leslie added: "But it also means that I never have two days of the same work!"

Training Initiatives and Evaluation Systems

Leslie first worked on an educational/training initiative in 1998 when she worked with content experts from Fire Investigations to develop the three-day standardized **Fire Cause Determination** course. Her role was to ensure that course content reflected the **Ontario Fire Services Standards**. The course fits within the **Ontario Fire Service Professionalization Process**, and it is used in the **Fire Prevention Officer** and **Company Officer Diploma Programs**. She also guided content experts to determine methods of delivery, agenda development and testing to ensure academically sound principles were applied. While development work ended a long time ago, academic issues related to delivery continue. Leslie collates, reviews and forwards recommendations for changes to the content delivery team, based on participant evaluations, while ensuring academic policy is maintained.

A few years after the launch of the **Fire Cause Determination** course, Leslie worked with content experts from fire investigations on the development of the **Advanced Fire Cause Determination and Investigation** course.

This entailed ensuring that content reflected the appropriate **Ontario Fire Services Standards**, ensuring that course information was documented and seeking Executive Committee approval for the course as its development progressed. A major part



EDUCATORS: Leslie Kennedy speaks to Lynne Lofquist.

of educational consultant's role is to recommend active learning methods of delivery, and to ensure valid testing and evaluation processes. Because the advanced course was piloted in 2002, Leslie is now working with the team on a post-course evaluation, which will tell how the course impacted the participating departments, and will assist in determining course revisions and future offerings.

Because of her work on these courses, Leslie liaises with the AS&E Testing Unit and its manager, Karen Bauman. She notifies the Unit of scheduled courses, reviews tests that are generated from the test bank to ensure they accurately reflect the testing scheme, and assesses and approves test results. The statistical information from the computer program leads to changes in tests, following consultation with content experts.

OFM Staff Professional Development

One of Leslie's biggest areas of responsibility is leading staff training and education through the Staff Training and Education Advisory Committee, which she chairs. But the members of the five planning teams – fire investigators, fire protection advisers, engineers, OFC instructors and support/specialized staff – accomplish most of the work.

Leslie also works with supervisors and program specialists to develop educationally sound and relevant training. As the educational consultant on all of the planning teams, Leslie guides the development of annual needs assessments, creation and approval of annual training plans, consultation with managers and the Executive Committee,

(continued on page 21)

Training a profession

Brampton Training Officer and MFSIA President, Michael Raine, introduces the professional organization in the first of a regular MFSIA column devoted to fire service instructors.

It gives us great pleasure to have the opportunity to introduce the Municipal Fire Service Instructors Association (MFSIA).

We are a non-profit organization that represents fire service training officers within Ontario. The MFSIA was created in 1961 when a group of training officers within the Greater Toronto Area saw the need for standardization of fire service training and shared an interest in common goals.

Membership is made up of full-time, composite and volunteer municipal fire service training officers as well as industrial fire service training officers, educational fire service training officers, and other fire service related industries, suppliers, and manufacturers.

Our organization has grown beyond the province, creating new informational partnerships, which is very exciting.

We have been very fortunate to have the major sponsor, Akron Manufacturing, as part of our organization for the last 35 years. Our organization is also in educational partnerships with the Ontario Fire Prevention Officers Association, the Institution of Fire Engineers and the Fire Fighters Association of Ontario. Ongoing partnerships and information sharing has kept the MFSIA at the leading edge of fire service education.

One of the main goals of the MFSIA was a standardized approach to fire service training. This is one goal we have shared with the OFM and the Ontario Association of Fire Chiefs. All three organizations are working together to assist in the professionalization of the Ontario fire service.

The MFSIA is also revising the Training Officer's Standard, which should be completed by November 2003. Then we enter the process of Curriculum Development and the opportunity of certification for all training officers in the province. Our membership is involved in the process by sitting on the Professional Standards Setting Body (PSSB), the

Certification Council, and the Endorsement Review Board (ERB).

The MFSIA is also a member of the Fire Marshal's Public Fire Safety Council.

Another goal is finding a common way to share instructional techniques; teaching plans, training barriers, facilitation procedures and fire service experiences. The MFSIA is currently revising its Web site www.mfsia.org in order to make it more interactive.

The MFSIA has been diligently working to expand to all parts of the province. We are regionalizing our organization following in the footsteps of the OAFC and have three regions up and running.

