

# 2024 ANNUAL REPORT



# NORTH GLENGARRY FIRE DEPARTMENT





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## MISSION

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North Glengarry Fire Department's mission is to protect people and property. We work and train in a collaborative manner, while promoting fire safety initiatives.



## VISION

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A modern fire department, responsive to community needs, delivered by well-trained personnel with broad roles and skills.



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# MESSAGE FROM THE FIRE CHIEF



The members of the North Glengarry Fire Department are pleased to present the 2024 Annual Report. As an essential emergency service, we strive to achieve excellence in all service, activities, projects, and programs that we provide.

It is with pride that I look back on the achievements in the past year. With the continued support of the Mayor, Council, and Chief Administrative Officer, this department remains an exemplary organization committed to training its firefighters to meet the emergency needs of the community and assist our citizens in building resiliency to a wide range of community risks.

Our members work and train hard to provide superior emergency response in firefighting, medical aid, and rescue services to our

community. NGFD is committed to providing the highest level of service to our community through a comprehensive delivery of service using three lines of defence: fire safety education, fire code enforcement, and efficient emergency response.

Our first line of defence, fire safety education, continues to improve through ongoing and new local and provincial initiatives. Our local smoke alarm campaigns, along with provincial efforts, will continue to help increase fire safety within our community. Our second line of defence, fire code enforcement, continues to focus on more comprehensive risk management and alignment of resources to enhance fire code enforcement efforts. Our fire prevention division conducts mandatory inspections along with proactive initiatives in high-risk sectors.

Our third line of defence, efficient emergency response, was further developed in 2024 through enhanced training including firefighter certification of NFPA 1001 Firefighter I and II and Hazmat Operations. Our members have remained focused and dedicated to achieving these certifications since the implementation of provincial regulations in 2022.

Through a consolidated effort, the three lines of defence improve fire safety, help to reduce loss of property, injuries, or deaths, and ensure firefighter health and safety. I would like to thank our exceptional members who are dedicated and proud to provide a high level of fire safety within our community.



*Members of Station 1 (Alexandria) welcomed the new Pump 1 in February 2024.*

A handwritten signature in black ink, appearing to read "Matthew Roy".

