	Fire Rescue Level of Service Policy
	Council Approved
	Protective Services PS2306
	Approved September 19, 2023
	Next Review Date July 1, 2026

1.0 POLICY STATEMENT

- 1.1 The Town of Hinton will provide fire protection and rescue services according to the provisions of this policy and the Standard Operating Guidelines of the Hinton Fire Rescue Services.

2.0 PURPOSE

- 2.1 To Identify the services the Town of Hinton Fire Rescue Services is authorized to provide and to identify the level of standard to which each service will be performed.

3.0 SCOPE

- 3.1 The Town of Hinton Council recognizes that within the municipal boundaries of the Town that residents and visitors can be exposed to a variety of dangers from fire and other emergencies.

The Town of Hinton Fire Rescue Services (HFR) was established to assist, whenever possible, those persons within the municipal boundaries of the Town of Hinton and within an established mutual aid district, in protecting their life and property when those emergencies arise. Council has determined that the most appropriate way to deliver fire protection and rescue services is with a composite organizational structure, which is comprised of both full-time and volunteer firefighters.

Council and Administration recognize that an emergency response cannot be guaranteed for every request for assistance received in a timely and safe manner.

Council further recognizes that when a response is provided the service level may be different in various areas of the Town or in a mutual aid district. An emergency response may differ for a variety of reasons including:

- the geographical size and layout of the Town and response district and the difficulty in accessing remote areas.
- the location, staffing and training levels of the emergency responders, and the reliance other agencies and contract services providing emergency services within the region:
- the differing availability of water for fire suppression purposes within areas of the Town or response district.

- adverse weather conditions.
- multiple or concurrent emergency events.
- the limited resources the Town of Hinton can expend on training emergency personnel and on the purchase of equipment when compared to the different types of emergencies for which training, and equipment are available.

4.0 RESPONSIBILITIES

4.1 Town Council to:

- 4.1.1 Approve by resolution this policy and any amendments.
- 4.1.2 Consider the allocation of resources for successful implementation of this policy in the annual budget process.

4.2 Chief Administrative Officer to:

- 4.2.1 Implement this policy and approve procedures.
- 4.2.2 Ensure policy and procedure reviews occur and verify the implementation of policies and procedures.

4.3 Director of Protective Services to:

- 4.3.1 Ensure implementation of this policy and procedure.
- 4.3.2 Ensure that this policy and procedure is reviewed every three years.
- 4.3.3 Make recommendations to the Chief Administrative Officer of necessary policy or procedure amendments.

4.4 Supervisors to:

- 4.4.1 Understand, and adhere to this policy and procedure.
- 4.4.2 Ensure employees are aware of this policy and procedure.

4.5 All Employees to:

- 4.5.1 Understand and adhere to this policy and procedure.

5 LEVEL OF SERVICE

5.1. Emergency Responses:

- 5.1.1 HFR equipment shall be deployed for all emergencies as it is deemed that they are required and where practical to do so.
- 5.1.2 HFR shall provide, when possible, a response to all structure fires, motor vehicle accidents, rescue calls, dangerous goods incidents, and wildland fires within the Town of Hinton or elsewhere in accordance with this policy.

5.2 Structural Fires / Wildland Fires / and other Fires:

- 5.2.1 HFR provides structural, vehicular, and other firefighting services up to the Technician Level.
- 5.2.2 All HFR personnel will be equipped and trained for wildland fire suppression according to those minimum standards required by this policy and recognized in the Province of Alberta. Wildland fires include those, which the Town of Hinton is obligated to provide an initial response to pursuant to the Forest and Prairie Protection Act of the Province of Alberta.
- 5.2.3 HFR will provide a sprinkler protection unit in accordance with this policy up to the Technician Level and the limit of available resources.

5.3 Flammable Liquid Fire Fighting:

- 5.3.1 HFR shall provide flammable liquid fire fighting services for small spill fires and small containers up to 500 liters at the Technician level depending on the training level of responders.
- 5.3.2 HFR shall provide flammable liquid fire fighting for large spills or containers more than 500 liters to the Operations level.

5.4 Dangerous Goods / Hazardous Materials:

- 5.4.1 HFR shall provide dangerous goods/hazardous materials response at the Operational Level.
- 5.4.2 HFR shall provide a response to dangerous goods / hazardous materials incidents with the provincial spill response trailer at the request of the Province of Alberta. Sufficient personnel and equipment will remain in Hinton to provide protection services on these occasions.

5.5 Rescue Calls:

- 5.5.1 HFR shall provide motor vehicle collision rescue up to the Technician level.
- 5.5.2 HFR shall provide basic slope rescue to the Operations level.
- 5.5.3 HFR shall provide swift water, shore-based surface water and surface ice rescue at the Technician level.
- 5.5.4 HFR will provide technical rescue support to outside agencies requesting assistance on the approval of the Officer on duty, up to the Technician level depending on the training level of responders.
- 5.5.5 HFR shall provide most other rescue services at the Awareness level and where possible, at the Operations level.