At Brock University in St. Catharines, which is the site of our annual educational seminar, we have forged a partnership with the Niagara Region Training Officers Association and the Niagara Region Fire Chiefs Association. Through this partnership, the fire service is being offered even more information and educational opportunities. We are constantly listening and working with our membership to continue to improve the offerings at the seminar.

The MFSIA also offers a **Fire Service Lesson Plan Book**, which is a valuable tool for training officers. This manual contains lesson plans for all of the standard fire service subjects. More information about the manual can be found on our Web site.

The MFSIA remains a group of committed fire service educators working together to increase opportunities to share fire service related information with all of our partners.

Finally, we would like to thank Fire Marshal Bernard Moyle for inviting us to be a part of **The Ontario Fire Service Messenger**.



Michael Raine

TEAM UP FOR INSPECTIONS

When different agencies carry out inspections together, everyone wins, especially the public, writes OFM Fire Protection Engineer Beth Tate.

In the March/April 2003 Messenger article, "U.S. fires spark concern" it was identified that two February 2003 incidents in nightclubs in the United States resulted in 118 deaths in total and many more serious injuries. While only one of the tragedies was caused by fire, it was noted that concerns have been raised about the possibility of such an event occurring here in Ontario.

Clearly, the potential for tragedy from fire is increased when the number of occupants is large, when they are impaired or are vulnerable, or when the facilities themselves are in violation of regulations. Even when a building is in compliance, the fire safety risks may be increased due to the particular hazards of any live entertainment, the occupant load and age of their clientele.

For these reasons, fire departments have been advised to take a look at similar facilities in their municipalities to ensure compliance with the Fire Code, and to consider talking with owners about the rules and regulations governing specific events.

Many fire departments in Ontario have been very proactive in dealing with assembly facilities.

Some departments have assessed the risks in their municipality and have implemented appropriate measures. Others are actively involved with conducting joint inspections with other agencies. The merits of a "multi-task force" within a municipality or region include the ability to conduct scheduled "sweeps" of geographic areas and applying inspection and enforcement with enhanced consistency.

For instance, joint inspections of assembly facilities may include municipal bylaw enforcement, police, fire and public health officials, and Alcohol and Gaming Commission of Ontario (AGCO) licensing and enforcement officials. Together they may inspect the facilities for overcrowding, serving minors, serving after hours, unlicensed events and other infractions. They may also look for unlicensed illegally operating clubs, and for facilities being used for activities other than those for which the buildings were intended.

In Hamilton, Multi-Agency Task Force Inspections of licensed assembly facilities have been conducted jointly for several years with fire, police, health, property standards and AGCO as the primary agencies. On average, there is one such inspection per week, commonly on a Friday night. Hamilton Fire Department is using a zero tolerance approach during these inspections and proceeds to prosecution on issues such as locked exits and inoperative fire alarm systems. The establishment of the joint task force has provided an effective enforcement network that has been mobilized in situations beyond the original night inspection mandate.

Under "Project Safe Summer", an initiative led by the Niagara Regional Police, multi-agency inspections have been occurring throughout the Niagara region. In Niagara

Falls, an inspection team of the Niagara Regional Police, the fire department, Immigration Canada, Niagara Falls and Regional bylaw enforcement, and the AGCO, visited all licensed establishments in the city. Two clubs were fined \$3,000 and \$1,000, after pleading guilty to various Fire Code violations.

Under the same project, a Fort Erie multi-agency group also focussed its attention on licensed urban and rural establishments in a May inspection sweep. Fire department, regional police, AGCO, and Immigration Canada staff laid three criminal charges, resolved two immigration issues, and identified nine infractions under the Liquor Licence Act as well as numerous minor Fire Code violations.

In St. Catharines, the program took place over three weeks and led to numerous inspections that were jointly conducted by the fire department, the regional police, AGCO, public health and Immigration Canada. During inspections, each team member was responsible for looking at the concerns of their particular agency. The team entered and exited the premises together, and an additional complement of police officers was present as a safety precaution.

Community policing officers in Ottawa are often the first to know of upcoming assembly functions, and can share this information with the fire inspectors, bylaw enforcement officers and AGCO staff. Joint inspections have taken place about every third weekend this year, at night. So as to not stand out from the other team members, fire department staff dress in street clothing rather than in uniform. Enforcement officials use the joint inspections as an opportunity to educate operators and as a result, Ottawa is experiencing a marked improvement in regulatory compliance in licensed assembly occupancies.