Matthew Roy, Fire Chief

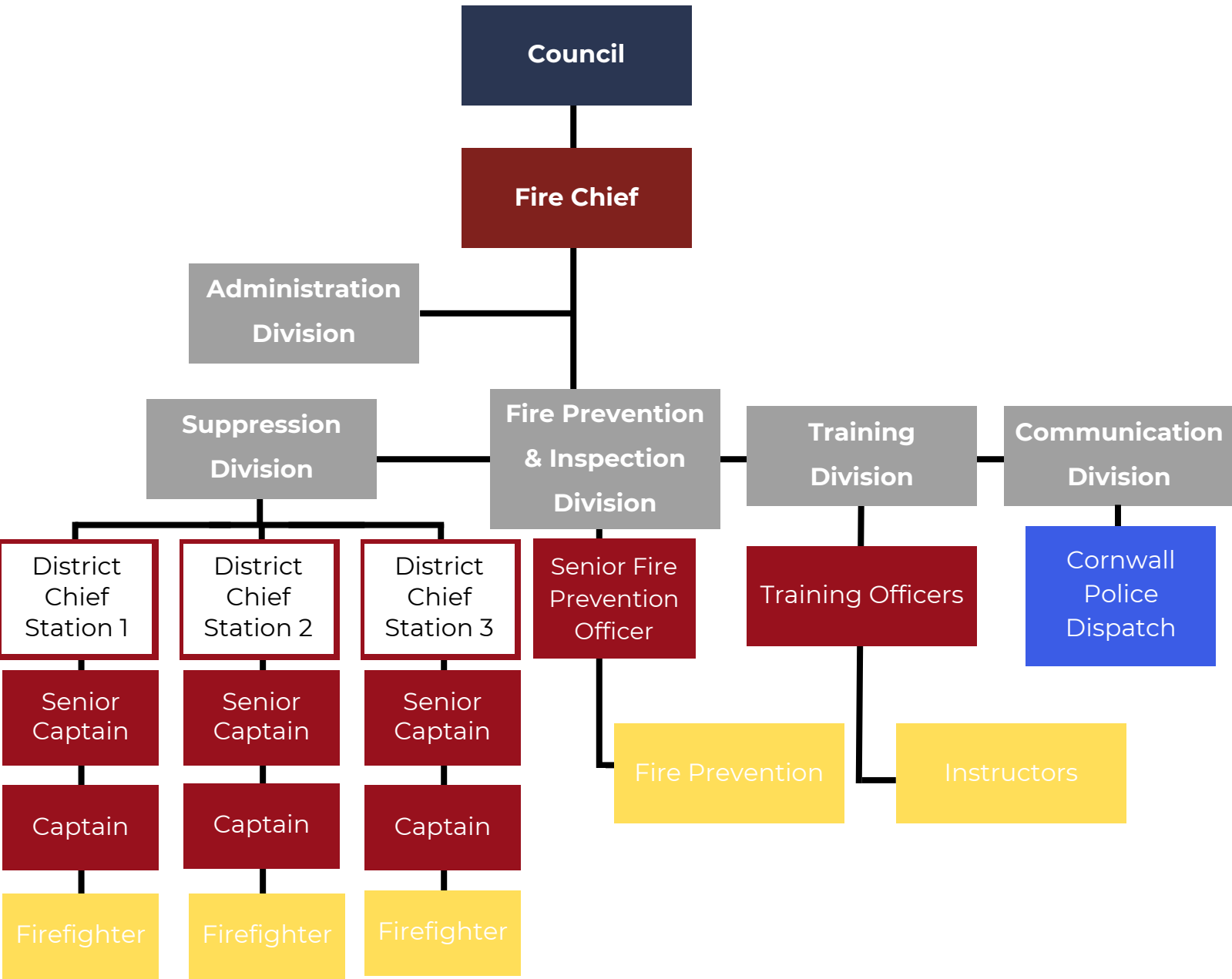


# FIRE DEPARTMENT ORGANIZATIONAL STRUCTURE

North Glengarry Fire Department is organized into 5 divisions:

- Administration Division
- Fire Prevention/Public Education
- Training Division
- Communication Division
- Suppression Division

The following is the North Glengarry Fire Department Organizational Chart:





# ADMINISTRATION DIVISION

The Administration Division of the North Glengarry Fire Department is comprised of the Administrative Assistant to the Fire Chief, and the Fire Chief. Administration is part of the Township of North Glengarry leadership, and is responsible for ensuring a systems approach, oversight, and transparency for all fire protection services by:

- Supporting the provision of fire protection services
- Providing training courses and schedules
- Administering the training facility
- Managing the capital and operating budgets
- Coordinating the Mutual Aid Plan and Automatic Aid agreements
- Recruiting members and celebrating retirements
- Maintaining the Township of North Glengarry Emergency Operations Centre in a constant state of readiness.

The Fire Chief sets out strategies to manage growth and sustain efficient, effective operations that enhance citizen safety and well-being.

Modernization and collaboration remain an overarching theme for the North Glengarry Fire Department. The Fire Chief develops and implements new programs and initiatives in alignment with the Township Strategic Plan to ensure a modern and efficient fire department.





# FIRE PREVENTION / PUBLIC EDUCATION DIVISION

The Fire Protection and Prevention Act, 1997 (FPPA) was proclaimed into law on October 29, 1997 and introduced a new framework for the provision of fire protection in Ontario. NGFD continues to implement customer-focused changes to enhance this mandate.

NGFD is committed to reducing the loss of life and property and the protection of the environment. This is achieved through the three lines of defence. The first line is through public fire and life safety education. We continue to provide core educational, fire, and life safety messages to numerous groups and organizations. The following information highlights some of the initiatives conducted throughout 2024.

