

# TOWN OF TROCHU – POLICY

## Fire Level of Service

**POLICY No.: 2023-12-11-02**

**POLICY NAME: Fire Level of Service**

**Purpose:**

To outline the Fire Level of Service provided in the Town of Trochu, and to reduce and mitigate risks for the safety of the residents and visitors as well as the protection of property within the Town.

Notwithstanding anything contained within these Level of Service guidelines, due to the nature of the Volunteer Fire Protection Service, the Town of Trochu cannot guarantee a response or a specific response time for any incident or location.

**Policy Guidelines/Procedures:**

This policy applies to all fire departments responding in the Town of Trochu for the delivery of fire services within the municipal boundaries of the Town of Trochu. The scope is to create a foundation of core services from which to direct fire and emergency services including training requirements, staffing levels, apparatus requirements, response protocols, fire department operations and the overall provision of service.

**Identification of Service Delivery:**

Response Levels, Minimum Staffing & Services:

- a) **Awareness level:** Firefighters will recognize risks and hazards, secure the area, and call for trained assistance.
- b) **Operations level:** Firefighters will take defensive action to contain and control the incident and seek assistance from outside agencies equipped to mitigate the incident. Operations depend on adequate staffing levels, equipment, and training to provide an effective response force.
- c) **Technician level:** Firefighters will initiate offensive action to bring the incident under control and to an end. This depends on adequate staffing levels to provide an effective response force.
- d) **Minimum staff:** Refers to the minimum staff number required to initiate a response without mutual or automatic aid, based on the NFPA standard.
- e) **Compulsory Service:** Departments must perform the service at the level defined and prioritize training for these services.
- f) **Optional Service:** Firefighters may perform this service, dependent on the apparatus available, the personnel available and the training of the personnel, under the discretion of the Incident Commander.

## Organizational Services Explanations:

### 1. Orientation

Responders will receive initial onboarding, including orientation of the organization's core competencies, such as Human Resources, Finances and Occupational Health and Safety. This will ensure that each recruit is equipped with the tools, equipment, and personal protective equipment to perform their job.

### 2. OHS 20+ Members

Minimum Alberta OHS requirements must be met for worksites with 20 or more workers. In addition, both workers and employers have legal obligations to meet or exceed the Occupational Health and Safety Act, Regulation and Code. A formal OHS Program is required.

### 3. Fire Prevention Services

Includes the provision of all fire prevention services as managed in the Kneehill County/Joint 000137 QMP, and with reference to NFPA 1031 and NFPA 1033:

- Public Education
- Fire Investigation
- Fire Inspections

Educate residents and businesses within the Town in fire prevention, safety, and emergency preparedness. This is an essential part of every fire service and community safety plan. Consideration should be given to establishing long-range strategic planning in Fire Prevention services.

### 4. Team Lead

*Officer development and training:* Providing the necessary skills, knowledge, understanding, and leadership required of a fire Officer so they can safely lead their team through assigned tasks to reach the best outcome.

### 5. Municipal Demand Zones

Guided by NFPA 1720, this gives standards to staffing levels, response times and targets based on the demographics of your municipality. The Town of Trochu is a rural demand zone.

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#### **Staffing & Response Times**

Demand Zone*	Demographics	Minimum Staff**	Response Time***	Meets Objective
Urban area	>1000 people/mi <sup>2</sup> (2.6 km <sup>2</sup> )	15	9	90%
Suburban area	500–1000 people/mi <sup>2</sup> (2.6 km <sup>2</sup> )	10	10	80%
Rural area	<500 people/mi <sup>2</sup> (2.6 km <sup>2</sup> )	6	14	80%
Remote area	Travel distance ≥ 8 mi (12.87 km)	4	Directly dependent on travel distance	90%
Special risks	Determined by AHJ	Determined by AHJ based on risk	Determined by AHJ	90%

\*A jurisdiction can have more than one demand zone.

\*\*Minimum staffing includes members responding from the AHJs department and automatic aid.

\*\*\*Response time begins upon completion of the dispatch

## Core Services Explanations:

### 1. General Firefighting

Firefighter initial orientation, core competency training and skill maintenance. These are the required basic skills and training involving personnel and team safety; all basic Job Performance Requirements (JPRs) from NFPA 1001 are applicable based on the Level of Service.

### 2. Apparatus & Vehicle Operations

Driver training to meet Traffic Safety Act; safe operations of vehicle systems (excluding pump operations), including Pre-trip inspections and documentation, apparatus backing and maneuvering, provincial licensing.

### 3. Structural Firefighting: Interior Operations

Interior structural firefighting will only be performed where sufficient personnel, training, equipment, and water supply are on scene to safely carry out such duties as ventilation, search and rescue, fire attack, and salvage and overhaul. The Fire Department shall operate at the **Response Level for which they are trained and equipped for**.