The merits of working with other agencies include:

- Increased awareness and use of other resources within the community;
- Improved communications and networking;
- Increased referrals about potential problem situations;
- Efficient use of available resources;
- Enhanced use of collective legislative powers and authorities, and reduced limitations;
- Improved compliance by owners that may respond more readily to a multi-task force approach;
- Increased opportunities for public education;
- Consistent, coordinated delivery of safety messages;
- Identification of unrecognized safety concerns.

While it may be a specific issue, such as overcrowded nightclubs or special occasion permit functions, that brings the parties together, the benefits of forming working alliances extend beyond conducting joint inspections. Ultimately, a working partnership with other enforcement agencies may enhance the ability of a fire department to identify and prevent a future tragedy from fire.

Better media relations

In 1996, the Burlington Fire Department began the process to change the way they responded to information requests from the media.

The changes were to improve the information provided to the media and also enhance the coverage of emergency response and pro-active educational activities conducted by the department. To date, their intentions have proven to be beneficial to the department and the programs they deliver.

Turnaround

That commitment to the continued support of media relations initiatives was sustained and enhanced with the appointment of Fire Chief Steve Thurlow in 1999, who is a strong proponent of pro-active media interactions.

Being proactive means being more accessible for the media and having people accessible 24 hours a day, seven days a week and realizing that when working with the media it must be a give and take situation. It is all about building a good two-way relationship which is beneficial to both organizations, said Chief Thurlow. Part of the turnaround involved leaving the past behind and starting afresh.

Ben Rotsma, Burlington's public education officer, worked under direction of the Fire Chief and senior management to review the needs of the department and local media in an effort to turn the corner to improved relations. It was critical to start with a clean slate and put any negative experiences behind.

Corporate

The next step was checking with the municipality about the corporate communications policy.

"We found out that there was no formal media relations policy for the department. The one document that was in place stated that there were only two fire officials who could speak to the media – the chief fire prevention officer or the fire chief. This was a hindrance to the media as the fire chief is often not easily accessible due to the demands of the job," said



MEDIA FRIENDLY: Ben Rotsma of Burlington Fire Department.

Rotsma.

Talks between the fire department and corporate communications resulted in a change of policy to aid the turnaround process. Specific fire department concerns were:

1. Emergency response where immediate information was needed required there be someone available around the clock.
2. Ongoing media relations to promote public events and public education initiatives.

The work with the corporate communications department has paid dividends – the communications department has a city update page in the local newspaper, which the fire department can sometimes take advantage of and all news releases appear on the municipal Web site.

Other advantages also include access to their media contact lists and the ability for staff to participate in corporate media training programs.

Spokespersons

Now the department has trained spokespersons, who can respond to every major incident, whether it is a house fire at 3 a.m. or a large public open house at a station.

The Fire Chief, both Deputy Fire Chiefs, and the Public Education Officer are trained spokespersons

and the department is currently working towards having onsite Platoon Chiefs or incident commanders provide information to the media.

The department has used innovative ways to find positive stories, even in a response that ordinarily would not be considered newsworthy, such as making a small kitchen fire into a major story that can help teach others how to avoid this type of event.

In January 2002, Rudy Unni, then age six, learned his family had purchased a new fire extinguisher that was still in its box and stored in a hall closet.

Although his mother wanted to wait until her husband got home from a business trip to show her how it worked, Rudy insisted that she learn how to use it and even read her the instructions as she cooked dinner. He had learned the importance of kitchen fire safety at a Fire Prevention Week annual open house held at the department's headquarters the previous October.

Two days later Burlington firefighters responded to a kitchen fire at their home. When emergency crews arrived, the fire that had started in a pot of oil had been extinguished with the home fire extinguisher.

Rudy's mom said that her first thought was to throw water on the pot but remembered her son's instructions and used the extinguisher.

This story was shared with the press through a media release and was picked up by numerous agencies including some in Toronto.

For his efforts, Rudy received a Fire Safety Action Award from the Fire Marshal's Public Fire Safety Council.

Chief Thurlow believes having a trained media spokesperson available for emergency response is advantageous as they can use the opportunity to deliver relevant fire safety messages.

Examples include saying a family escaped a potentially lethal fire because they had a working smoke alarm and a home escape plan, or identifying the problem and what lessons people can learn.

