

2024 ANNUAL REPORT



PREPARED BY
**KAWARTHA LAKES FIRE
RESCUE SERVICE**

www.kawarthalakes.ca

FIRE HALL

TABLE OF CONTENTS

Message from the Fire Chief	3
Mission	4
Department Service Profile	7
Administration	10
Fire Prevention & Public Education	11
Critical Incident Stress Management and Peer Support Team	15
Training	16
Emergency Response Overview	17
Recognition	31
Accomplishments	32

MESSAGE FROM THE FIRE CHIEF

As we reflect on another year of dedicated service, it is a time to celebrate our achievements, acknowledge the challenges we've faced, and highlight our unwavering commitment to ensuring the safety and well-being of the communities we serve.

Throughout 2024, the men and women of Kawartha Lakes Fire Rescue Service have responded to a wide range of emergencies, from fires and medical calls to rescues and community outreach programs. Our service continues to grow and evolve, driven by innovation, training, and a deep commitment to providing the highest standards of fire and rescue services.

In this report, you will find key insights into our activities, response times, and initiatives aimed at improving the safety of Kawartha Lakes residents.

We are proud of the strides we've made, and we remain focused on enhancing our capabilities, fostering partnerships, and building a safer, more resilient community for all. Thank you for your continued support and trust in our services as we look forward to another year of serving Kawartha Lakes with pride and dedication.



MISSION

The Kawartha Lakes Fire Rescue Service is committed to safeguarding our community through proactive emergency response, prevention strategies, and a focus on continuous professional development. By enhancing public safety, protecting lives, and preserving property, we foster a culture of excellence, collaboration, and resilience. We will clearly define our core activities and ensure that the necessary resources are allocated to effectively meet these goals. Fire Prevention and Public Education will serve as the cornerstone of our long-term approach to cost-effective emergency service delivery.

To further enhance our effectiveness, we will leverage emerging technologies, invest in advanced training, and apply best practices to continually improve our service delivery. Our commitment to innovation and professional development will position the Kawartha Lakes Fire Rescue Service as a leading, efficient provider of essential emergency services.

Key Success Factors

- Achieving a reduction in property damage and loss of life
- Maintaining the ability to respond quickly and efficiently to emergency situations
- Sustaining a highly skilled and professional workforce through robust training programs
- Developing in-house technical capabilities to support innovative solutions and implement them effectively
- Maximizing the utilization of fixed assets to enhance operational efficiency
- Cultivating a positive public image that strengthens our fire prevention and public education initiatives





The Kawartha Lakes Fire Rescue Service's mission and goals strongly align with the City of Kawartha Lakes' strategic pillars: A Healthy Environment, An Exceptional Quality of Life, A Vibrant and Growing Economy, and Good Government. Here's how the Fire Rescue Service's initiatives relate to each of these pillars:

1. A Healthy Environment - Kawartha Lakes Fire Rescue Service focuses on emergency response and fire prevention directly supports a healthy environment by reducing the risk of fire-related environmental damage, such as wildfires or hazardous material incidents. Through public education and prevention strategies, the service helps mitigate risks that could harm the natural environment, fostering a safe and sustainable community for future generations. Additionally, leveraging emerging technologies and best practices supports environmental sustainability, as efficient resource management reduces waste and the environmental footprint of the service.

2. An Exceptional Quality of Life - By enhancing public safety and protecting lives and property, Kawartha Lakes Fire Rescue Service plays a critical role in ensuring an exceptional quality of life for residents. Kawartha Lakes Fire Rescue Service is committed to continuous professional development and innovation means that residents can rely on a highly trained and effective team in times of emergency. Furthermore, the emphasis on fire prevention and public education empowers residents with knowledge to protect themselves and their families, contributing to a safer, more secure community where people can thrive.

3. A Vibrant and Growing Economy - Kawartha Lakes Fire Rescue Service's role in safeguarding property and minimizing loss of life plays a crucial part in supporting a vibrant and growing economy. By ensuring businesses and residents are protected from fire risks, Kawartha Lakes Fire Rescue Service helps to foster a stable environment where economic activity can flourish. A quick, efficient emergency response system boosts investor confidence and enhances the attractiveness of Kawartha Lakes as a place to live, work, and invest. Additionally, investing in advanced training and innovative solutions creates an environment of growth, ensuring the service remains agile and capable of responding to the evolving needs of a growing community.

4. Good Government - Kawartha Lakes Fire Rescue Service's approach to clearly defining core activities, allocating resources effectively, and striving for operational efficiency reflects the City of Kawartha Lakes' commitment to good governance. By focusing on innovation, continuous improvement, and ensuring the effective use of taxpayer dollars, the Fire Rescue Service exemplifies responsible and transparent public service. Their strategic priorities also align with a commitment to providing high-quality services that meet the needs of the community, promoting public trust and accountability in local government.

Kawartha Lakes Fire Rescue Service priorities and actions align closely with the City's strategic pillars by contributing to a safer environment, enhancing the quality of life for residents, supporting economic growth, and reinforcing the principles of good government. Their proactive approach, focus on professional development, and commitment to innovation ensure that Kawartha Lakes Fire Rescue Service remains an integral part of the community's overall well-being and long-term success.



DEPARTMENT SERVICE PROFILE

The Kawartha Lakes Fire Rescue Service is a progressive and dynamic emergency service organization dedicated to protecting the lives, property, and well-being of residents and visitors within the City of Kawartha Lakes. Serving a diverse, growing, and expansive community, Kawartha Lakes Fire Rescue Service is committed to providing the highest level of fire protection, emergency medical services, fire prevention, and public education programs.

Service Overview

Kawartha Lakes Fire Rescue Service operates out of multiple fire stations strategically located throughout the municipality, ensuring rapid response times to emergencies. Our service area spans across both urban and rural communities, with approximately 85,000 residents and a variety of landscapes, including forests, lakes, and agricultural areas. This diversity requires the department to be adaptable and prepared for a wide range of emergency scenarios.



Core Services

Kawartha Lakes Fire Rescue Service provides comprehensive emergency response services including, but not limited to:

Fire Suppression - Rapid response to fires in residential, commercial, industrial, and rural environments, with the objective of saving lives, protecting property, and minimizing fire damage.

Emergency Medical Services - Life-saving treatments and support, with close coordination with other emergency medical providers.

Rescue Operations - Specialized responses to motor vehicle collisions/extrication using hand tools, air bags, and heavy hydraulic tools as required, large animal rescue, marine rescue utilizing watercraft, remote rescue utilizing all terrain vehicles, static water/ice rescue (shore based and technical level), hazardous materials response (operations level), and elevator rescue (not to exceed operations level) in accordance with available resources.

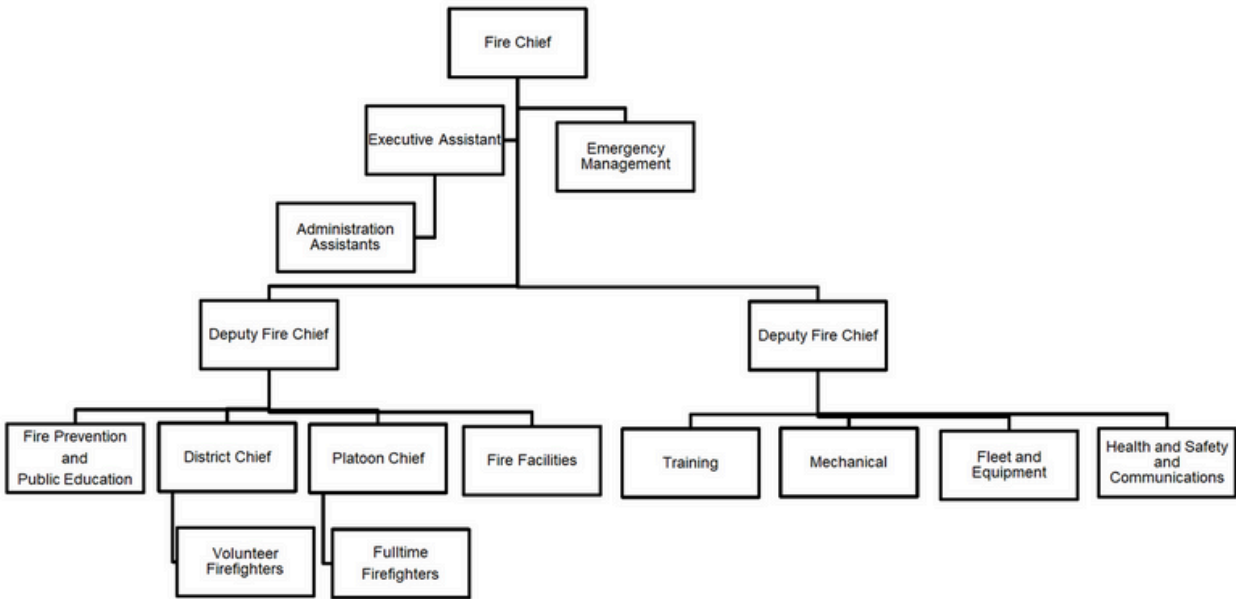
Fire Prevention and Public Education - Proactive fire prevention strategies, community outreach, fire safety education programs, and the inspection of properties to reduce the risk of fire-related incidents.

Training and Professional Development - Ongoing training for fire rescue personnel to maintain high levels of competence in various emergency situations, including the latest firefighting techniques, medical procedures, and technology to meet legislative requirements

Disaster Response and Mitigation - Preparedness and response to natural disasters, large-scale emergencies, and other catastrophic events in partnership with regional and provincial emergency management systems.



Organizational Chart



Vision and Future Development

As the needs of the Kawartha Lakes community evolve, Kawartha Lakes Fire Rescue Services continues to adapt and innovate. Our vision is to remain at the forefront of fire and emergency services by embracing new technologies, enhancing training programs, and fostering a culture of excellence and resilience. We are committed to delivering effective, cost-efficient, and comprehensive services that ensure the safety and well-being of all those who live, work, and visit our community.

The Kawartha Lakes Fire Rescue Service is a critical public safety agency that plays an integral role in safeguarding our community. With a dedicated team of professionals, a commitment to continuous improvement, and a strong focus on prevention and education.



ADMINISTRATION

The administrative team of Kawartha Lakes Fire Rescue Service is led by the Fire Chief, supported by two (2) Deputy Chiefs, one (1) District Chief, one (1) Platoon Chief, one (1) Executive Assistant and three (3) Administrative Assistants. Together, they oversee the efficient and effective management of the department's administrative functions.

Key responsibilities of the administrative team include organizational planning and assessment, resource coordination, data analysis and research, records management, reporting, business communications, public interaction, and procurement. The Administrative Assistant's plays a pivotal role in providing support to the management team, as well as to Fire Prevention & Public Education, Fire Suppression, Training, and our Mechanical Division.

In addition to these core functions, the administration team is responsible for managing department finances, payroll, inventory control, and permit processing. These comprehensive administrative services are essential to ensuring the smooth operation of the department and its continued success in delivering high-quality emergency services to the community.