## Fire Prevention Week

During Fire Prevention Week, communities across Canada come together to raise awareness about fire safety and burn prevention. The theme for 2024 was “Smoke Alarms: Make Them Work for You”. It emphasizes simple, yet crucial, actions that individuals can take to protect themselves and their homes with early warning systems. NGFD provided numerous activities and educational events to enforce the fire prevention week theme including a “TOUCH-A-TRUCK”. In its third year, this was our largest attendance yet with both participating vehicles and attendees. In partnership with all the local schools, evacuation drills were conducted. These drills highlighted the importance of escape planning and early warning by having working.

**30**

EVENTS

**4000+**

PEOPLE REACHED

## Community Events

In addition to fire prevention week, NGFD participated in numerous provincial-wide safety campaigns and was actively involved in “Saved by the beep, test your smoke alarm day” and “12 days of holiday safety”. During the year our firefighters, fire prevention staff, and ‘Sparky’® the Fire Safety Dog, our fire safety mascot, attended many other community, organization and social events, such as Halloween, Santa Claus Parades reaching thousands of community members.

## Long Term Care and Group Home Facilities

The Township of North Glengarry has numerous health care and group homes that are considered vulnerable occupancies. Fire Prevention ensured that all of these facilities were completely inspected and fully in compliance with the Ontario Fire Code. Fire drills and training were also conducted at these facilities to enhance fire safety and ensure that staff complied with regulations under the Ontario Fire Code.







## School Programs

Educational programs remain the most effective way to prevent fires. North Glengarry Fire Department continues to focus on a proactive approach to reducing fires by providing an assortment of fire safety education programs to students and youth. NGFD focuses on providing valuable fire safety information to selected grades partnering with Community Safety Net to provide educational Fire Life Safety resources which were distributed to selected grades at each school in our Township.

	MORE THAN	OVER
<b>20</b>	<b>500</b>	<b>60</b>
FIRE DRILLS	RESOURCES DISTRIBUTED	INSPECTIONS

## Fire Cause and Investigations

All fires are investigated for cause and origin and when required a comprehensive investigation is completed. In 2024, investigators conducted various investigations identifying fire safety risks, preventable behaviors. Joint investigations are conducted with the Office of the Fire Marshal and other agencies to identify fire origins.



## Code Enforcement

The enforcement “line of defence” is delivered primarily by the fire prevention division. This is accomplished by enforcement of various codes and performing routine fire safety complaints and inspections requests.

NGFD also conducts target inspections based on selected areas of risk identified within the community. The targeted inspection approach provides a proactive approach to addressing enforcement and risk.



The enforcement element addresses mandated code compliance issues, enforcing municipal by-laws, issuing orders and court action as required.

Our fire inspectors strive for voluntary compliance with the Ontario Fire Code however there are times when this is not possible. In these instances, the fire code violations are pursued in Provincial Offences Court.

## Media Resources

North Glengarry Fire Department maintains a comprehensive website, with an enormous selection of fire safety and fire service information at: Fire Department - Township of North Glengarry.

North Glengarry Fire Department continues to build on its social media presence with the ongoing development of the North Glengarry Fire Department's Facebook page and Instagram account. NGFD is also actively engaged with local media ensuring timely and appropriate messages are relayed to the public.

Interactions

10,000 +

Followers

2,000 +







## TRAINING DIVISION

The Training Division consists of Training Officers and Instructors. They work in concert with all stations of NGFD, as well as other fire services, to deliver excellent training and knowledge to our firefighters.

There were some major changes in the training requirements for NGFD personnel 2022. The Ontario Fire Marshal Office has regulated training towards NFPA standards for firefighter professional qualifications. This change now requires that all NGFD firefighters are certified to NFPA standards as set out in O/Reg 343/22 or grandfathered.

In 2024, 22 firefighters achieve their full NFPA certification.

### Recruit Training

The 2024 recruit class completed all requirements for NFPA Firefighter I. Training will continue to become fully NFPA certified.

### Hazmat Operations

14 firefighters completed their Hazmat Awareness and Operations training as the final component of the NFPA firefighter certification.

### Bi-Weekly

The Training Division offers a high level of training, through regular training nights at our training facility. Through Ontario Fire College learning contracts or online learning, NGFD firefighters completed NFPA 1001 Firefighter I & II, NFPA 1041, NFPA 1035 Fire Life Safety Educator, NFPA 1031 Fire Inspector I, First Aid/CPR/BLS, Class A live fire, water shuttle, auto extrication, Ice Water Rescue.