The Standard Operating Guideline (SOG) is also critical to develop early in the process as it outlines protocol for internal and external media relations from what to do if a camera crew turns up at the front door of a station to handling reporters' questions at a fire scene.

It should be constantly reviewed and updated and always involves corporate communications. The SOG should also be accessible to all staff members and provide a clear direction.

Volunteers

Burlington is a composite department with 136 full-time fire suppression staff, 34 support and administration staff, and 95 volunteer fire suppression staff. No matter what a firefighter's status is, media relations are always stressed as being very important.

Whatever their role, every member of the fire department should realize

their influence and public trust is immense, and they should capitalize on their position to make accurate information readily available to the

2. Having their calls returned;
3. Clarifying vague information;
4. Fire scene organization
being allowed to take photographs or video footage.

Burlington's Top Ten Media Tips

1. Get a buy-in from the top, from the chief down to support proactive media relations initiatives.
2. Work within the corporate communications policy.
3. Work within the department to develop workable standard operating guidelines.
4. Get some media relations training, with training varying depending on the individual's areas of responsibilities. This training should be updated regularly.
5. Find your target groups from your local media agencies and work with them to help develop policies and procedures.
6. Leave bad history in the past and start the implementation to a better future. Follow through with a workable media relations plan.
7. Monitor and evaluate. Look for quality, quantity and accuracy of coverage.
8. Continue to update policy and procedures and keep it current.
9. Recognition of a job well done by the media such as a phone call or nominating for an award can go a long way.
10. If you identify a concern internally, fix it internally and then fix it externally. Phone up and mess up if you mess up.

public.

In the early summer of 2003, 18 new full time recruits joined the department and they were provided with an overview of public education programs and media relations. They were cautioned that it does not take the media long to get to the emergency scene and a careless word, comment, or action can be a costly public relations error.

Everyone should remember that they can be photographed and the image will be remembered. A picture does tell a thousand words, Rotsma cautioned.

All it takes is one simple negative image or comment to damage the rapport built with the public or the media.

Change

The change officially started in 1996 and it was a very slow process. Contact was made with local media agencies, such as The Burlington Post, to explain the department's intention to improve relations. Editors and news directors were supportive and thought it was a great idea to seek their input. Their concerns included:

1. Contacting someone from the department;

The benefits of addressing their concerns have been immense including improved accuracy of stories and the types of stories covered by the media. The department has found that when they ask for coverage of a program launch or public education initiative the media is much more receptive to respond.

After realizing the need to change and before we made the change, we did our research into what the media

wanted from us, said Rotsma. We had selectively sent out news releases in the past but they were mainly reactive. Now we try a lot more to be proactive such as identifying trends or seasonal occurrences such as candles.

Maintenance

The issue for Burlington now is maintaining a healthy relationship with the local media. It is important to maintain and enhance our staff's level of training and understanding of the media, said Chief Thurlow. One positive spin off is that the reporters and news directors will now call to get our department's side of the story and work with us to get our key messages to the public.

Burlington's experience has also shown that when a good story appears, acknowledge it. Call to say thanks or find other ways to say thank you such as nominating a media outlet for an award.

Although the road to improve your media relations may require commitment and ongoing work, Chief Thurlow suggests, The benefits to a positive working relationship with your media agencies are worth every effort your department puts in to it.

InDetail:

InDetail highlights relevant technical information on topics of interest to the fire service.

The objectives of **InDetail** are to:

- enhance the understanding of fire protection, fire prevention and life safety principles;
- promote the use of established and state-of-the-art technology to enhance public fire safety;
- raise awareness with respect to ongoing fire research and code development.

Topics will be selected based on various factors, including, requests for information/clarification from the fire service, OFM staff perception of fire service needs, new developments in the fire safety and fire protection fields, new OFC and OBC requirements, current OFM research, and OFM evaluation of products.

We hope to take what are sometimes fairly complex technical issues and present them in an easy to read and interesting format that will benefit the fire service. Your input is welcomed, and encouraged. Please direct your comments to the Editor.

FLYING TANKS AND DRUMS!

This article provides cautionary information for fire departments to take into consideration when developing pre-fire planning and/or prevention activities in their municipality.

The technical committee responsible for the NFPA-30, Flammable and Combustible Liquids Code identified several fire protection performance concerns based on analysis of results obtained through recent full-scale fire tests. This article highlights performance issues related to emergency venting on storage tanks, storage rack failures and relieving style containers.

