

**POLICY No.P-PS-001: Fire-Rescue Department Level of Service Policy**

<b>Policy Title</b>	Fire-Rescue Department Level of Service Policy
<b>Policy Number</b>	P-PS-001
<b>Effective Date</b>	January 1, 2024
<b>Revision Date</b>	N/A

**Policy Statement**

The Town of Grand Bay-Westfield will provide community fire, rescue, and medical first response services according to the provisions of this policy statement.

The Town of Grand Bay-Westfield Council recognizes that within the boundaries of the Town there is a potential that residents and visitors can be exposed to a variety of dangers from fire and other emergencies.

The Town of Grand Bay-Westfield Fire-Rescue Department was established to assist persons within the Town in protecting their health and property when those emergencies listed within this policy arise.

Town Council and Administration recognize the difficulty in ensuring that volunteer staff will be available in sufficient number and with sufficient training, on a 24-hour basis, to respond to every call for assistance received in a timely and safe manner.

Council also recognizes that when a response is provided the service level of that response may be different in various areas of the Town. A response may differ for a variety of reasons including:

- Geographical size, remote areas, and layout of the Town.
- Staff availability and training levels of the emergency response members.
- Support from other agencies providing emergency services within the region.
- The availability of water for fire suppression purposes within the Town.
- Adverse weather conditions.
- Availability of trained emergency personnel and equipment, when compared to the different types of emergencies for which training, and equipment are required.

Council therefore establishes the levels of service contained in this policy document and further levels of service as Council may formally approve by resolution.

**NOTE:**

Sections highlighted in **green** will be implemented when the Town’s population reaches between eight and ten thousand and/or when the non-residential assessment base surpasses five percent.



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Sections highlighted in orange will be provided as soon as it is financially viable for the Town to make the required investments and will be part of annual budget deliberations.

<b>1.0</b>	<b>RESPONSIBILITIES</b>
1.1	<p>The Fire Chief will ensure levels of service are adhered to and that the firefighters providing the services are competent. Town Council will review and approve service levels periodically. This policy is required to meet the intent of WorkSafeNB Occupational Health and Safety requirements and Office of the Fire Marshal Fire Service training standards.</p> <p>It should be noted that this policy does not require that the fire department have every member trained up to the stipulated service level. There always will be situations where new members either are not considered qualified (i.e., are undergoing recruit training, even if they are fully NFPA 1001 FFII qualified) or are starting off as new recruits requiring training. Additionally certain members provide only support services or otherwise limit their emergency scene activities.</p>
<b>2.0</b>	<b>LIMITATIONS ON SERVICES PROVIDED</b>
2.1	In relation to any particular incident response(s), the department, officers and its members shall undertake only those emergency response activities for which it's properly trained and equipped to deal with; and
2.2	The Fire Chief may determine to limit the fire suppression activities of the department to a lower Service Level in circumstances where, because of turnover in Members or for other reasons, in the Fire Chief's view the department should suspend undertaking interior fire attack or rescue operations.
2.3	Where the Fire Chief has made a determination as identified above, they shall immediately inform the CAO, including the reasons for the decision. The Fire Chief may elect to resume providing their authorized level of service when they consider it warranted, and shall inform the CAO when making such decision.
<b>3.0</b>	<b>APPLICATION</b>
3.1	This policy applies to all Fire Department personnel within the Town of Grand Bay-Westfield or by virtue of a mutual aid agreement.
<b>4.0</b>	<b>PURPOSE</b>
4.1	The purpose of the Level of Fire Service Policy is to establish the levels of service for fire and rescue services provided by the Town and to establish the process for approving the establishment or adjustment of fire and rescue level of services. The purpose of the Policy is to state what is the minimum fire service the Town is willing to provide. This doesn't preclude providing a higher level of service if properly trained and equipped members are able to respond per approval from Council for a higher level of service.