### 4. Structural Firefighting: Exterior Operations

Fire Departments shall operate at a **Technician Level** at non-structural fires, including but not limited to vehicle fires, outbuildings, and other non-structural fires unless there are special circumstances which exceed the Fire Department's training, in which case, the Fire Department shall operate at the **Response Level for which they are trained and equipped for**.

### 5. Wildland-Grassland Firefighting

Grassland fire suppression requires specialized apparatus, water, foam, and other equipment. The Fire Departments shall operate at a **Technician Level**.

### 6. Vehicle Firefighting

Fire Departments operate at a **Technician Level** and shall be able to attack a vehicle fire with an attack line and hand tools so that hazards, leaking flammable liquids, and flash fires are managed and controlled, and the fire is extinguished.

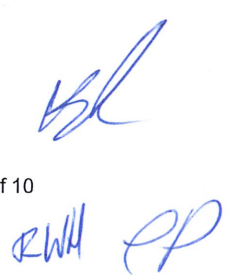
### 7. Dangerous Goods and HazMat

Firefighters will recognize the presence of hazardous materials, protect themselves and the residents of the Town of Trochu, secure the scene and call for assistance from higher-trained personnel. Fire Departments shall operate at an **Awareness Level** and have the knowledge and ability to contain and clean basic dangerous goods spills such as at MVCs.

### 8. Motor Vehicle Response

Only if the appropriate equipment and recommended number of personnel are available. Includes any or all the following:

- Scene safety and stabilization
- Vehicle stabilization
- Extrication of patients
- Patient care of persons involved
- Assist Landing of Stars Air Ambulance
- Fire Suppression





Fire Departments shall provide motor vehicle response at a **Technician Level** if the appropriate equipment and recommended number of personnel are available. Medical First Response (MFR) on a Motor Vehicle Response scene shall be performed at an **Operations Level**.

**9. Traffic Control**

Traffic control shall be undertaken at a **Technician Level** in response to motor vehicle collisions (MVC) with the sole purpose of traffic control. Firefighters must wear high-visibility clothing with appropriate traffic control devices in place.

**10. Pumping Operations**

Trained firefighters shall provide pump operations at a **Technician Level** to perform pumping operations to provide water supply, fire attack, and fire foam stream from a static or pressurized source. They will be able to draft and assemble hoses, nozzles, valves, and appliances to apply rated flow in live fire incidents.

**Extended Services Explanations:**

**1. Vehicle Extrication**

Vehicle Extrications shall be to a **Technician Level**. Vehicle Extrication includes safe removal of trapped or pinned occupants of motor vehicle collisions using hand, air, electric, edraulic or hydraulic operated extrication tools. Fire Departments shall provide motor vehicle collision (MVC) rescue at a **Technician Level**, if appropriately trained.

**2. Medical Co-Response / Medical First Response (MFR)**

When Dispatch identifies the need for a Fire Department response, the Fire Department may provide medical first response to outside medical agencies (AHS). In a medical emergency, the Fire Departments shall operate at an **Operations Level** no greater than basic life support at the Standard First Aid or Emergency Medical Responder level. Fire Departments shall not transport patients.

**3. Large Vehicle Rescue**

Rescue from Transport Tractor and other large vehicles provided at a **Technician Level**: NFPA 1006 with additional specialized training.

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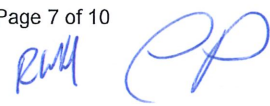
## *Town of Trochu LEVEL OF SERVICE MATRIX*

ORGANIZATIONAL SERVICES			
Foundational pieces are necessary to have a Fire Department. OHS & Human Resources fall into this category.			
Service	Service Type	General Description	Comments
<b>Orientation</b>	Core	The municipal fire department will on board their fire department members, including meeting training, PPE requirements, including onboarding as outlined in the Trochu Fire Dept. Standard Operating Guidelines (SOP)	Compulsory Service
<b>OHS: 20+ Members</b>	Core	The municipal fire department will meet minimum Alberta OHS requirements for worksites	Compulsory Service
<b>Fire Prevention</b>	Core	Includes all fire prevention services managed by Trochu Fire Dept. and through the Joint QMP J000137. Public Education, Fire Inspections and Fire Investigations.	Compulsory Service
<b>Team Lead</b>	Core	Development of senior staff and Officers; Leadership; Safety; Critical thinking and decision-making skills; Administration & record keeping; Operational standard NFPA 1021	Compulsory Service
<b>Municipal Demand Zone(s)</b>	Core	<p>The Town of Trochu can be both considered as rural and remote demand zone for response within its borders.</p> <p>Due to the nature of the Volunteer Fire Protection Service, The Town of Trochu cannot guarantee a response or a specific response time for any incident or location but will strive to meet targets.</p>	Compulsory Service

## CORE SERVICES

The most common and important "Core" Fire Services offered throughout the Alberta Fire Service.