Malfunctioning of Emergency Vents on Storage tanks

Recent testing, evaluation and research conducted by the American Petroleum Institute (API) indicates that small storage tanks built to API 650 ñ an internationally accepted tank design and installation standard ñ with a weak roof to shell seam for emergency venting, may not function as originally envisioned by the design.

The tank designs in question are smaller than 15 metres (50 feet) in diameter. This means that existing tanks designed to API 650 that have diameters less than 15 metres (50 feet) may not relieve internal pressure adequately during a fire emergency and may fail by other means such as rocketing (i.e. failure of the welds at the tank bottom) as opposed to the intended design failure at welds at the roof/shell.

A detailed study sponsored by API

has been launched at Kansas State University, which is looking at the actual failure modes under internal pressure, and the relative strength of the roof versus the bottom weld joint. Completion of the study is expected by summer 2004.

Some industry experts believe that the study will find the tank diameter to be smaller than 15 metres (50 feet) where the concern still exists.

Until the results of this study are available, fire departments need to be aware of this potential failure mode and develop firefighting strategies and activities accordingly.

Premature Storage Rack Failure

Full-scale fire tests between 1998 and 2001 were conducted with 208 litre (55 gallon) drums and Intermediate Bulk Containers (IBC) containing flammable liquids stored in rack arrangement and in accordance with protection criteria listed in NFPA-30 (2000 or earlier). The tests showed that rack collapse can occur when the rack structure was exposed to certain fire scenarios using a 7.5 litres per minute (two gallons per minute) flammable liquid spill fire.

However, using new protection criteria introduced in the NFPA-30 (2000 edition) for IBCs and modified in the 2003 edition for drums by adding face sprinklers, fire control was



ROCKET: Inadequate emergency relief venting can cause tanks to explode violently or rocket great distances.*

achieved without any rack failure.

These test results suggest that there is a potential for early rack collapse when rack storage of IBCs or drums are exposed to a significant flammable liquid pool fire, even when protected using NFPA-30 protection criteria that existed prior to the 2000 edition of NFPA-30. The lack of face sprinklers in the rack does create a potential for rack collapse for certain fire scenarios.

Fire departments should consider developing a fire suppression strategy in dealing with such storage based on establishing a pre-fire planning of such locations.

Performance of Relieving Style Containers

Fire tests have demonstrated the ability of relieving style containers to perform consistently and prevent catastrophic failure of containers when exposed to fire.

To take advantage of these findings, a test standard has been developed by a US accredited listing agency FM Approvals for listing relieving style plugs for use with steel drums.

This relieving feature, coupled with the new protection scheme (introduced in NFPA-30 2000 edition and enhanced in the 2003 edition), will provide a high degree of fire control and limit the potential for a violent drum failure when exposed to a flammable liquid storage fires.

However, the introduction of the relieving feature (using plastic plugs instead of steel plugs) has introduced

concerns such as potential for leakage during handling and chemical stability of the products.

The Chemical Packaging Committee of the Institute of Packaging Professionals, with many years of experience in the packaging industry, has expressed concerns over removing steel plugs (bungs) in steel drums and replacing them with plastic plugs without first addressing a number of issues.

This group formulated an industry work group called Plastic Plug in Steel Drum Work Group to review the various concerns and developed a list of realistic issues, which should be addressed when contemplating the use of plastic plugs. Addressing these issues will help assure the integrity of the liquids stored in the drums and reduce the potential for leakage due to cross threading, thread stripping and the use of improper torque. To achieve the desired performance of a relieving style container only listed plastic plugs (currently FM Approvals) should be used to replace steel plugs (bungs) in a steel drum.

The listing conditions require two threaded fittings installed in the top of the drum and at least one opening shall be 2 in (50 mm) in diameter. Filled drums using these plugs must be stored on end (fusible plug up). Only thin thermoplastic cap seals are permitted over the plug. Metallic caps seals are unacceptable. The plugs must not be painted.

Where the replacement plugs are not listed, storage heights should be limited and the drums should be

considered non-relieving. The performance of a non-approved plug would be questionable in a storage array that involves more than one high-palletized drums.

The OFM recommends that fire departments incorporate suitable precautions into their operating procedures and training to address the potential concern for failures of certain storage tanks and premature rack failure when certain rack storage is exposed to large spill fires. Fire departments should also be aware of the fire performance of containers with and without listed relieving plugs.

It may be beneficial for the fire service to disseminate this information to industries within their jurisdiction.