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<b>5.0</b>	<b>DEFINITIONS</b>
5.1	"EMS" means Emergency Medical Services provided by Ambulance New Brunswick (ANB).
5.2	"Fire Department" means the Town of Grand Bay-Westfield Fire-Rescue Department.
5.3	"Minimum Staffing" refers to the minimum staff number required to initiate a response without mutual or automatic aid.
5.4	"NFPA" means the National Fire Protection Agency which all manufacturers of equipment for the fire service use and follow for recommendations.
5.5	"Rescue" is any emergency request to the level of training received including but not limited to, medical support activities, vehicle accidents, ice rescue and entrapments.
5.6	<p>"Service Level" means:</p> <ol style="list-style-type: none"> <li>1. "Awareness level" means that Fire Department personnel will recognize risks and hazards, adopt a defensive position, secure the area, and call for specialized assistance.</li> <li>2. "Operations level" means that Fire Department personnel will take action to contain and control the incident and seek assistance from outside agencies equipped to mitigate the incident if required. Operations depend on adequate staffing levels to provide an effective response force.</li> <li>3. "Technician level" means that Responders may initiate a combination of actions to bring the incident under control and to an end. This depends on adequate staffing levels to provide an effective response force.</li> </ol>
5.7	"Staff" refers to any trained (to meet the service delivery level for the stated emergency) member of the Fire-Rescue Department regardless of employment status (career or volunteer).
5.8	"Technical Rescue" means a unique type of emergency that requires specialized equipment and extensive/advanced training such as ice rescue, high angle rescue, entrapment, hazardous materials release, and advanced medical support.
5.9	"Wildland fires" means all running non-structural grass, brush or forest fires in or threatening the Town of Grand Bay-Westfield.
<b>6.0</b>	<b>EQUIPMET REPLACEMENT</b>
6.1	<p>Fire apparatus shall be maintained as per the applicable National Fire Protection Agency standards (NFPA) as amended from time to time. Fire apparatus shall be life cycled out every 20 years to maintain the Town fire insurance grading with the Fire Underwriters Survey.</p> <p><i>For the purpose of this section, "Fire apparatus" refers to vehicles which transport and pump water for firefighting operations (Engines and Tankers) and does not include Rescue or support vehicles.</i></p>

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6.2	All Personal Protective Equipment (PPE) shall be purchased, maintained and life cycled as per the applicable NFPA standards as amended from time to time.	
6.3	All applicable Fire-Rescue Department safety equipment shall be purchased, maintained, and tested as per the relevant NFPA standards as amended from time to time.	
<b>7.0</b>	<b>INCIDENT COMMAND SERVICES</b>	
7.1	All emergency response incidents shall have an Incident Commander as per the applicable NFPA and ICS Canada standards as amended from time to time.	Compulsory Service
7.2	All emergency response incidents shall have an Incident Safety Officer as per the applicable NFPA standards as amended from time to time.	Compulsory Service
7.3	Applicable emergency response incidents shall have a Rapid Intervention Team as defined in the NFPA 1720 standard as amended from time to time.	Compulsory Service
<b>8.0</b>	<b>TRAINING</b>	
8.1	Firefighter training shall be based on those services delivered by the Fire-Rescue Department as described herein.	Compulsory Service
8.2	All applicable Firefighters will be equipped and trained for wildland fire suppression according to those minimum standards required by this policy and recognized in the Province of New Brunswick.	Compulsory Service
8.3	All applicable Firefighters shall be equipped and trained for structural fire suppression and other services identified in this policy to appropriate National Fire Protection Association (NFPA) standards. Where NFPA standards do not meet minimum requirements or do not exist, individuals will be trained to those minimum standards recognized in the Province of New Brunswick and/or approved by the Fire Chief or Designate.	Compulsory Service
8.4	All Firefighters are expected to participate in ongoing training, pre-fire planning, community outreach and awareness/education activities to develop and maintain their knowledge and skills in these areas.	Compulsory Service
8.5	All applicable firefighters shall be trained to the appropriate levels defined in the standard operating guideline and job descriptions of the Fire-Rescue Department.	Compulsory Service
8.6	The Fire Chief or Designate (Training Officer) shall maintain a consolidated report on all training levels.	Compulsory Service