Jeff Bignell
Deputy Fire Chief



Terry Jones
Fire Chief

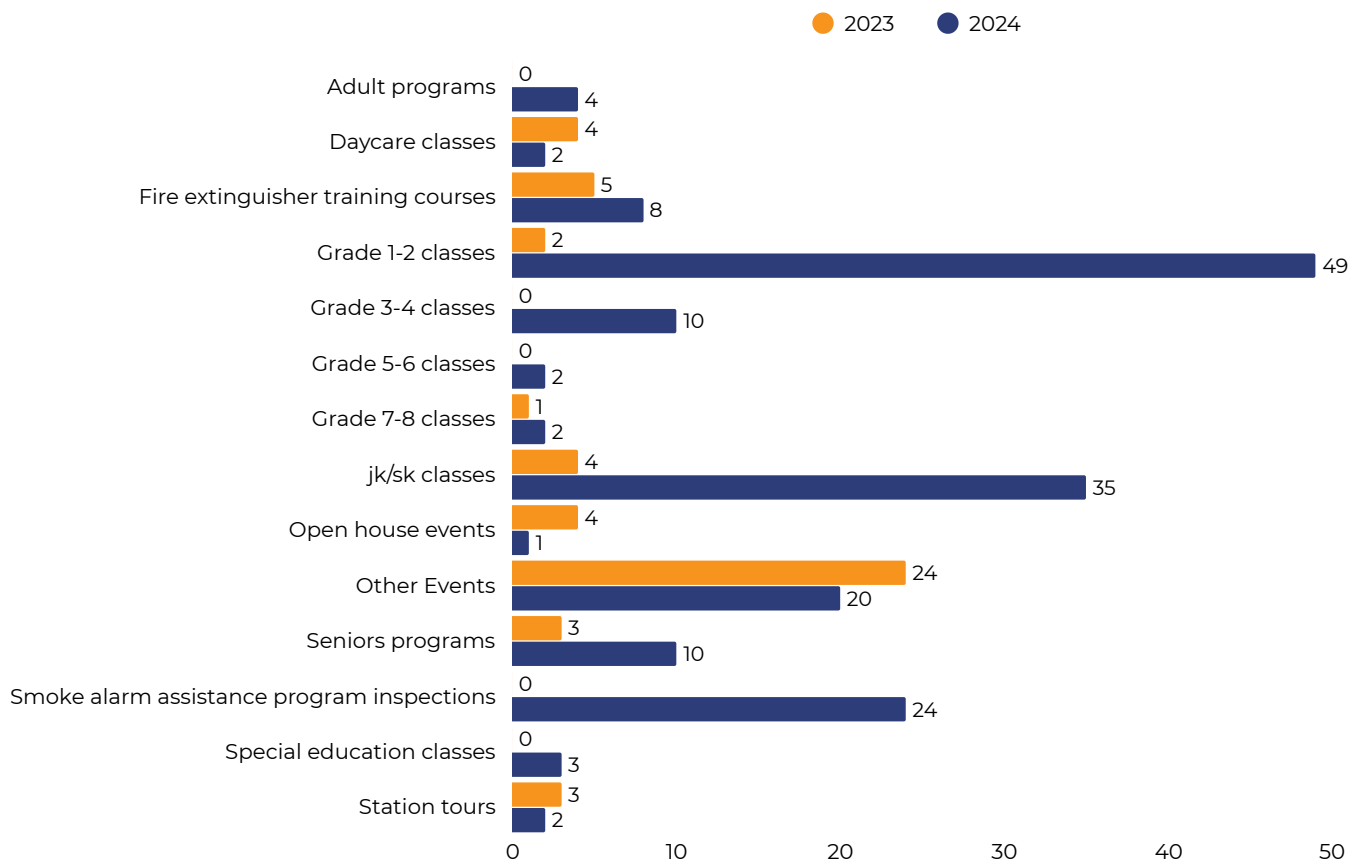


Shaun Moore
Deputy Fire Chief

FIRE PREVENTION & PUBLIC EDUCATION

In 2024, the Kawartha Lakes Fire Rescue Service made significant strides in fire safety education. Our commitment to fire prevention and community awareness was reinforced through expanded outreach programs and impactful educational initiatives. A key highlight was Fire Prevention Public Educator Katie Dukelow receiving the Ontario Association of Fire Educators (OAFE) Program of the Year award for Jump Into Fire Safety With Katie, recognizing its positive influence on fire safety education.

Public Education Events - First Line of Defence



Other: Summer School, Camps, Community Organizations, Co-op Classes, Job Fair, Combined Age Groups, Youth at Risk Groups

Initiative Highlights

- School Outreach Programs: Kawartha Lakes Fire Rescue Service delivered fire safety lessons from kindergarten to high school, covering topics such as electrical safety, emergency preparedness, and fire extinguisher training.
- Community Workshops & Seminars: We hosted workshops on kitchen safety, candle usage, electrical fire prevention, and fire extinguisher training.
- Smoke Alarm Campaign: Our door-to-door program continued, providing free smoke and CO alarm inspections, supported by the Project Zero grant and community fundraising.
- Award-Winning Jump Into Fire Safety With Katie Show: The TV program, in collaboration with RogersTV North Durham, was awarded Program of the Year by Ontario Association of Fire Educators.
- Public Awareness Campaigns: Kawartha Lakes Fire Rescue Service participated in Ontario's Test Your Smoke Alarm Day and hosted Fire Prevention Week events, emphasizing the importance of smoke alarm maintenance.



Smoke Alarm and Co Alarm Program

2023 2024

Total number of Smoke Alarms Inspected	102	97
Total Homes Visited	279	222
Smoke Alarm Assistance Program (65+/Disability)	16	21

Events

2023 2024

Total Number of Public Events	8588	9227
Total Number of Events Scheduled	85	201

Outcomes and Impact

- Increased Awareness: Expanded reach of fire safety messages across Kawartha Lakes.
- Enhanced Engagement: Greater community participation in educational programs.
- Tangible Results: Successful installation of smoke alarms in vulnerable households and positive community feedback.

Looking Ahead

Kawartha Lakes Fire Rescue Service remains committed to advancing fire safety education, adapting to emerging challenges, and fostering a culture of safety across the community.

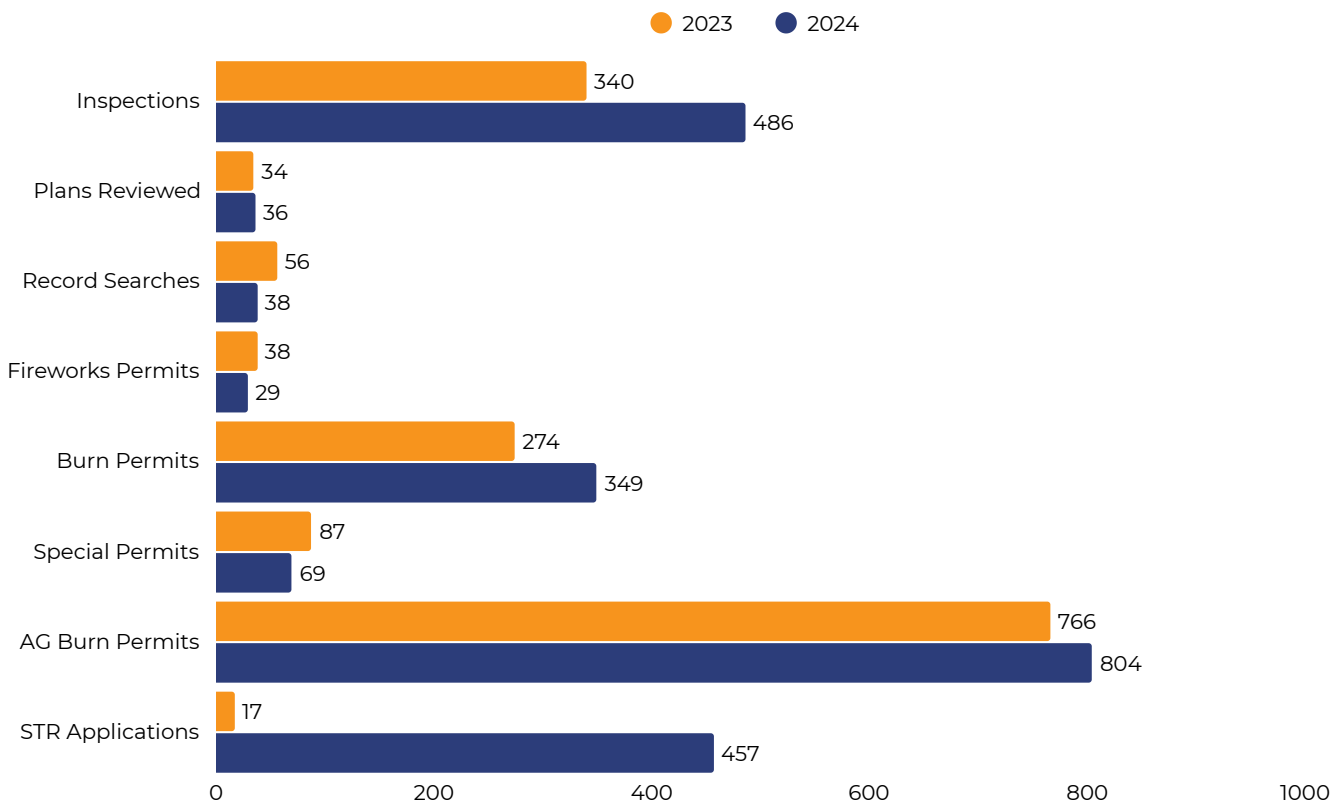
In 2024, the Public Education Division of Kawartha Lakes Fire Rescue Service achieved significant milestones in fire safety education. With award-winning programs, strong community engagement, and impactful public outreach, Kawartha Lakes Fire Rescue Service continues to lead the way in fire prevention efforts, ensuring a safer and more prepared community.



Fire prevention remains a cornerstone of the Kawartha Lakes Fire Rescue Service's commitment to ensuring the safety and well-being of our community. In 2024, we continued to prioritize proactive measures aimed at reducing the risk of fire-related incidents through public education, community outreach, and rigorous fire safety programs. By working collaboratively with residents, businesses, and local organizations, we strive to create a safer environment for all. Our ongoing efforts to promote awareness, conduct inspections, and deliver life-saving fire safety information are key components in minimizing the impact of fires and protecting lives and property across Kawartha Lakes.

Fire inspections play a vital role in ensuring safety compliance with the Ontario Fire Code, preventing fires, and educating the community on fire safety. They identify and address hazards, enforce regulations, and help maintain fire safety systems, contributing to public safety and well-being. Inspections also support community resilience, economic stability, and quality of life by minimizing fire risks, protecting properties, and fostering regulatory compliance. Ultimately, fire inspections align with the City of Kawartha Lakes' strategic goals of promoting safety, preparedness, and a thriving, sustainable community.