5.6 Medical Emergencies:

- 5.6.1 When a request is made for medical assist call, HFR shall provide a medical support response to outside medical agencies.

- 5.6.2 At a medical emergency the HFR personnel shall operate following the approved guidelines and medical protocols approved by HFR up to the Operations Level.
- 5.6.3 HFR shall not transport patients in Town of Hinton vehicles except while performing rescue operations or in extenuating circumstances.
- 5.7 Emergency Management Services Response:
- 5.7.1 In the event that there has been a declaration of a state of local emergency, HFR will operate with the Incident Command System as per the Municipal Emergency Plan and under the direction of the Town of Hinton Director of Emergency Management.
- 5.8 Fire Prevention and Community Safety:
- 5.8.1 Fire Prevention and Pre-Emergency Planning inspections are conducted in accordance with the Quality Management Plan established by the Town of Hinton.
- 5.9.2 As required by the Safety Codes Act, all fires resulting in a dollar loss, death or injury will be investigated for cause and origin; and reported in a manner acceptable to the Province of Alberta.
- 5.8.3 Fire Prevention, safety, station tours or other public education activities will be conducted on an as available basis, for school groups, youth groups, businesses, and community organizations.
- 5.8.4 The Town will maintain a Wildland Urban Interface Fire Prevention program with initiatives subject to available grant or municipal funding.
- 5.9 Mutual Aid Agreements:
- 5.9.1 The Director of Protective Services will recommend Mutual Aid Agreements and Service Agreements with neighboring Municipalities, Industry, and any other agencies providing emergency or protective services within the municipality or the response district.
- 5.9.2 Level of Response is as per requesting agency and in accordance with response levels outlined in this policy.
- 5.9.3 The services of HFR outlined in this policy may be made available at the request of.
- the RCMP or other Police agency,
 - the Chief Officer of another Emergency Service or Fire Department,
 - Alberta Health Services – EMS,
 - Alberta Emergency Management Agency,
 - Alberta Search and Rescue & Hinton Search and Rescue,
 - Alberta Wildfire
 - other emergency agencies, and
 - the Chief Administrative Officer of another Municipality with whom a mutual Aid Agreement exists.

- 5.9.4 All requests and confirmation of any response may be relayed through 9-1-1.
- 5.9.5 In the event of a mutual aid response, a staffing of firefighters in sufficient quantities to provide initial fire protection will be maintained in the Town of Hinton.
- 5.9.6 In the event that HFR is required to respond to an incident in an area that a mutual aid agreement is not in existence, the Municipality in which the event occurs will be invoiced by the Town of Hinton for the equipment and staffing as per the Fee Schedule of the Town of Hinton

6 DEFINITIONS

- 6.1 “Awareness Level” means Hinton Fire Rescue members will recognize risks and hazards, secure the area, and call for specialized assistance.
- 6.2 “Fire Rescue Services” means the Town of Hinton Fire Rescue Services.
- 6.3 “HFR” means the Town of Hinton Fire Rescue Services.
- 6.4 “Incident Commander” means any individual who has been placed in charge at an incident or has been designated by the Fire Chief to act on their behalf.
- 6.5 “Operations Level” means Hinton Fire Rescue Members will take action to contain and control the incident and seek assistance from outside agencies equipped to mitigate the incident if required.
- 6.6 “Rescue” means that Hinton Fire Rescue members will respond to any emergency request to the level of training received such as, medical support activities, vehicle accidents, still/ice water shore-based rescue, low slope rope rescues, and entrapments.
- 6.7 “Technician Level” means Hinton Fire Rescue members may initiate a combination of actions to bring the incident under control and to an end.
- 6.8 “Technical Rescue” means that the Hinton Fire Rescue Services may respond to a unique type of emergency that requires specialized equipment and extensive/advanced training such as swift water, hazardous materials incidents, rail and transportation incidents and Search and Rescue (SAR) operations.

7 RELATED MATTERS & REFERENCES


- 7.1 Alberta Occupational Health & Safety Act, Regulation and Code
- 7.2 Alberta Safety Codes Act
- 7.3 Alberta Forest and Prairie Protection Act
- 7.4 Town of Hinton Fire Bylaw #1097
- 7.5 Hinton Fire Rescue Standard Operating Guidelines

8 APPENDICES, PROCEDURES, & FORMS

8.1 Not applicable

9 REVISION CONTROL

- 8.1 This Policy should be reviewed every three (3) years due to changes in training levels, equipment, apparatus, and agreements with external agencies.
- 8.2 Upon Council approval, all former versions of a Fire Department Level of Service Policy for the Town of Hinton are hereby rescinded. (Policy 030 March 3, 2009)

Date	Revision
October 25, 2023	 Jordan Panasiuk, CAO