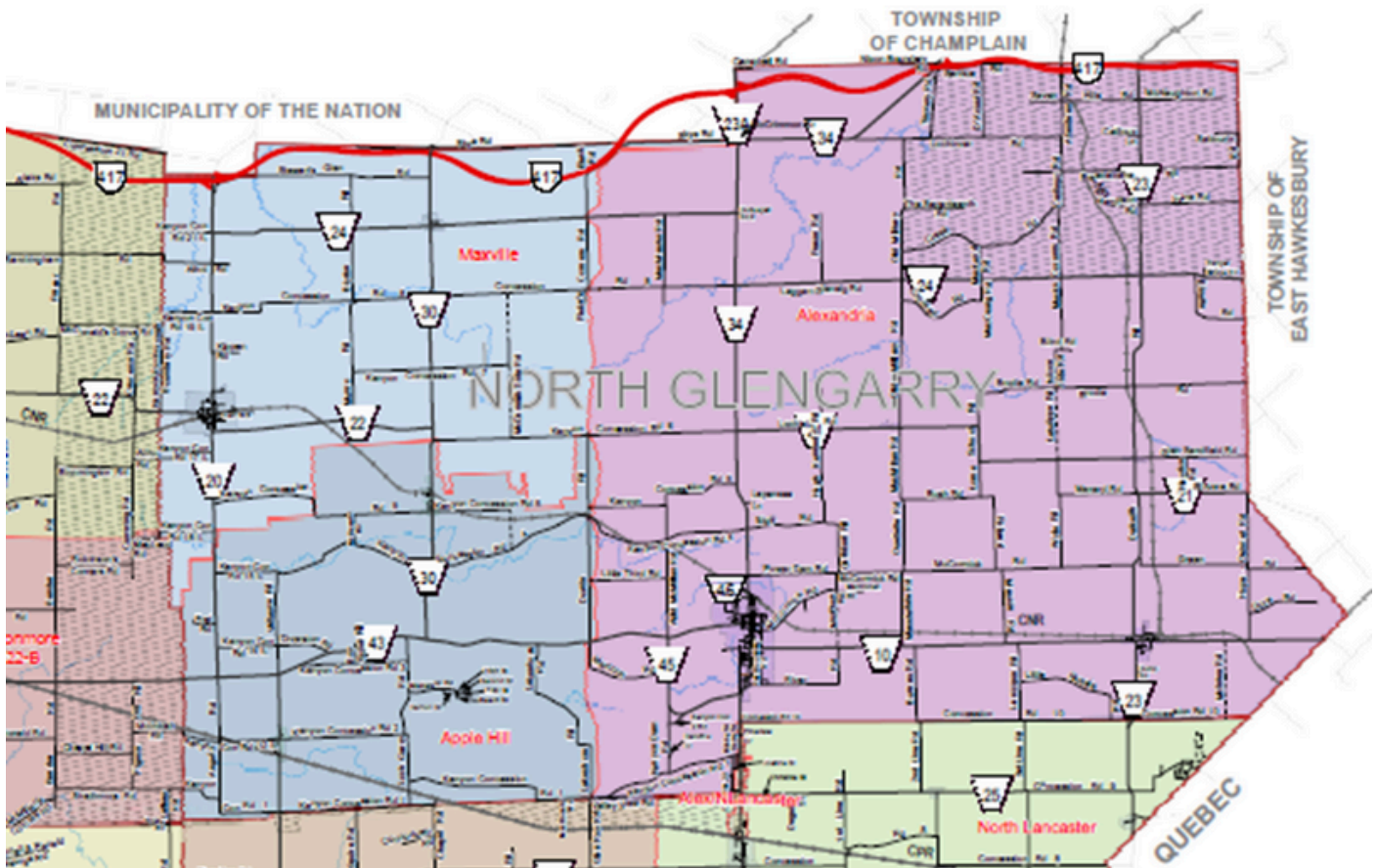
# SUPPRESSION DIVISION

North Glengarry Fire Department is a composite force made up of 1 career Fire Chief and 70 volunteer suppression personnel. NGFD responds to emergency incidents such as fires, motor vehicle collisions, medical assistance, and hazardous materials spills. Upon arrival at all emergency incidents, the primary response objectives are preservation of life safety, fire incident control, and property and environmental conservation. These objectives enable our suppression personnel to have clear and consistent direction during an emergency incident.