Inspection and Enforcement - The Second Line of Defense



CRITICAL INCIDENT STRESS MANAGEMENT AND PEER SUPPORT TEAM

The Peer Support Team is comprised of eleven members, with nine having completed and been certified in the Assisting Individuals in Crisis course through The Johns Hopkins University and Loyola University, Maryland, while two are currently awaiting training. Additionally, two members have successfully completed and received certification in the Group Crisis Intervention course through the University of Maryland.

In 2024, the team dedicated approximately 32 hours providing one-on-one support to 24 Kawartha Lakes Fire Rescue Service firefighters as part of the Peer Support program. However, no group support was requested from the Peer Support Team during that year.



TRAINING

The Training Division plays a critical role in supporting all areas of the Kawartha Lakes Fire Rescue Service by providing ongoing training, specialty programs, and working toward adherence with O. Reg. 343/22 Firefighter Certification.

In 2024, the Division saw notable progress, with the addition of a Full-Time Training Instructor to assist the Training Officer in delivering training across the 19 stations.



Key Achievements

Ice Water Rescue Technician Training - Thirty (30) Firefighters were trained to the NFPA 1006 Ice Water Rescue Technician.

Recruit Firefighter Training - Fifty-six (56) New Recruit Firefighters completed NFPA 1001 Firefighter Level I training.

Apparatus Pump Operator Training - Seven (7) introductory courses were delivered to thirty-four (34) Firefighters in preparation for the upcoming NFPA 1002 Driver/Operator of Apparatus Equipped with a Fire Pump certification.

Live Fire Training - For the second consecutive year, through a successful application with the Ontario Fire Marshal (OFM), the division offered Live Fire Training to all Firefighters. The OFM provided six (6) days of training, allowing for sixteen (16) sessions, with one hundred and thirty-two (132) Firefighters participating.

Emergency First Responder Training - All staff were scheduled for the annual Emergency First Responder continuing medical education (CME) training, with twenty-nine (29) dates offered to ensure full participation.

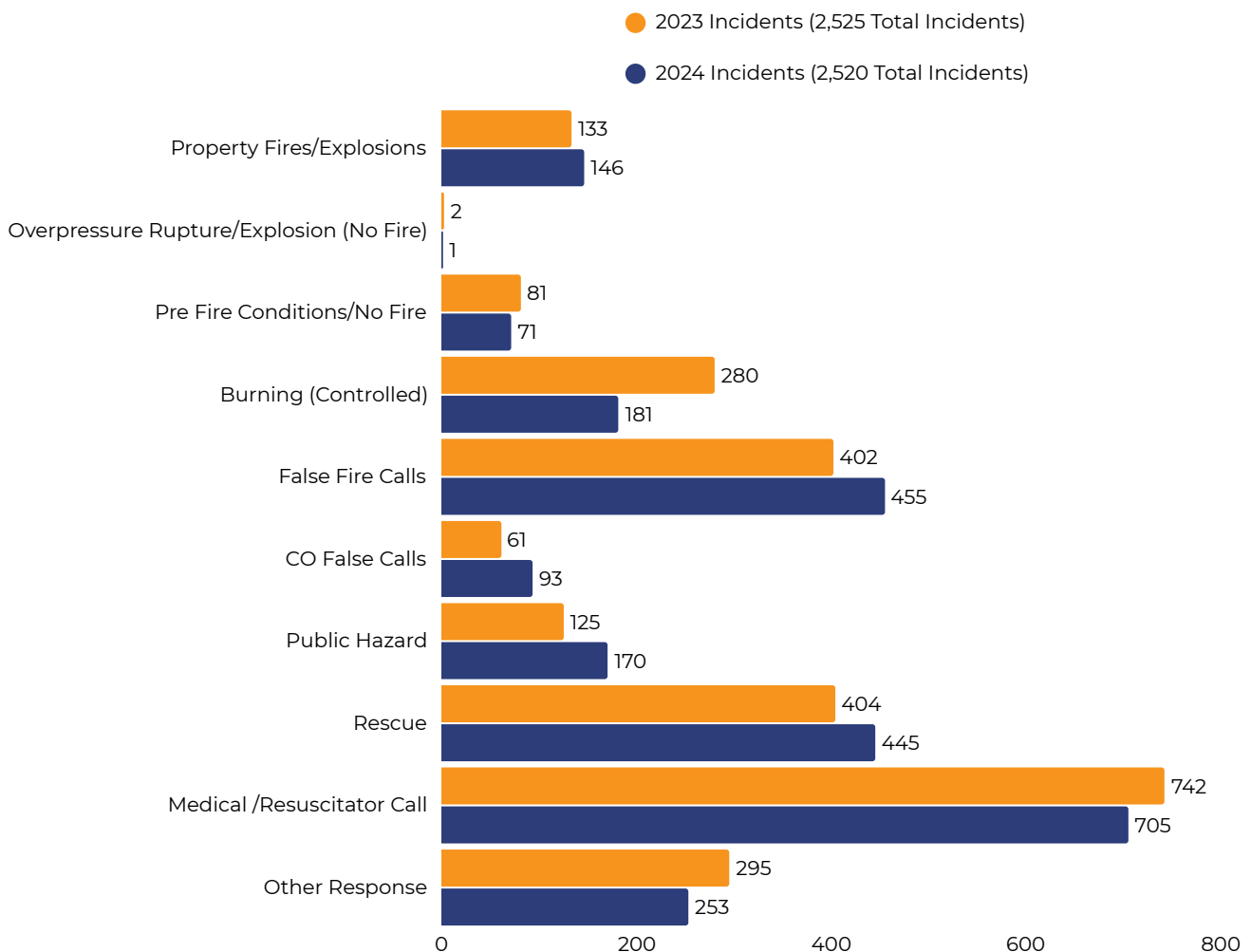
Certification Testing - Six (6) certification test dates were approved by the OFM's Academic Standards and Evaluation Unit, with a total of one hundred and ninety (190) certification tests completed. These included:

- **100** Firefighters for NFPA 1001 Level 1 (written and practical)
- **11** Firefighters for NFPA 1001 Level 2 (written and practical)
- **79** Firefighters for NFPA 1072 HazMat Awareness (Parts 1 & 2)

EMERGENCY RESPONSE OVERVIEW

In 2024, the department responded to a total of 2,520 emergency calls. Dispatched responses are categorized in the Departmental Records Management System, using the same classification standards as the Standard Incident Reporting (SIR) system utilized by the Office of the Fire Marshal.

The charts below provide a comparison of the department's responses, with the graph illustrating the number of calls for each incident type.



Note:

Property Fires/Explosions: Residential, commercial and industrial, structures, vehicles, and wildfires. Pre Fire Conditions/No Fire: Minor Cooking incidents. Burning (Controlled): Open air burning, garbage bin fires. False Fire Calls: Fire alarm equipment malfunctions, accidental activation, malicious or perceived emergencies. CO False Calls: Incidents with no CO readings. Public Hazard: Natural gas and propane leaks, incidents with CO readings, hydro lines down on trees or across roadways. Rescue: Motor vehicle accidents/extrication, water/ice, elevator, and similar rescues. Medical/Resuscitator Call: Medial calls, oxygen administered, CPR, defibrillator used, and other similar medical. Other Responses: Assisting other agencies, other public services, call cancelled on route, incident not found, other responses.

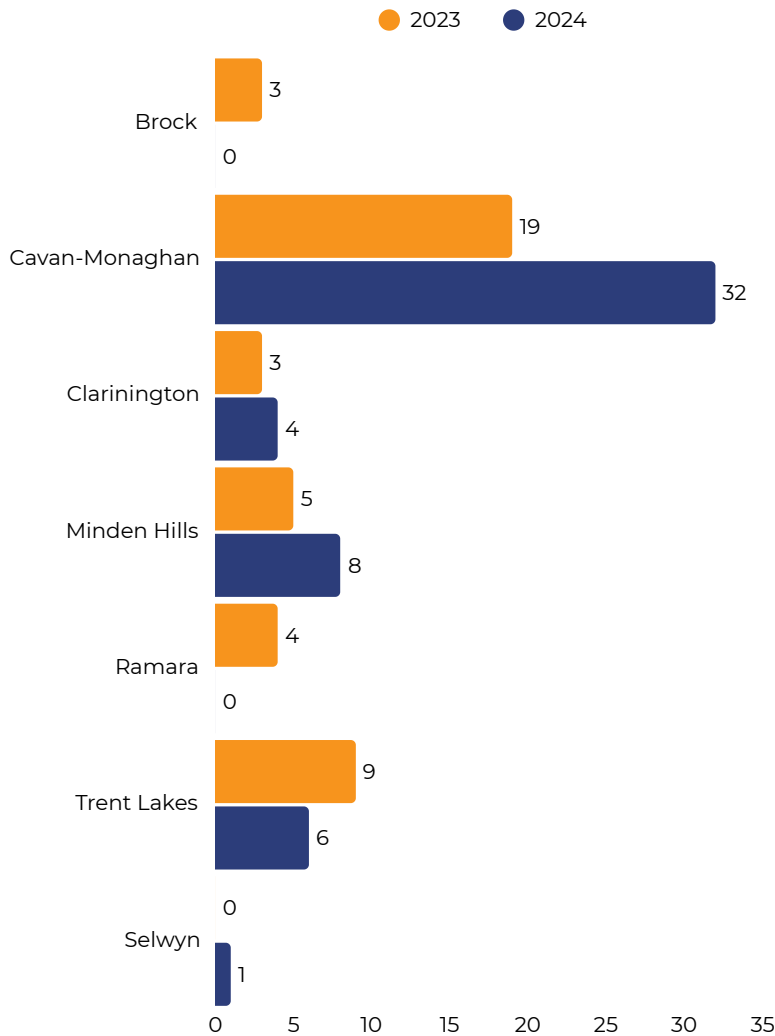
Department Overview Emergency Incidents

2023 Estimated Dollar Loss - Emergency Response Summary		
Fire Response	Total Calls	Estimated Loss
Loss Reported (Includes Injuries/\$Loss)		
Outdoor	5	\$ 255,000
Structure	48	\$ 6,320,950
Vehicle	24	\$ 737,902
Total	77	\$ 7,313,852
2024 Estimated Dollar Loss - Emergency Response Summary		
Fire Response	Total Calls	Estimated Loss
Loss Reported (Includes Injuries/\$Loss)		
Outdoor	6	\$ 55,100
Structure	73	\$ 13,472,061
Vehicle	33	\$ 862,352
Total	112	\$ 14,389,513