These issues present another opportunity where information obtained through fire prevention activities can be judiciously used for planning suppression activities that enhance firefighter safety.

Article by OFM Fire Protection Engineer Joshy Kallungal, P.Eng who has served on the NFPA-30 technical committee since 1980.

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Lighter policy gets thumbs up

Belleville Fire Department presented certificates of appreciation to a local Dollarama store for not selling lighters to minors.

The store on North Front Street has had a policy since it opened in 2001 about not selling lighters and toy gun percussion caps to young people and keeping them out of easy reach within the store.

The policy came to the attention of Fire Prevention Officer Carson Cross in May when he was standing in line to cash out purchases while off duty.

Cross observed the youth ahead attempt to buy some lighters that were displayed at the front counter.

He was surprised when the cashier asked this young man for identification, he recalled Cross.

He mumbled that he did not have any on him, and she advised him that she could not sell him a lighter unless he could prove he was over 18. She adamantly refused his second attempt to purchase some lighters and he trundled out the doors, muttering and lighterless.

When Cross asked about the refusal to sell the youth a lighter, he was told about the Dollarama store policy.

Belleville Fire Department hopes that the policy will catch on with other stores or at the very least, stores will keep lighter and match displays out of children's reach and in sight of the cashier. Lighters in the hands of children



LIGHTER POLICY: Fire Prevention Officer Carson Cross stands with Dollarama employees Janet Newell and Heather Soper who received certificates of appreciation from Belleville Fire Department.

can be a lethal weapon. It is initiatives like this, which will ensure we are all working together for a fire safe community, and lower the risks for everyone, he said Cross.

SAFE IN KENORA



TAPP-C got the thumbs up from one family in Kenora. Pictured above is the McAmmond family with mom Rhonda and three sons Ben, Connor and Mitchell showing off their certificates of completion with Kenora firefighter Fred Ralko.

TAPP-C reduces the risk of fire setting among children and adolescents by identifying children who are at risk for setting fires and making appropriate education and counseling services available to them.

LONG SERVICE FIRE CHIEFS HONoured



Photograph by Peter Guiry

A retirement luncheon in June honoured the efforts of two of Ontario's fire chiefs. Fire Chief Robert Kennedy retired with 36 years of service at the Richmond Hill Fire Department and Fire Chief William Brown retired after 30 years service at the Whitchurch-Stouffville Fire Department. Pictured, above, left to right, are Chief Brown, OFM Manager Bruce Gougeon and Chief Kennedy.

Fire Service Calendar 2003

October 5	Firefighter Memorial Service	Gravenhurst Ontario
October 5-11	Fire Prevention Week "When Fire Strikes: Get out! Stay out!"	North America
November 7-8	Ontario Critical Incident Stress Management 2003 Conference	Orillia, Ontario
November 16-19	NFPA Fall Education Conference: "Homeland Security: Response and Preparation"	Reno, Nevada
November 19-21	11th Annual Fire & Life Safety Public Educators' Conference: "Learn it through the Grapevine"	St. Catharines, Ontario

Day in the Life... Continued from page 13

development and approval of draft agendas and implementation of course evaluations for each discipline.

Leslie said: "This is an endeavour that is never really finished. We no sooner end one cycle with delivery of training and it is time to start the next cycle with a needs assessment. But it is gratifying when participants comment positively on the training event."

Certification and Accreditation Systems

Leslie works closely with Robert French and Uyen Ha on certification and accreditation systems.

By providing academic expertise into the development of the models, and the development and ongoing revision of the supporting documents such as the Certification Guide, the questions and answers, and the brochures for each program, she has participated in the launch of the **Ontario Firefighter, Fire Prevention Officer** and **Company Officer Certification Programs**.

Leslie develops effective presentations to stakeholders. Currently, she is working with a Certification Council sub-committee on the development of a renewal model for fire prevention

officers.

"I particularly enjoy this aspect of my work because it enables me to liaise with fire service personnel through the Certification Council and the various consultative activities that we pursue."

Currently, Leslie is working on a submission for accreditation of the OFM **Fire Investigator** and the **Ontario Company Officer Certification Programs**. She is also working with representatives from the OFM Public Education and Media Relations Section on accreditation of the **Public Fire and Life Safety Educator Certificate Program** and with representatives from Lambton College on accreditation of their **Industrial Firefighter** course.