Service	Service Level	General Description	Comments
<b>General Firefighting</b>	Operations	Required basic skills and training post-orientation; involves personal and team safety; all basic JPRs from NFPA 1001	Compulsory Service
<b>Apparatus &amp; Vehicle Operations</b>	Operations	Driver training to meet Traffic Safety Act; operations of vehicle systems excluding pump operations; NFPA 1002	Compulsory Service
<b>Fire Suppression (Exterior Operations)</b>	Technician	Training based on NFPA 1001; Optional certification achieved through the province	Compulsory Service  Minimum staffing requirement as indicated in the SOP and SOG
<b>Fire Suppression (Interior Operations)</b>	Technician	Interior Structural Fire Suppression: including operations inside burning structures by appropriately trained personnel only; Based on NFPA 1001	Compulsory Service  Minimum staffing requirement as indicated in the SOP and SOG
<b>Wildland - Grassland Firefighting</b>	Technician	Training based on NFPA 1051 JPRs	Compulsory Service  Minimum staffing requirement as indicated in the SOP and SOG



## CORE SERVICES CON'TD

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Service	Service Level	General Description	Comments
<b>Dangerous Goods and HazMat</b>	Awareness	Ability to identify a Hazmat event and potential consequences; ability to ensure public safety and secure hazardous zone(s) and perform evacuation if necessary; NFPA 470	Compulsory Service  Minimum staffing requirement as indicated in the SOP and SOG
<b>Vehicle Firefighting</b>	Technician	Identifying and training in special techniques and practices specifically related to Vehicle fires; NFPA 1001	Compulsory Service  Minimum staffing requirement as indicated in the SOP and SOG
<b>Traffic Control</b>	Technician	Basic competencies in working on roadways; providing a safe working area for all responders; traffic control and flow; NFPA 1091	Compulsory Service
<b>Pumping Operations</b>	Technician	Competencies related to the operation and use of fire pumps on apparatus as identified in NFPA 1002	Compulsory Service
<b>Response to Alarms</b>	Operations	Response to occupancies that include monitored alarms systems, CO alarms, suspicious odors; Basic knowledge of fire alarm panel functions	Compulsory Service  Minimum staffing requirement as indicated in the SOP and SOG

## EXTENDED SERVICES

Unique services requiring additional expertise, training, and resources.

Service	Service Level	General Description	Comments
<b>Vehicle Extrication*</b>	Technician & Operations	Vehicle Extrication including safe removal of trapped or pinned occupants of motor vehicle collisions using hand, air, electric, edraulic or hydraulic operated extrication tool	Optional Service at Technician Level
			Compulsory Service at Operations Level
		Refer to SOG for clarification	Minimum staffing requirement as indicated in the SOP and SOG
<b>Medical Co-Response</b>	Operations	Basic first aid; CPR; AED; assist AHS/EMS with support at a medical emergency that involves intervention for immediately life-threatening medical conditions; AHS MFR Program	Optional Service Minimum staffing requirement as indicated in the SOP and SOG
<b>Large Vehicle Rescue*</b>	Technician & Operations	Rescue from Transport Tractor and other large vehicles: NFPA 1006 with additional specialized training	Optional Service Minimum staffing requirement as indicated in the SOP and SOG

\* Depending on each Municipal Fire Services Agreement

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**References:**

The following were utilized to develop and support this policy:

**NATIONAL FIRE PROTECTION ASSOCIATION:**

NFPA 1001, NFPA 1002, NFPA 1006, NFPA 470, NFPA 1021, NFPA 1051, NFPA 1720, NFPA 1031, NFPA 1033,  
and amendments thereto.

**ALBERTA OCCUPATIONAL HEALTH AND SAFETY:**

Alberta OHS Act, Regulation & Code: <https://www.alberta.ca/ohs-act-regulation-code.aspx>

Alberta OHS Act, Regulation & Code Explanation Guide:

<https://www.alberta.ca/occupational-health-and-safety-code-and-explanation-guide.aspx>

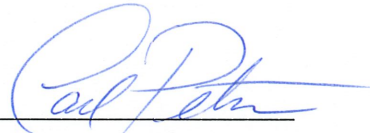
OHS Guide for Firefighting (2019):

[New OHS Act template \(alberta.ca\)](#)

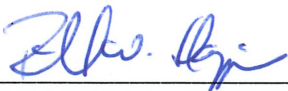
This policy was passed in Council on the 11<sup>th</sup> of December, 2023 and  
becomes effective on the 11<sup>th</sup> of December, 2023.



Mayor, Barry Kletke



CAO, Carl Peterson



Fire Chief, Richard Hoppins