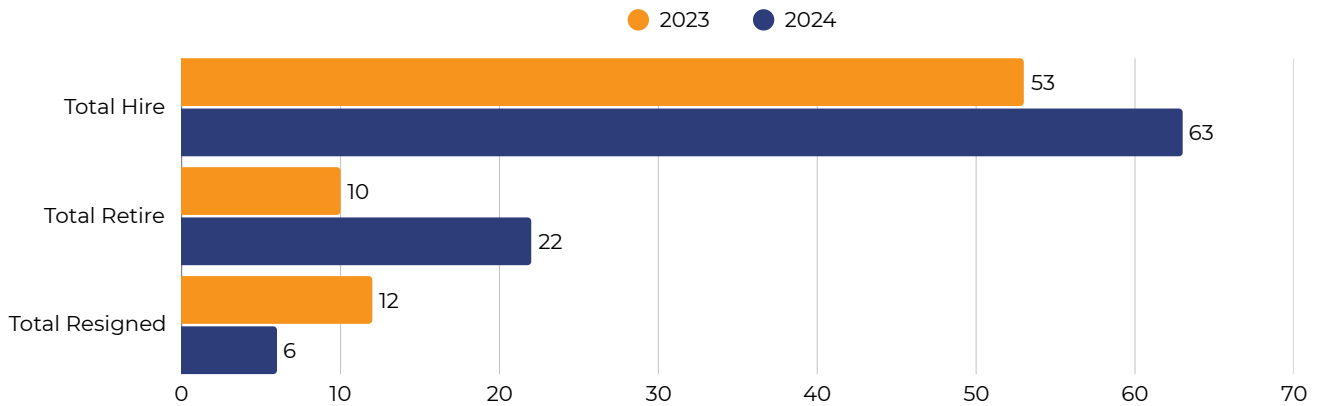
Injury Summary		
	2023	2024
Type of Injury		
Firefighter Injury	3	5
Civilian Injury	4	3
Civilian Fatality	1	0

Automatic Aid Agreements

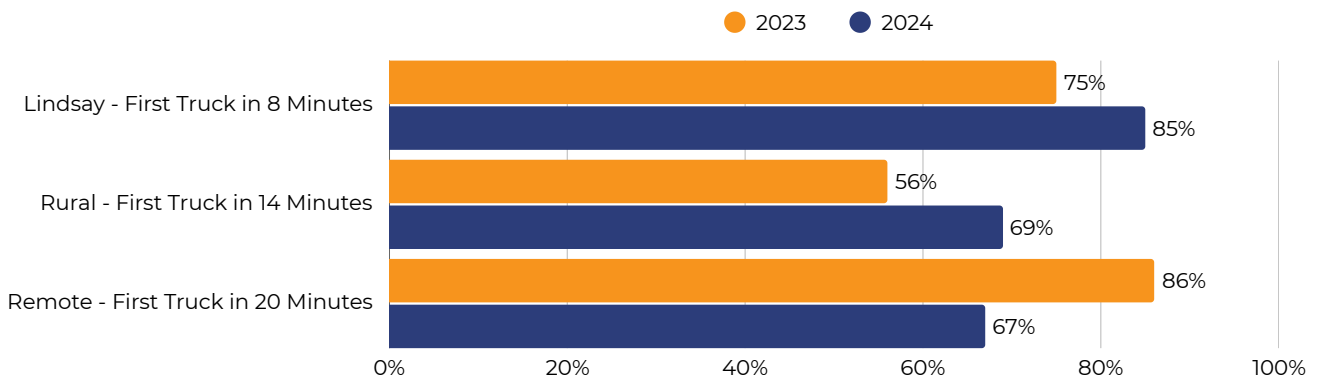
An Automatic Aid Agreement, as defined under the Fire Protection and Prevention Act, 1997, refers to an agreement in which one municipality commits to providing an initial response to fires, rescues, and emergencies in a specific area of another municipality. This agreement is made when a fire department in the first municipality can respond more quickly than any fire department located within the second municipality.



Hire, Resigned, and Retired

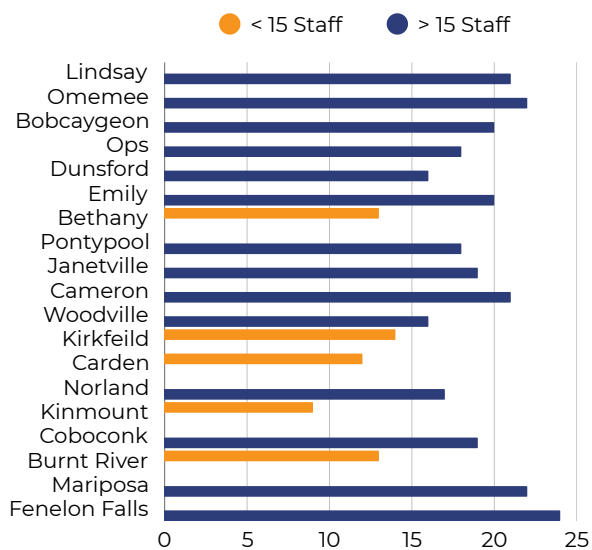


First Truck on Scene to a Structure Fire

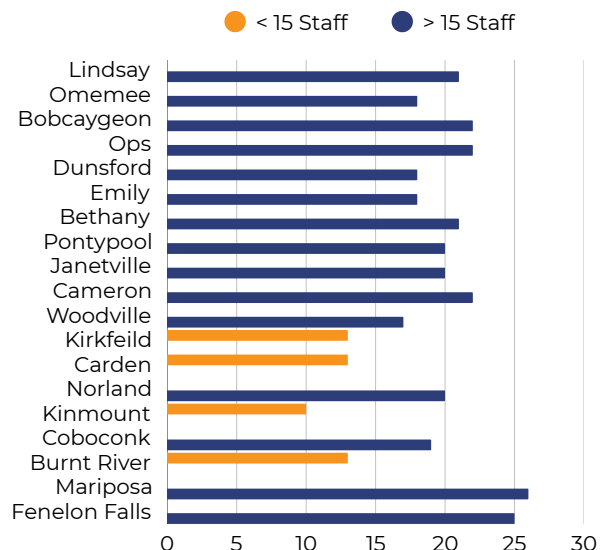


Staffing

2023 Volunteer Staffing



2024 Volunteer Staffing

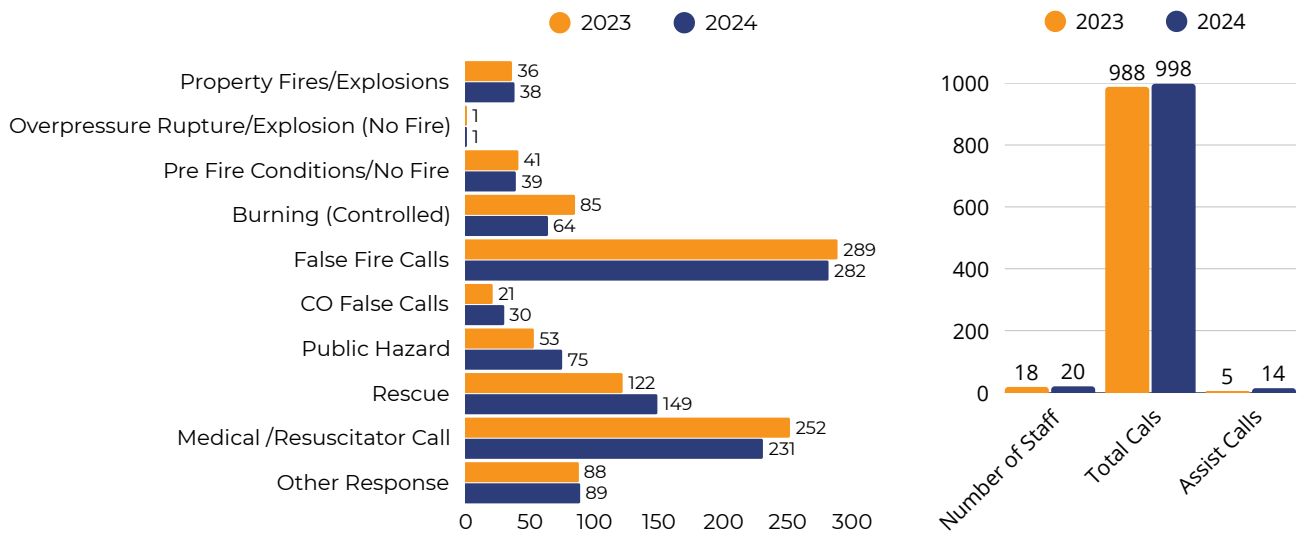


Station Overview

The City of Kawartha Lakes Firefighters (both Volunteer and Career) play a crucial role in safeguarding the community, offering their time, expertise, and unwavering dedication to emergency response and fire prevention. Comprising a team of highly trained individuals, they serve across various regions of the city, responding to fires, medical emergencies, and rescue operations. With a deep commitment to public service, these Volunteer Firefighters are integral to maintaining the safety and well-being of residents, ensuring that help is always available when it's needed most. Their tireless efforts and sense of duty exemplify the spirit of community and selflessness that defines the Kawartha Lakes region.

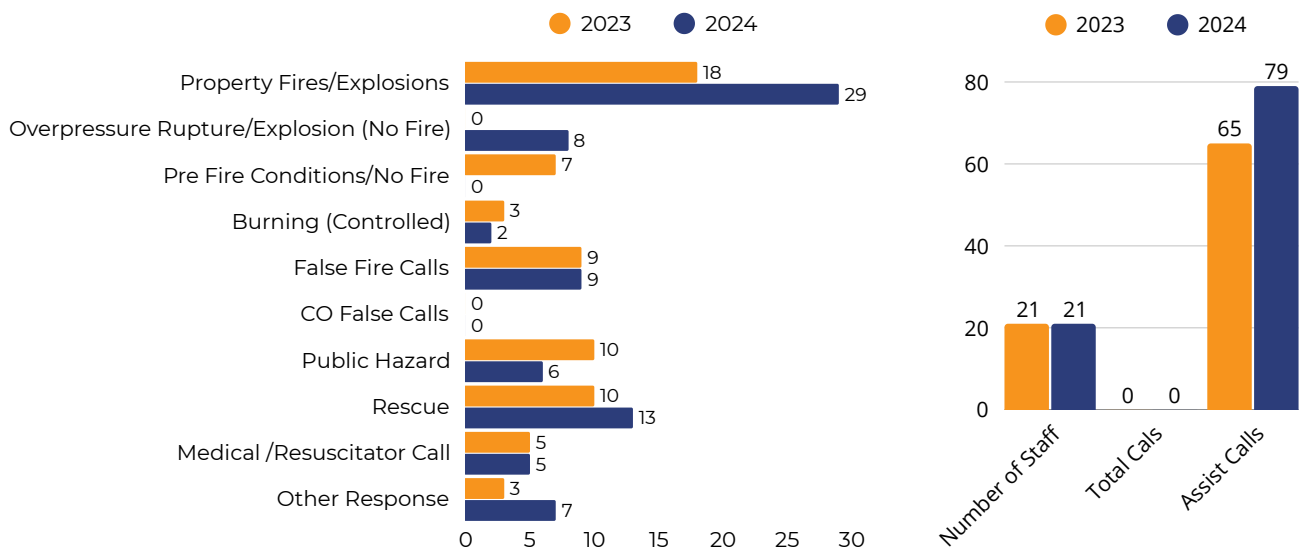
****Note:** Incidents are based on first response only, with the exception of Station 1 Volunteers and Station 4.

