



PORT COLBORNE

**Strategic Plan
for the
City of Port Colborne
Fire and Emergency
Services**

“Proudly Protecting People and Property”

October, 2007

Strategic Plan

Fire and Emergency Services

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Strategic Plan

Fire and Emergency Services

Vision:

We are the City of Port Colborne Fire and Emergency Services - respected by our community and peers for being proactive, consultative, customer - focused, and cost-effective. “Community First” and “Community Pride” are what drive us to service excellence. A dedicated staff of multi-talented professionals, we are skilled, flexible and involved in our community.

Our Public Education Programs are enthusiastically attended because they are relevant and informative. We take pride in working together with residents, businesses and builders to educate and assist with Fire Code requirements and life safety matters. Our highly trained and equipped emergency response team is quick to the rescue, and caring and compassionate in its approach. We are here to serve - proudly - and to make a contribution in a partnership with our community.

Strategic Plan

Fire and Emergency Services

Mission:

To protect life, property and the environment in Port Colborne through education, prevention, investigation, training, rescue, fire suppression, dangerous goods containment and life support services.

Values:

The City of Port Colborne Fire and Emergency Services is dedicated to Team Management/Leadership through the values of:

- ▶ Customer Service
- ▶ Employee involvement
- ▶ Open communications
- ▶ Integrity
- ▶ Accountability
- ▶ Flexibility
- ▶ Commitment
- ▶ Efficiency
- ▶ Pro-activity

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Fire and Emergency Services

Education:

Objectives:

1.1 To increase the fire safety awareness level of all citizens.

Actions:

1.1 (a) Research and implement “Contemporary Fire Prevention & Safety Education Programs” in all schools in the City.

1.1 (b) Research and implement “Contemporary Fire Prevention & Safety Education Programs” in all nursery schools and daycare centres.

1.1 (c) Assess public fire safety awareness on a continual basis.

1.1 (d) Research and utilize all forms of media to inform and educate the public regarding fire safety.

1.1 (e) Research and develop effective adult education programs.

1.2 To educate target groups in specific fire safety knowledge.

1.2 Research and identify the target groups and their needs.

1.3 To develop the required programs.

1.3 (a) Research, identify and recommend staff and resources required to meet education objectives.

1.3 (b) Research and monitor fire and emergency response trends to assess the Fire Department’s effectiveness and develop appropriate education programs.

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Fire and Emergency Services

Prevention

Objectives:

2.1 To reduce injuries, deaths, property loss and damage to the environment from preventable and non-preventable emergencies.

2.2 To ensure minimum life safety standards are met in all areas of jurisdiction within the Fire Department.

Actions:

2.1 (a) Work with the community to enforce compliance with applicable codes, standards, regulations and by-laws.

2.1 (b) Research and monitor fire and emergency response trends to assess the Fire Department's effectiveness and develop appropriate prevention programs and legislation.

2.1 (c) Advise the public and government bodies on fire prevention, life safety, emergency planning and environmental issues, within the jurisdiction and mandate of the Fire Department.

2.1 (d) Develop an effective and co-operative relationship with all appropriate fire prevention agencies and our customers.

2.2 (a) Work with the community to enforce compliance with applicable codes, standards, regulations and by-laws.

2.2 (b) Research and monitor fire and emergency response trends to assess the Fire Department's effectiveness and develop appropriate prevention programs and legislation.

2.2 (c) Advise the public and government bodies on fire prevention, life safety and environmental issues, within the jurisdiction and mandate of the Fire Department.

2.2 (d) Develop an effective and co-operative relationship with all appropriate fire prevention agencies and our customers.

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Investigation

Objectives:

- 3.1 To determine the cause and origin of all emergencies within the jurisdiction of the Fire Department.
- 3.2 To develop an effective and co-operative relationship with all appropriate investigating agencies.
- 3.3 To ensure that a complete current investigation information and statistical data base is available.

Actions:

- 3.1 Conduct timely and effective investigations.
- 3.2 (a) Participate in and influence decisions made by all appropriate public/private agencies.
- 3.2 (b) Develop liaison and two-way information sharing programs with appropriate agencies.
- 3.3 Research, identify, select and implement the appropriate technology to support a complete current investigation information and statistical data base.