Communication

Leslie also coordinates submissions to both the **Messenger** and the OFM internal newsletter, the **Insider**. Along with this "communication" job, comes responsibility to liaise with Data, Applications and Technical Support personnel on the section information that is posted on the OFM Web site. Nothing gets to the **Messenger, Insider** or Web site without Leslie's okay. She has been dubbed "AS&E editor-in-chief."

As she said at the beginning, "No two days are ever the same. But each is gratifying."

ANSWERS

Subject: Hydrants

A.1 Hydrants should be inspected annually and after each use. Port caps should also be removed and the connections inspected for wear, rust or obstructions that could hamper any removal and corrective action taken immediately.

A.2 If a hydrant contains water the drain valve shall be inspected for operation. If the water is because of poor drainage that is impractical to correct, approved measures should be taken to prevent freezing during winter conditions.

A.3 The main valve of a hydrant should be opened and the hydrant operated with one port open and the water flow checked.

A.4 Hydrants should be classified in accordance with their rated capacities as follows: Class AA ó rated

capacity of 5680 litres/min (1500gpm) or greater; Class A ó rated capacity of 3785-5675 litres/min (1000-1499gpm); Class B ó rated capacity of 1900-3789 litres/min (500-999gpm); Class C ó rated capacity of less than 1900 litres/min (500gpm).

A.5 All barrels are to be chrome yellow except in cases where another colour has already been adopted.

A.6 The tops and nozzles should be painted to indicate capacity: 1). Class AA ñ Light Blue; Class A ñ Green; Class B ñ Orange; Class C ñ Red. For rapid identification at night, the capacity colours should be of a reflective-type paint.

A.7 Marking on private hydrants is at the owner's discretion. When private hydrants are located on private streets, they should be painted red, or some other colour, to distinguish them from public hydrants.

MESSANGER

Profile:

If you go down to the woods today...

...you're in for a big surprise! So go the words of the children's song. But visitors to the Ontario Fire College in Gravenhurst will get a surprise if they look carefully next time they visit.

Lurking around the entrance to the Ontario Fire College is a new member of staff, working purely on a voluntary basis.

Sparky the Fire Moose stands in front of Scott Hall welcoming everyone who drives through the gates.

But while moose are plentiful in Ontario's scenic Muskoka district, this moose will not be going anywhere as he's got his feet firmly planted in the ground! Or in concrete to be more precise. But this moose isn't a native to Muskoka.

It was part of ***Moose in the City***, a wildly successful outdoor art exhibition of 326 life-sized moose sculptures grazing the streets of Toronto that ran from April to October 2000.

Local residents and millions of visitors from around the world fell in love with Toronto's metropolitan moose. Their fame rapidly spread far and wide with a delegation of moose diplomats traveling the world from Chicago's Navy Pier to the Olympic Games in Sydney and hundreds of moose stories running nationally and internationally from Vancouver to St. John's and London to Tokyo.

Sparky spent his days in Toronto with the Toronto Fire Services before being auctioned off and purchased by Liberty Mutual.

Liberty Mutual paid \$4,150 for Sparky. One third of the proceeds went to Canadian Olympic Association's Athlete Grant Program while the remainder went to the

Ross Tilley Burn Centre.

Liberty Mutual has a child safety program, most recognizable through Elmer the Safety Elephant, and

wanted to have Sparky greet visitors in their building's front office. However, Sparky couldn't fit through the door and the cost of removing windows to hoist Sparky in with a crane was prohibitive.

Bev Gilbert of the OFM asked if they could have Sparky at the Fire College as the College gets a high volume of visitors including children, so we thought that the location would be a good home for Sparky, said Arlene Healy, Manager of Communications and Community Relations for Liberty Mutual.

We're delighted with our latest member of staff, joked Fire Marshal Bernard Moyle. He's going to be turning a lot of heads as most firefighters in the province at one stage in their career will visit the Ontario Fire College.

He added: We also get a lot of other visitors, such as the public who come to look at the museum and groups of children, especially from neighbouring summer camps, who come to see the type of training undertaken by our firefighters. By the time the current expansion work is completed, Sparky will certainly have a home

he can be proud of!

Now, Sparky has gone out to pasture and is the centre of attention. But when visitors come up to pat Sparky, there's plenty of fire safety lessons printed all over his body. They include "Smoke Alarms Save Lives" and "Get Your Butt Out of Bed".

Just goes to show there's life in the old moose yet!