Station 1 FT - Lindsay

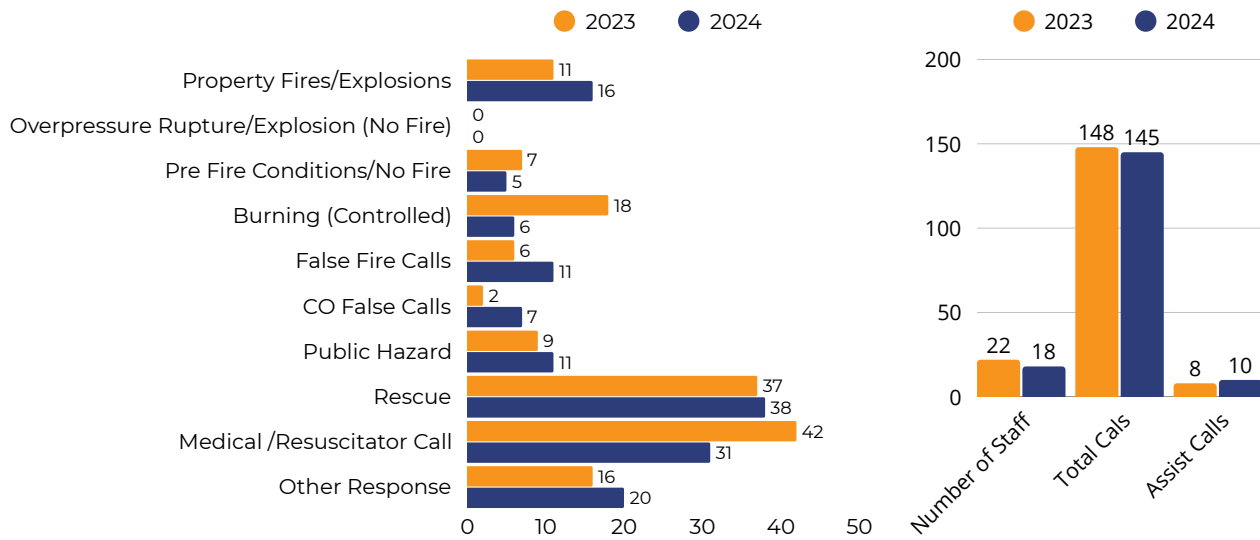


Station 1 VOL - Lindsay

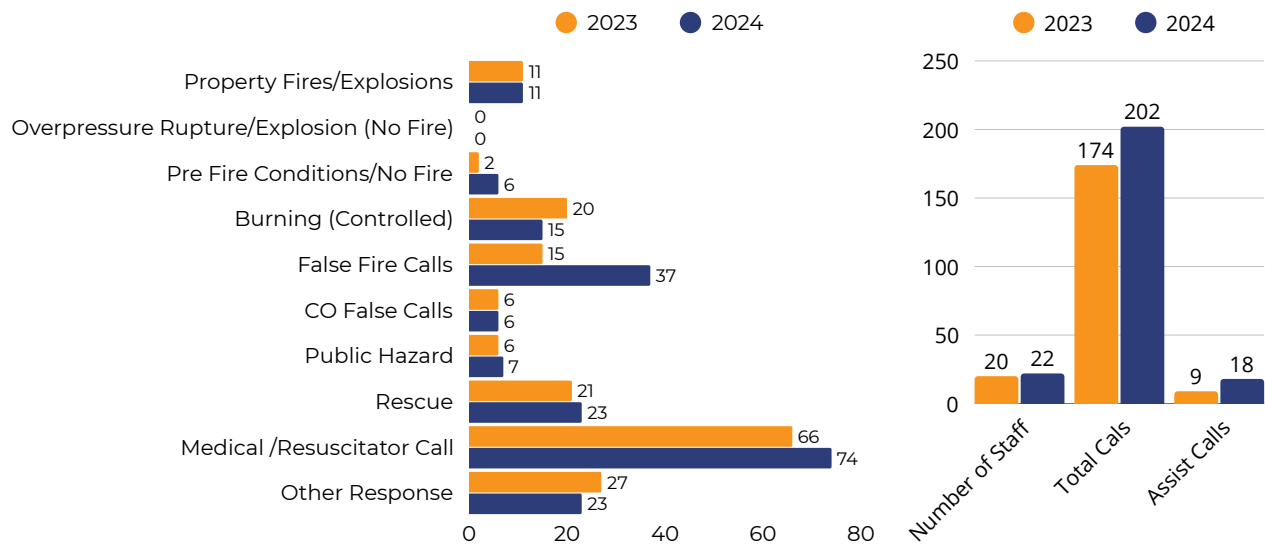
****Note:** Station 1 Volunteers Incidents are for Assist Calls Only *(Graph Below)*



Station 2 - Omeme

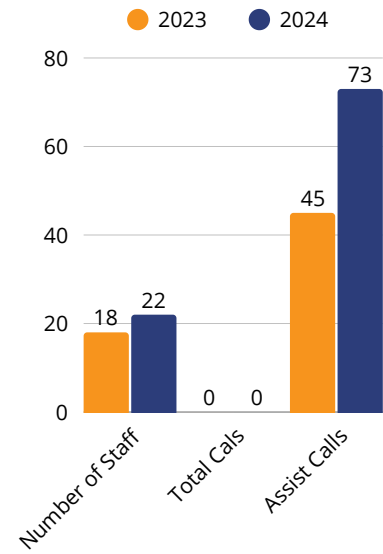
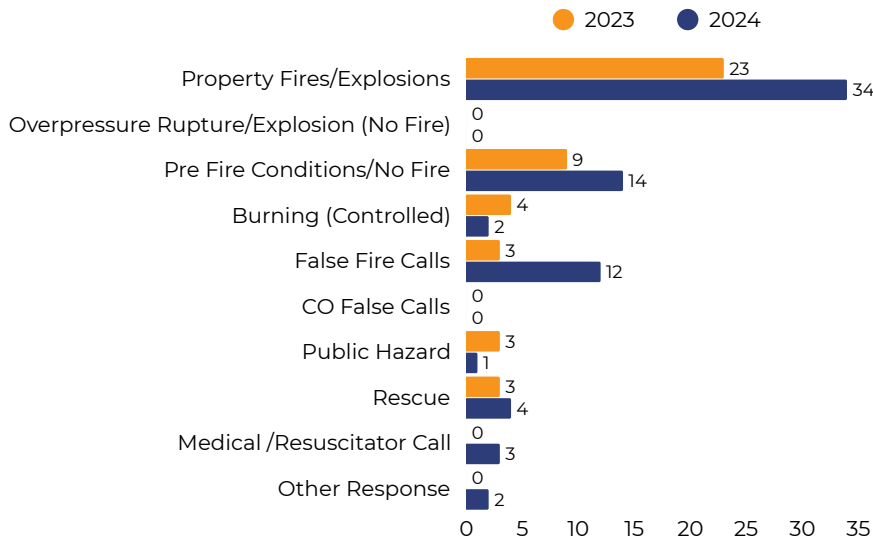


Station 3 - Bobcaygeon

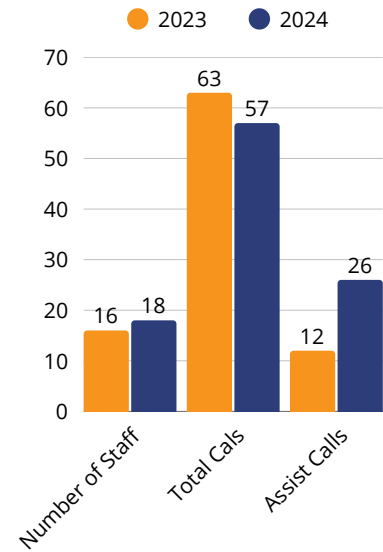
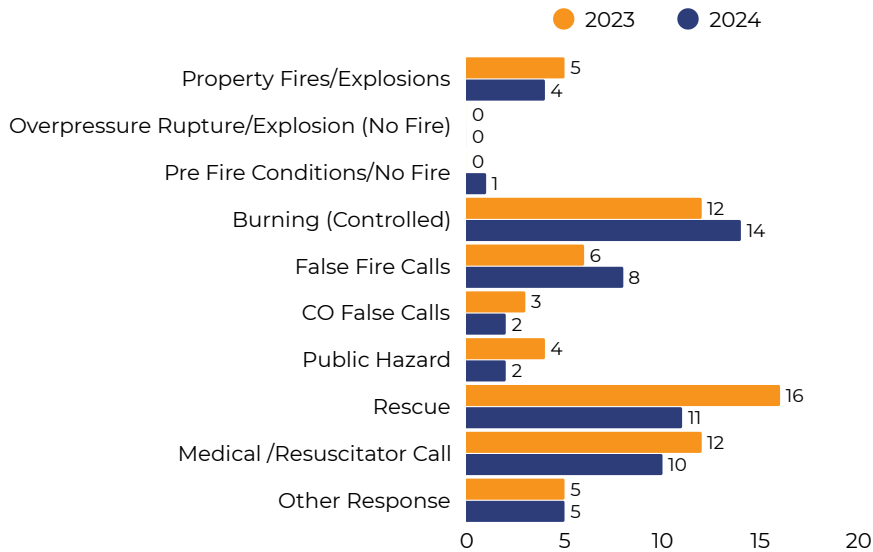


Station 4 - Ops

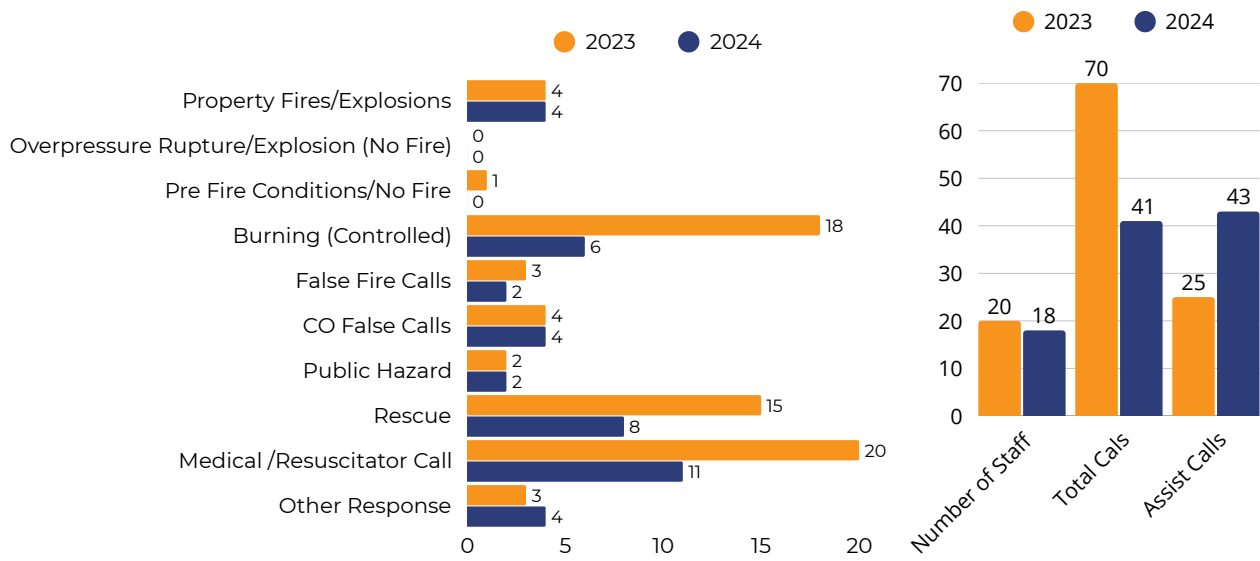
****Note:** For Station 4 Volunteers Incidents are for Assist Calls Only *(Graph Below)*