Fire suppression personnel also provide the public with fire safety education and support prevention in fire cause determination. In 2024, fire suppression personnel assisted fire prevention with the “Saved by the beep, test your smoke alarm day” program by conducting door-to-door smoke alarm inspections in defined areas of the township. They tested and ensured that working smoke alarms were on every level of the home.

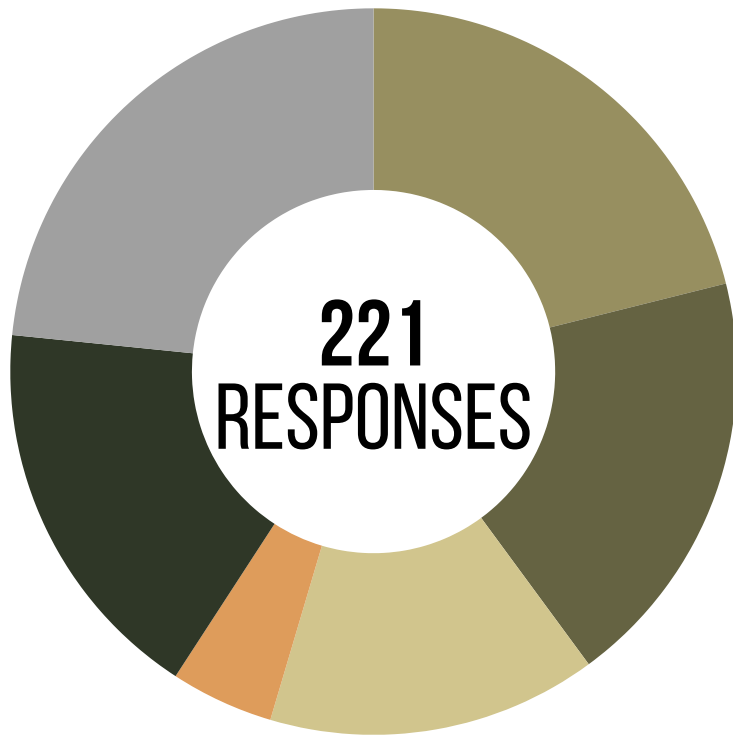
For the purpose of emergency response, the North Glengarry Fire Department is divided into three districts with a total of 3 strategically located fire stations.

The following is a Township of North Glengarry Fire Department District Map:





# INCIDENT RESPONSES



**Fires - 46**  
Including outdoor fires, burn complaints  
and structure fires

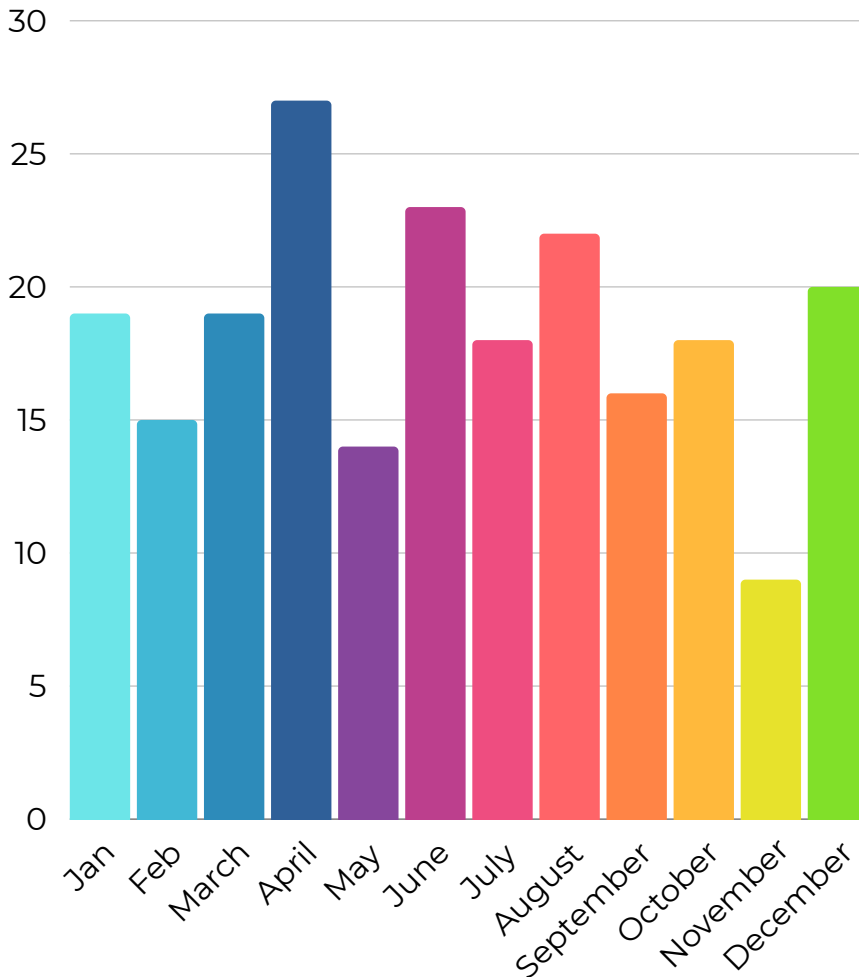
**Medical - 41**  
EMS assistance and medical responses

**Fire Alarms - 32**  
Including accidental activation due to  
human error or equipment malfunction

**Vehicle Collisions - 38**  
Including accidents and extractions

**CO Alarms - 12**  
Both CO present and accidental  
activation

**Other - 52**  
Includes automatic and mutual aid,  
public hazards and pre-fire conditions



# COMMUNICATION DIVISION

The North Glengarry Fire Department communication division is contracted service through the Cornwall Police Service Dispatch Centre. The Communication Centre operates a 24-hour-a-day, seven days a week, 365 days of the year service to emergency agencies. The centre is staffed with a Supervisor, full-time and part-time civilian dispatchers. Cornwall Police Communication Centre is equipped with the latest communication systems. The Computer-Aided Dispatch system interfaces with many other systems such as station alerting, digital telephone and radio recording.

The primary function of the Communications Centre is to answer emergency calls for service received from the public and maintain two-way communication with fire units responding to emergency calls using data and voice transmissions. The Communication Centre also receives and processes non-emergency calls for service.





# TRAINING FACILITY

The North Glengarry Fire Department Training Facility operates in a centralized location in our Township under a lease agreement. Located at 18611 Diversion Rd, Apple Hill, the Training Facility is a unique fire training facility designed to give realistic training to firefighters.

The Training Facility officially opened in 2021, with the ability to incorporate multiple phases of expansion. It continues to grow and develop to meet the demands and opportunities of North Glengarry Fire Department.

The live fire props within the training centre are designed to simulate several key types of fires. The propane live fire training props include a vehicle, assorted gas containment failures, a residential room and content fires all of which provide for skills development. The training ranges from pump operations to incident command, forcible entry, search and rescue, ventilation and fire attack to be practiced in a practical and safe environment. Combining all of the skills in a sequential, comprehensive manner is the key to be able to function efficiently and skillfully on a fire scene.



The closure of the Ontario Fire College, coupled with the introduction of legislation O.Reg 343/22 under the Fire Protection and Prevention Act (FPPA) requiring firefighter skillset certification outlining specific job performance requirements for firefighters, mandating training including live fire training, meant that municipalities had to adapt. These certifications can only be completed at training facilities with live burn capabilities. Our training facility can provide training opportunities to external stakeholders and County Mutual Aid partners through the rental of our facility. External rental opportunities grew in 2024 with nearby departments from South Glengarry, South Stormont and the City of Cornwall utilizing the facility for their training needs to prepare first responders, and external organizations for emergency response, specialized job skills and incident management techniques.



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