

POLICY MANUAL
Fire Department Level of Service Policy



Policy Number: FIRE-POL-100-00	Division: Fire
Effective Date: October 13, 2020	Date for Review: October 2024
Revision Date:	Supersedes/Repeals: POL-10-100-00
Related Procedure Number(s):	Related Procedure Name(s):
External Sources:	Council Resolution Number: #RC151-2020

POLICY STATEMENT

The Town of High River will provide fire protection services according to the provisions of this Policy and the Standard Operating Guidelines of the High River Fire Department.

The Town of High River recognizes that within the boundaries of the Town residents and visitors can be exposed to a variety of hazards from fires to other emergencies. The role of the High River Fire Department is to provide a level of service to assist in mitigating these emergencies and keep the public protected.

PURPOSE

To identify the services the Town of High River Fire Department is authorized to provide and identify the level or standard to which the service will be performed.

Alberta Occupational Health and Safety Code of Practice for Firefighters requires a level of service be established and signed off by municipal Council.

DEFINITIONS

"Awareness Level" means responders will recognize the risk and hazards and secure the area of emergency and call outside trained and equipped assistance to mitigate the incident.

"EMR" – means the Emergency Medical Responder.

"FMR" – means the Fire Medical Responder.

"Group B & C" – refers to the Safety Codes Officer Classification.

"HCP" – means the Health Care Provider.

"ICS" – refers to the Incident Command System.

"NFPA" – refers to the National Fire Protection Association.

“Operations Level” – means responders will take defensive action to contain and control the incident and seek assistance from outside agencies equipped to mitigate the incident.

“PCP” – refers to the Primary Care Paramedic. Redefined from Emergency Medical Technician.

“Technician Level” – means responders will initiate offensive action to bring the incident under control and to an end.

“Term” means the amount of time that Council shall hold office, pursuant to the *Municipal Government Act*.

“Town” means the Town of High River.

ROLES & RESPONSIBILITIES

They key positions for the purpose of this policy include:

Administration - the administrative and operational arm of the Town, comprised of the various departments and business units and includes all employees who operate under the leadership and supervision of the Chief Administrative Officer.

Chief Administrative Officer - principal staff person responsible for organizational performance who is appointed to the position of Chief Administrative Officer in accordance with the *Municipal Government Act* for the Town of High River.

Council - the elected decision-making body for the Town of High River.

Councillor – the individual elected to the position of Councillor in accordance with the Local Authorities Election Act for the Town of High River.

Mayor - the individual elected to the position of Chief Elected Official in accordance with the *Local Authorities Election Act* or, in circumstances where the Mayor is not available, this shall include the Deputy Mayor.

Municipal Clerk –the individual in the leadership role that directly oversees the Legislative Services division for the Town of High River.

<p style="text-align: center;">Mayor</p> <ul style="list-style-type: none"> • Approve this Policy and any amendments to it. 	<p style="text-align: center;">Chief Administrative Officer (CAO)</p> <ul style="list-style-type: none"> • Ensure Administration understands and implements this policy; • Manage organizational resources and processes in relation to this policy; and • Facilitate the administrative/political interface relating to this policy.
<p style="text-align: center;">Council</p> <ul style="list-style-type: none"> • Give direction; • Approve this policy and any amendments to it; • Reviewing this policy once per Term. 	<p style="text-align: center;">Administration</p> <ul style="list-style-type: none"> • Implement and adhere to this policy; • Ensure level of service is identified and adhered to; • Develop budget to meet the level of service; • Ensure that employees are trained to the required standard for level of service

Councillor	Municipal Clerk
<ul style="list-style-type: none"> • Give directions; and • Approve this Policy and any amendments to it. 	<ul style="list-style-type: none"> • Retain the original copies of this policy in the Town's Policy Manual. • Arrange for the posting of this policy on the website.

LEVEL OF SERVICE

Fire Services equipment shall be deployed for all emergencies as it is deemed that they are required and where practical to do so.


The High River Fire Department shall provide whenever possible, a response to all structure fires, alarm activations, motor vehicle collisions, technical rescue calls, dangerous goods incidents, medical responses and wildland fires in accordance with this Policy.

Call Type	Service Level	Certification Level
Medical First Response (EMS 10 Min <)	Technician	HCP/Standard First Aid Preferred EMR/FMR/PCP
Medical Co-Response – Delta and Echo Level Response Determinants	Technician	HCP/Standard First Aid Preferred EMR/FMR/PCP
Medical Assist – Assist EMS with PYT care, Lift Assist, Fire Driver	Technician	Health Care Provider/CPR Preferred EMR/FMR/PCP
Public Education/Prevention	Technician	NFPA 1035
Fire Inspections	Technician	Group B Level 1 & 2
Stars Landing Zone	Technician	Stars Landing Inservice
Structural Fire Fighting	Technician	NFPA 1001 Level 1 & 2
Flammable Liquids Fire Fighting	Technician	NFPA 1001 Level 1 & 2
Vehicle Extrication	Technician	NFPA 1001 Level 2
Surface Ice Rescue (Still Water)	Technician	Dive Rescue – Tech Level
Surface Ice Rescue (Moving Water)	Operations	Dive Rescue – Tech Level
Swift Water Rescue/Boat Operations	Technician	Raven Rescue – Tech Level
Trench Rescue	Awareness	NFPA 1670
Hazardous Materials Response	Operations	NFPA 1072
Confined Space Rescue	Awareness	NFPA 350
Low Slope Rescue	Technician	NFPA 1006 Awareness
High Angle Rescue	Awareness	NFPA 1006 Awareness
Electrical Hazard/Downed Lines	Awareness	Fortis Inservice
Fire Investigations	Technician	Group C Level 1&2
Natural Gas Emergencies	Operations	NFPA 1072/ATCO Inservice
Fire Alarm Response	Technician	NFPA 1001 Level 1&2
Carbon Monoxide Alarms	Technician	NFPA 1072/ATCO Inservice
Disaster Response	Operations	Municipal Emergency Plan/ICS


Mutual Aid	As Per Mutual Aid Agreements	As Per Mutual Aid Agreements
Wildland and Urban Interface Fire Fighting	Technician	NFPA 1051

APPROVAL

This Policy shall come into force and effect upon adoption by Council at a Regular or Special Meeting.



Mayor/Deputy Mayor



Chief Administrative Officer