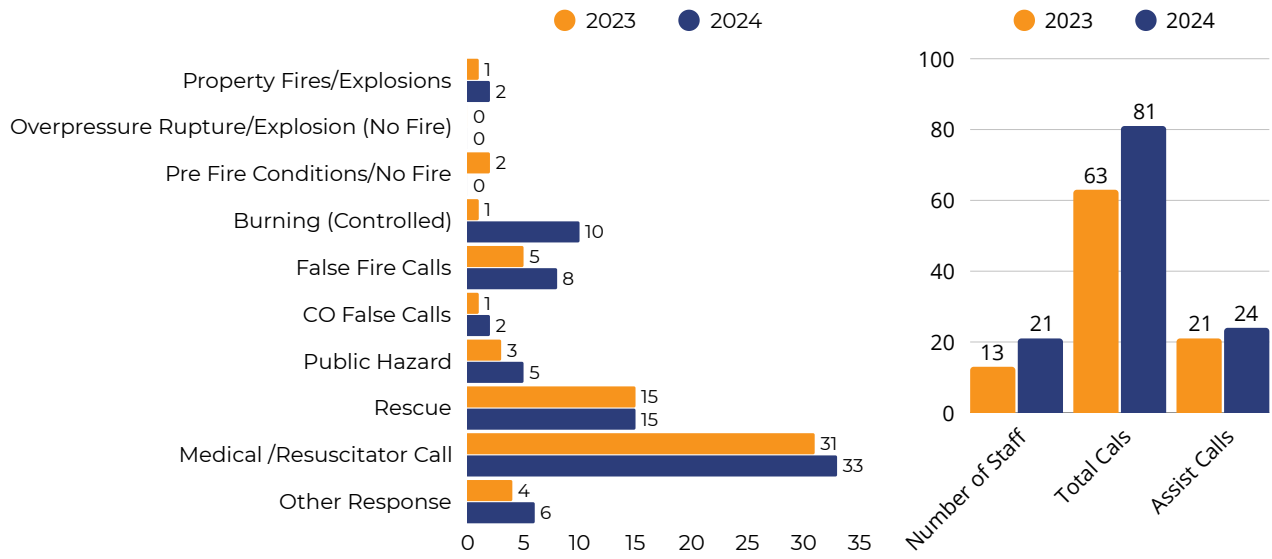
Station 5 - Dunsford



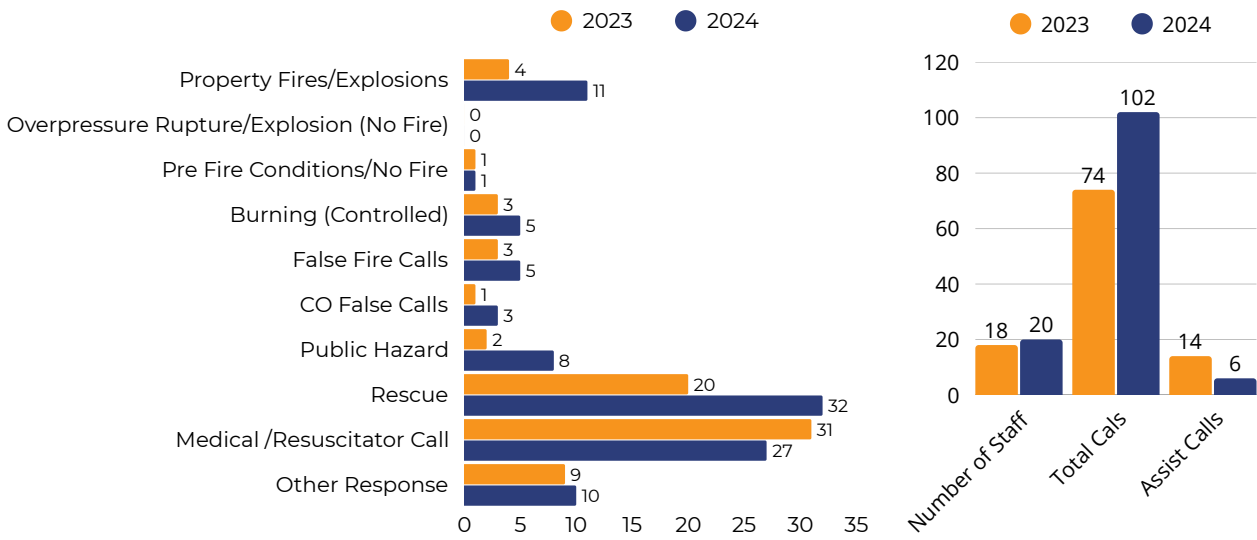
Station 6 - Emily



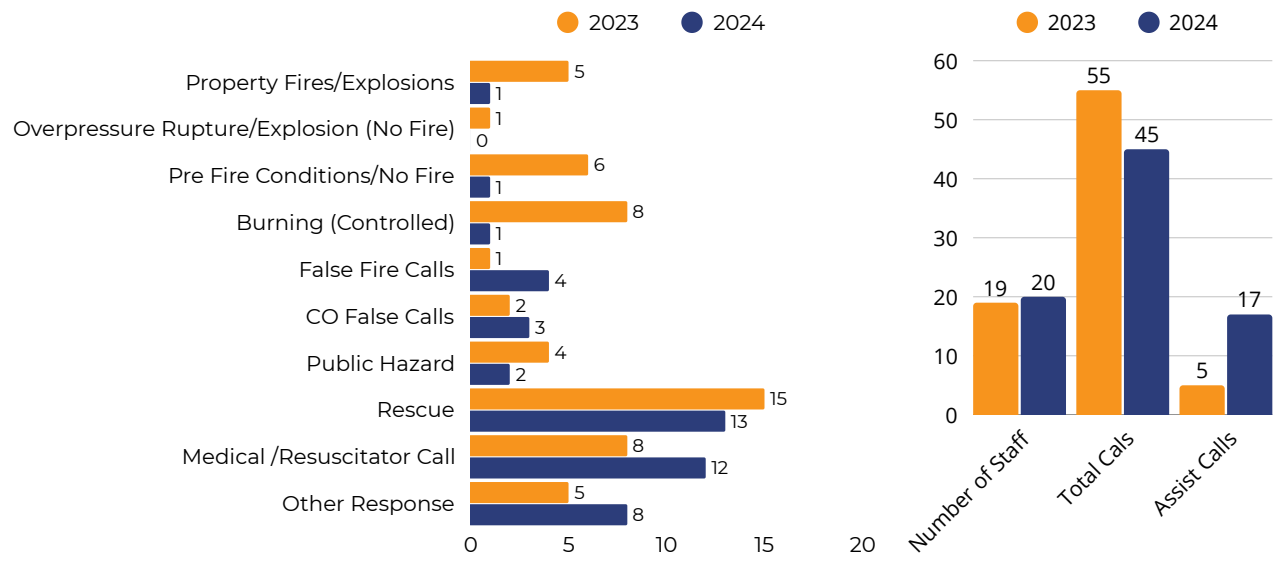
Station 7 - Bethany



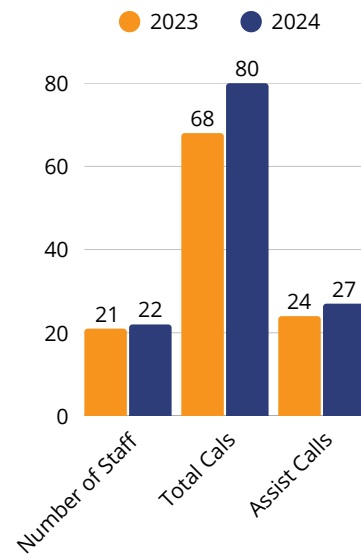
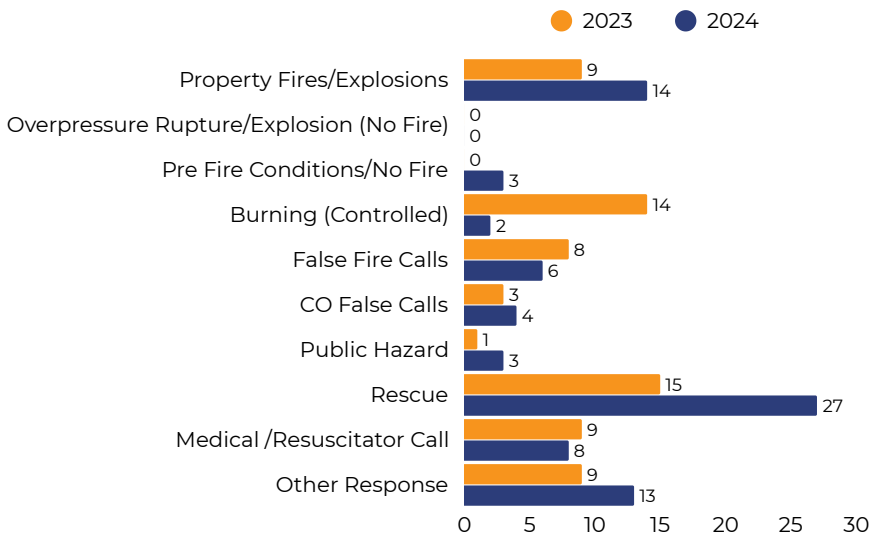
Station 8 - Pontypool