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Fire and Emergency Services

Training

Objectives:

4.1 To train Fire Department staff to meet recognized standards.

Actions:

4.1 (a) Research and identify appropriate performance standards.

4.1 (b) Develop and implement training programs to meet identified standards and the needs of the City.

4.1 (c) Research and monitor fire and emergency response trends to assess the Fire Department's effectiveness and develop appropriate training programs.

4.1 (d) Receive and maintain accreditation from recognized accreditation agencies where appropriate.

4.2 Mandatory Training

4.2 (a) The following training is considered mandatory. This training shall be successfully completed on an annual basis as provided for within the Department's training schedule.

- C.P.R.
- First Aid
- Incident Mngt. System
- Public Access Defib.
- S.C.B.A.
- Hazardous Materials Awareness
- Fire Fighter Safety
- Ship Board Fire Fighting Awareness
- Technical Rescue Awareness

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Fire and Emergency Services

Rescue

Objectives:

- 5.1 To reduce injuries and death from all causes within areas of jurisdiction of the Fire Department with all due consideration to the safety of all staff.
- 5.2 To develop an effective and co-operative relationship with all appropriate support agencies.

Actions:

- 5.1 (a) Conduct timely and effective rescues.
- 5.1 (b) Research, identify, select and implement the appropriate technology and support for victim entrapment.
- 5.2 (a) Participate in and influence decisions made by all appropriate support agencies.
- 5.2 (b) Develop liaisons and two-way information sharing programs with all support agencies.

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Fire and Emergency Services

Fire Suppression

Objectives:

- 6.1 To reduce injuries, deaths, property loss and damage to the environment from fire and its consequences.
- 6.2 To develop an effective and co-operative relationship with all appropriate support agencies.

Actions:

- 6.1 (a) Conduct timely and effective fire suppression activities.
- 6.1 (b) Research, identify, select and implement the appropriate technology and support.
- 6.2 (a) Participate in and influence decisions made by all appropriate support agencies.
- 6.2 (b) Develop liaisons and two-way information sharing programs with all support agencies.

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Fire and Emergency Services

Haz Mat

(Dangerous Goods
Containment)

Objectives:

7.1 To reduce injuries, deaths, property loss and damage to the environment from fire, dangerous goods releases and their consequences.

Actions:

7.1 (a) Conduct timely and effective haz mat operations.

7.2 (a) To provide all personnel with training to the Awareness Level and where appropriate Operations Level. Participate in the Region's CBRN Team.

7.2 (b) To work with other area Municipalities in establishing a hazardous material response procedure, and enter into Agreements with Council's concurrence, when necessary.

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Fire and Emergency Services

Life Support

Objectives:

- 8.1 To prevent death, relieve pain and reduce shock.

- 8.2 To increase our ability and role to provide advanced life support.

Actions:

- 8.1 (a) Provide timely and effective life support services.
- 8.1 (b) Research, identify, select and implement the appropriate technology and support.

- 8.2 (a) Participate in and influence decisions made by all appropriate support agencies.
- 8.2 (b) Develop liaisons and two-way information sharing programs with all support agencies.

Strategic Plan

Fire and Emergency Services

Administration

Objectives:

9.1 To have a management team which anticipates, initiates, communicates, and manages change effectively.

9.2 To ensure that the Fire Service is delivered in a superior and cost-effective manner.

9.3 To ensure responsible, timely and effective decisions are made for the provision of the Fire Department.

9.4 To develop a positive customer focus in the Fire Department service delivery.

Actions:

9.1 (a) Monitor, identify and anticipate all trends affecting the Fire Department and take the appropriate action.

9.1 (b) Develop an effective management team through research, training, education and dynamic team building.

9.2 (a) Advise Council regarding the resources and numbers of staff required to deliver timely and effective fire and emergency services.

9.2 (b) Manage the staff and resources allocated by Council to provide the most efficient and effective fire and emergency services.

9.2 (c) Investigate opportunities for the Fire Department to assume additional roles.

9.3 (a) Prepare a long range Master Plan for the provision of Fire Department services.

9.3 (b) Amend the enabling By-law to reflect current Fire Department services delivery and update it as needed.

9.3 (c) Amend the City of Port Colborne's Emergency Plan and update it annually.

9.4 (a) Develop a customer service training service program.

9.4 (b) Train all staff in customer service.