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<b>9.0</b>	<b>LIFE SAFETY / FIRE PREVENTION</b>	
9.1	Provide fire life safety inspections, occupancy load reviews and investigations.	Optional Service
9.2	Provide a public education program to all residents through school visits, open houses, home visits, public events, fire drills, alarm inspections, requests, or complaints from the public regarding fire prevention in buildings.	Compulsory Service
9.3	Commercial and high-risk properties shall have a pre-incident plan completed and filed appropriately to ensure responding personnel have access to the file. (conditions of this section to be met by December 31, 2026)	Optional Service
9.4	The Fire-Rescue Department will endeavour to review all construction and life safety plans, evacuation plans, and new development plans and provide feedback pertaining to fire life safety.	Optional Service
<b>9.0</b>	<b>INVESTIGATION SERVICES</b>	
9.1	The Fire-Rescue Department will ensure all fires resulting in a loss (life and/or property) are investigated for cause and origin and will file appropriate reports with the New Brunswick Office of the Fire Marshal. Investigations will be outsourced to the Office of the Fire Marshal or other third party.	Compulsory Service
9.2	The Fire-Rescue Department will provide investigation services through in house staff at a minimum level of NFPA Fire Investigation Level II.	Optional Service
<b>10.0</b>	<b>EMERGENCY RESPONSE</b>	
10.1	The Fire-Rescue Department shall provide a response to incidents identified in sections 12 through 20 of this policy including any type of fires within the Town of Grand Bay-Westfield.	Compulsory Service
10.2	The Fire Chief or Designate in charge may, at any time following the receipt of an alarm, request the assistance of any other department with whom the Town of Grand Bay-Westfield has entered into a mutual aid agreement.	
10.3	The Fire Chief or designate in charge may, at any time following the receipt of an alarm, request resources, equipment, or personnel deemed necessary to address the emergency.	
<b>11.</b>	<b>ORGANIZATIONAL SERVICES</b>	
11.1	The Fire Chief or designate shall provide all new members joining the Department initial onboarding orientation training to include but not limited to human resources, occupational health and safety, equipping new staff with tools, equipment	Compulsory Service

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	and PPE, and introductory information on how to respond to emergencies based on level of training.	
11.2	The Fire-Rescue Department will meet minimum New Brunswick OHS requirements for worksites with 20 or more workers.	Compulsory Service
11.3	The Fire Chief or designate will ensure the development of senior staff and officers in areas of leadership, safety, critical thinking, decision making, administration and record keeping ensuring a progressive and healthy leadership dynamic on the team.	Compulsory Service
11.4	The Town of Grand Bay-Westfield is considered suburban for response within its borders and shall endeavour to meet NFPA 1720 Staffing and Response times of minimum staffing of 10 firefighters with a response time of 10 minutes 80% of the time.	Compulsory Service
<b>12.</b>	<b>FIRE RESPONSE</b>	<b>COMMENTS</b>
12.1	The Fire-Rescue Department provides structural firefighting and rescue up to a Technician Level.	Compulsory Service Min Staffing of 4
12.2	The Fire-Rescue Department shall establish and maintain a Standard Operating Procedure implementing the 2 in 2 out policy.	Compulsory Service Min Staffing of 4
12.3	The Fire-Rescue Department provides vehicle fire response up to a Technician Level.	Compulsory Service Min Staffing of 3
12.4	The Fire-Rescue Department provides wildland fire response up to an Operations Level.	Compulsory Service Min Staffing of 3
12.5	The Fire-Rescue Department provides flammable liquid firefighting for small and large spills up to an Operations Level.	Compulsory Service Min Staffing of 3
12.6	The response priorities are firefighter life safety, civilian life safety, incident control, property conservation, and environmental conservation.	
<b>13.</b>	<b>DANGEROUS GOOD / HAZARDOUS MATERIALS RESPONSE</b>	<b>COMMENTS</b>
13.1	The Fire-Rescue Department provides dangerous goods/hazardous materials response up to an Operation Level and will determine the type of goods, hazards, and identify evacuation requirements should they be required. The Fire-Rescue Department shall safely assess, evacuate, and contain the spill or leak.	Compulsory Service Min Staffing of 3