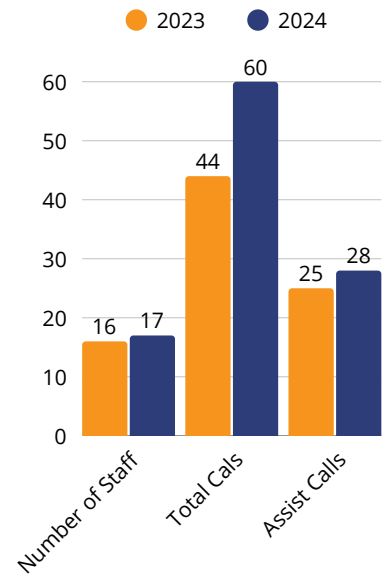
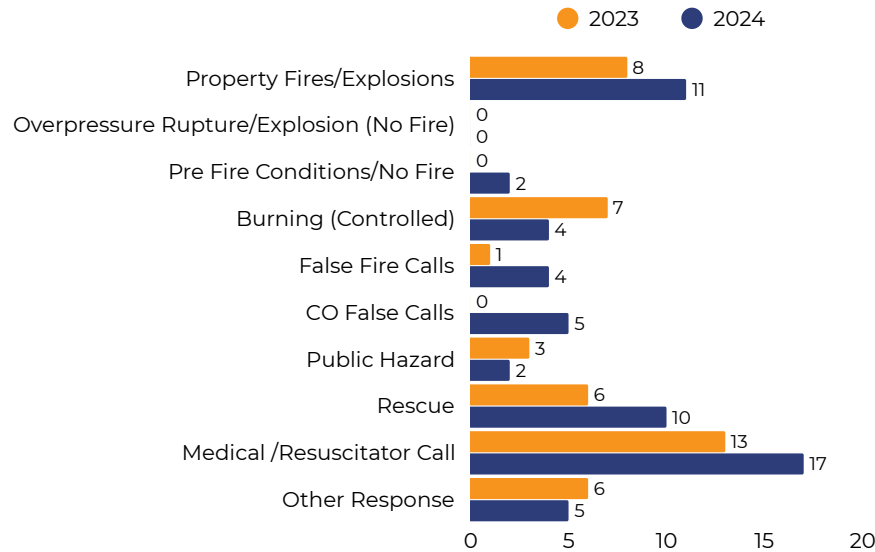
Station 9 - Janetville



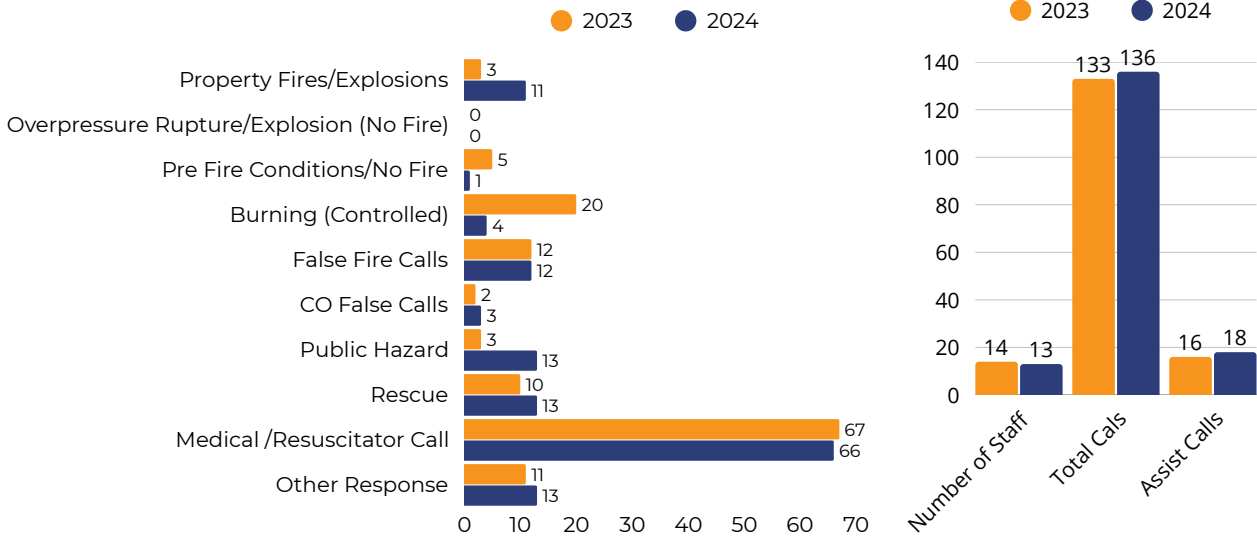
Station 12 - Cameron



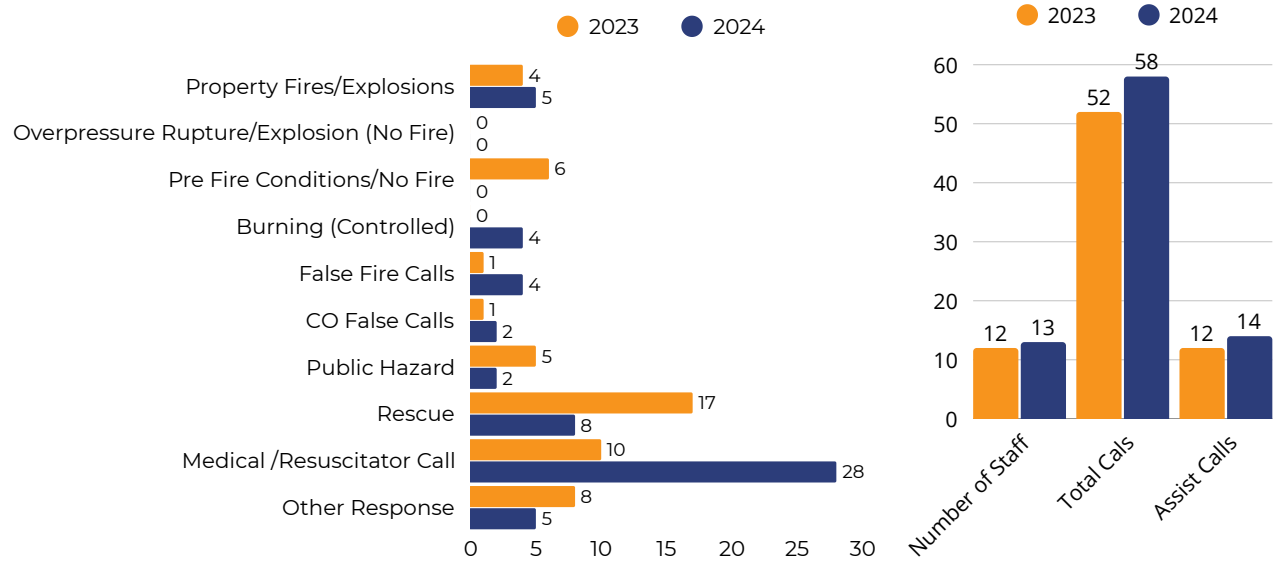
Station 14 - Woodville



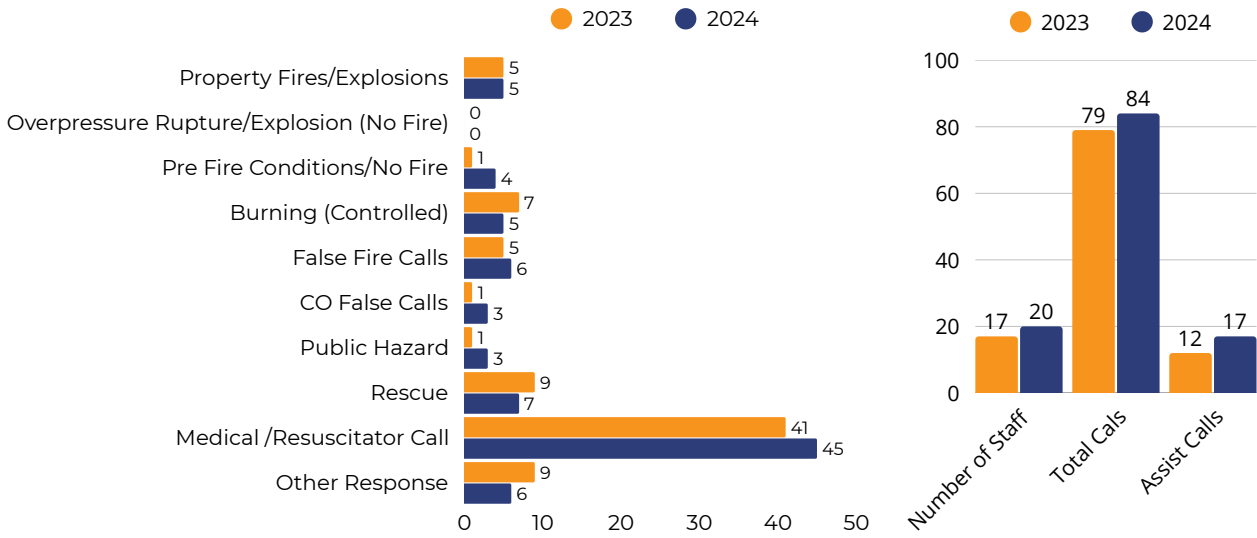
Station 15 - Kirkfield



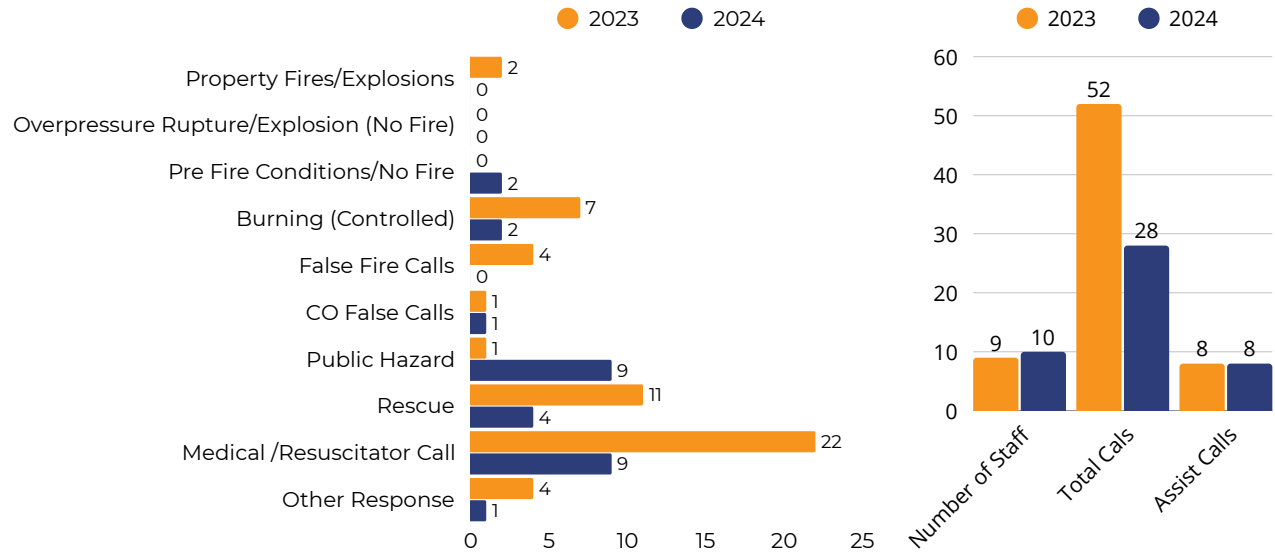
Station 16 - Carden



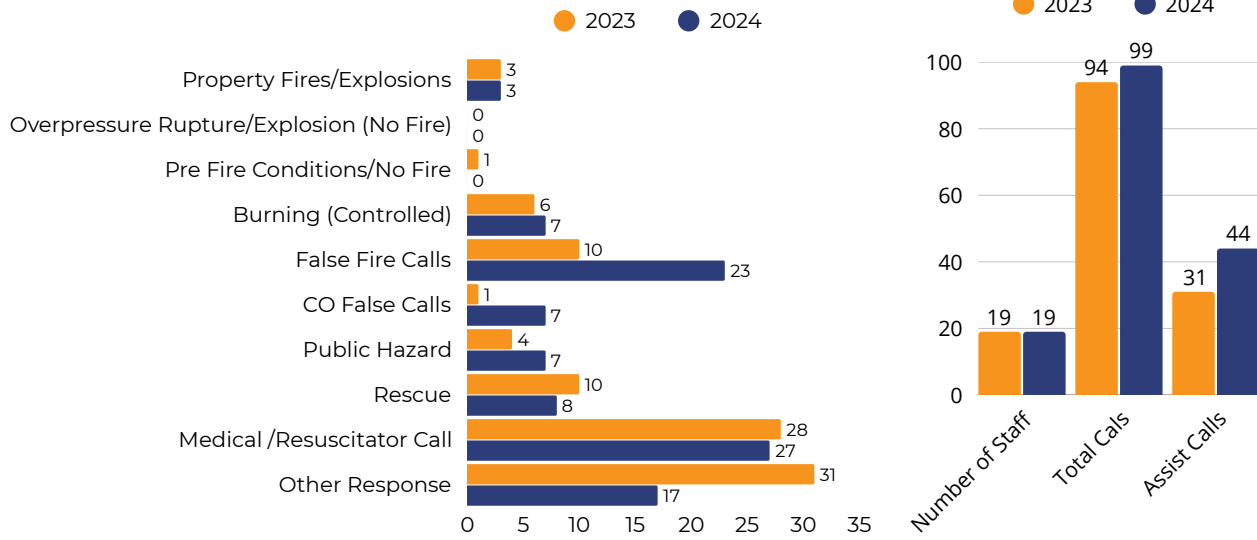
Station 17 - Norland



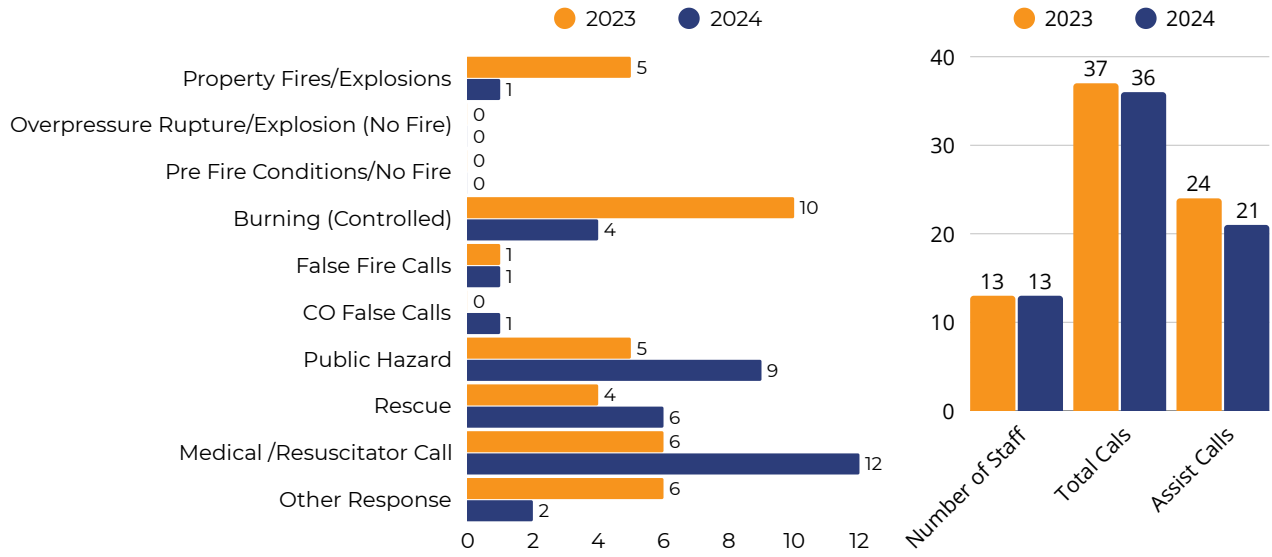
Station 18 - Kinmount



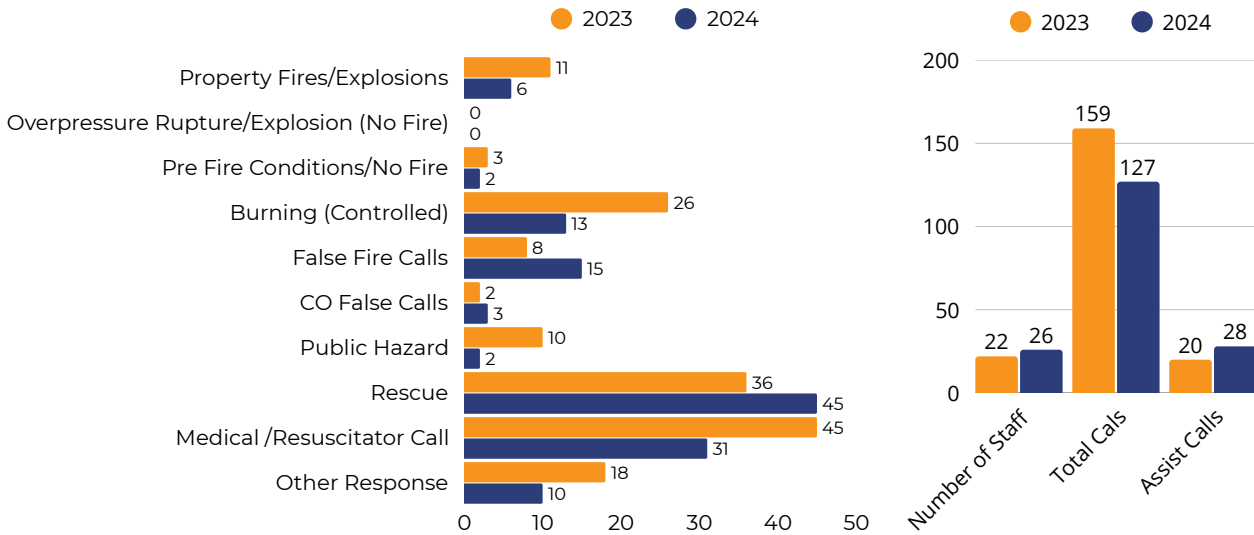
Station 19 - Coboconk



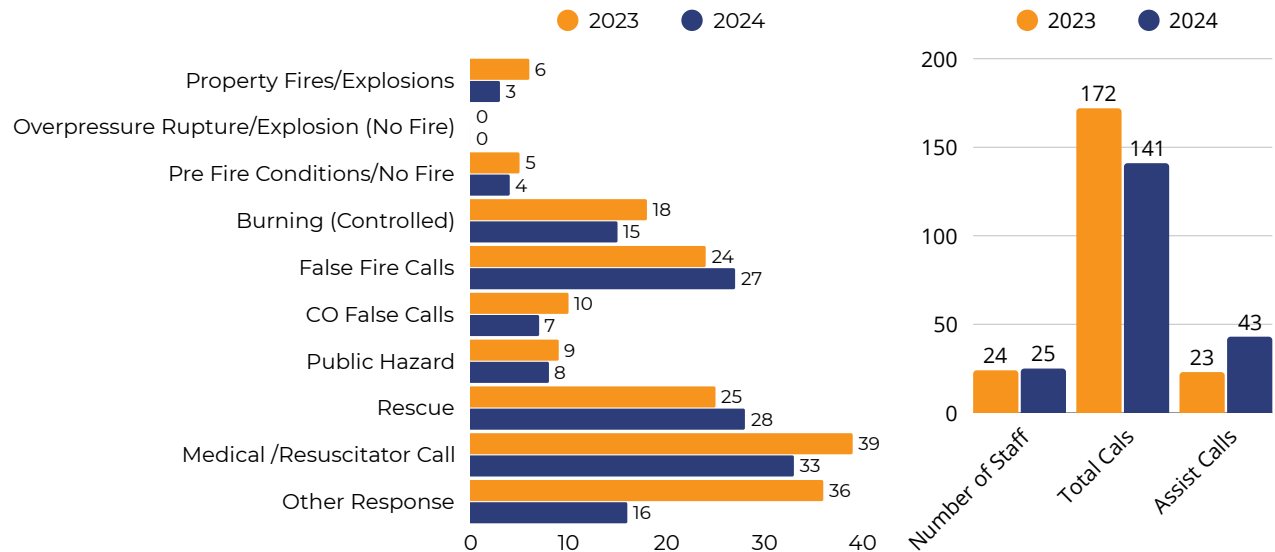
Station 20 - Burnt River



Station 21 - Mariposa



Station 22 - Fenelon Falls



RECOGNITION

At Kawartha Lakes Fire Rescue Service, we are proud to recognize the outstanding dedication and commitment of our Firefighters through both the Provincial and Federal Long Service Awards. These prestigious awards honor the years of service and the invaluable contributions made by Firefighters in Ontario, acknowledging their selflessness and sacrifice in serving their communities.

The Provincial Long Service Award recognizes Firefighters who have dedicated 20, 25, 30, or more years of service, while the Federal Long Service Award is a national recognition for those with 20 or more years of distinguished service.

We are incredibly proud of our team at Kawartha Lakes Fire Rescue Service and want to extend our heartfelt congratulations to all of our staff members who reached these significant milestones in 2024. Your years of service are a testament to your professionalism, resilience, and unwavering commitment to keeping our community safe. Thank you for your dedication and hard work — your contributions do not go unnoticed, and we are grateful for all that you do.

Long Service Medal Recipients of 2024

20 Year Milestone

- Kevin Giroux 20 years
- Derek Lahay 20 years
- Jennifer Lock 20 years
- Chris Empey 20 years
- Andrew Gasmsby 20 years
- Blair Smith 20 years

30 Year Milestone

- Brian Beukebboom 30 years

40 Year Milestone

- Dan Barr 40 years
- Larry Blodgett 40 years

50 Year Milestone

- Bruce Douglas 50 years



ACCOMPLISHMENTS

Administration

- Launch of Live Cityworks Public Access Portal for Fire Service Permits
- Updated Fire Service Establishing and Regulating Bylaw
- Hired two (2) Deputy Fire Chiefs

Fire Prevention

- Completed Community Risk Assessment required by O. Reg 378/18
- Award-Winning Jump Into Fire Safety With Katie Show: The TV program, in collaboration with RogersTV North Durham, was awarded Program of the Year by Ontario Association of Fire Educators

Suppression Services

- Hired two (2) full-time Firefighters
- Hired sixty-three (63) Volunteer Firefighters

Training

- Hired one (1) full-time Training Instructor
- 100 Firefighters for NFPA 1001 Level 1 (written and practical)
- 11 Firefighters for NFPA 1001 Level 2 (written and practical)
- 79 Firefighters for NFPA 1072 HazMat Awareness (Parts 1 & 2)