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13.2	The Fire-Rescue Department will notify the transporter or owner of the dangerous good as soon as practical to ensure a technical response team will take over the incident.	
13.3	The Fire-Rescue Department will provide Technician Level response for fuel spills under 200L.	Compulsory Service Min Staffing of 3
13.4	The Fire-Rescue Department will provide Technician Level response for propane flaring up to 100-pound tanks.	Compulsory Service Min Staffing of 3
<b>14.</b>	<b>MOTOR VEHICLE COLLISION RESPONSE</b>	<b>COMMENTS</b>
14.1	The Fire-Rescue Department will provide Technician Level Response for motor vehicle collisions.	Optional Service Min Staffing of 4
<b>15.</b>	<b>EMS ASSIST / MEDICAL CO-RESPONSE</b>	<b>COMMENTS</b>
15.1	The Fire-Rescue Department will provide Operations Level Co-Response to Medical Emergencies. This will be provided at the Medical First Responder Level with the following: <ul style="list-style-type: none"> <li>• Oxygen administration</li> <li>• Automated External Defibrillation</li> <li>• Narcan administration</li> <li>• Epinephrine administration</li> <li>• Spinal immobilization</li> </ul>	Optional Service Min Staffing of 2, Max Staffing of 4
<b>16.</b>	<b>LAW ENFORCEMENT ASSIST</b>	<b>COMMENTS</b>
16.1	The Fire-Rescue Department will respond to requests for assistance from Law Enforcement Agencies as personnel and equipment are available.	Optional Service Min Staffing of 1
<b>17.</b>	<b>WATER / ICE RESCUE RESPONSE</b>	<b>COMMENTS</b>
17.1	The Fire-Rescue Department will provide Technician Level response for surface water rescue.	Optional Service Min Staffing of 4
17.2	The Fire-Rescue Department will provide Technician Level response for ice rescue.	Optional Service Min Staffing of 4
17.3	<b>Surface water</b> and ice rescue will only be provided to waterways located within Town limits or upon mutual aid request if appropriate resources are available to maintain adequate staffing within Town limits. The request shall be approved by the Fire Chief or Designate.	

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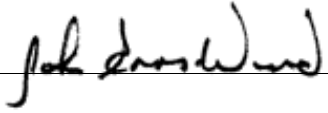
<b>19.</b>	<b>TECHNICAL RESCUE</b>	<b>COMMENTS</b>
19.1	The Fire-Rescue Department will provide Awareness Level response for elevator rescue.	Optional Service Min Staffing of 3
19.2	The Fire-Rescue Department will provide Awareness Level response for building collapse.	Optional Service Min Staffing of 3
19.3	The Fire-Rescue Department will provide Operations Level response for entrapment in machinery.	Optional Service Min Staffing of 3
19.4	The Fire-Rescue Department will provide Technician Level response for off-road vehicle accidents and/or remote rescue.	Optional Service Min Staffing of 4
19.4	The Fire-Rescue Department will provide Operations Level response for slope or low angle rescues.	Optional Service Min Staffing of 4
19.5	The Fire-Rescue Department will provide Awareness Level response for high angle rescues.	Optional Service Min Staffing of 3
<b>20.</b>	<b>MUTUAL AID / AUTOMATIC AID</b>	<b>COMMENTS</b>
20.1	The Fire Chief will recommend mutual aid and or automatic aid agreements with neighbouring municipalities or rural districts to Council.	
20.2	The level of response is as per the requesting agency and in accordance with response levels outlined above.	Optional Service Min Staffing of 1
20.3	Fire-Rescue services outlined in this policy may be made available to a municipality that the Town of Grand Bay-Westfield does not have an agreement with by the Fire Chief or Designate at the request of an RCMP member, the Chief Officer of another Fire Department, the Chief Administrative Officer of another municipality, or the New Brunswick Fire Marshal.	
20.4	All requests and confirmation of any response will be relayed through 911 dispatch.	



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**APPROVAL:**

Signed this 23 day of October, 2023.



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John Enns-Wind  
CAO



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Brittany Merrifield  
Mayor