



TOWN OF HINTON

POLICY TITLE: FIRE DEPARTMENT – QUALITY MANAGEMENT PLAN POLICY

POLICY #: 029

EFFECTIVE DATE: DECEMBER 7, 2010

**ADOPTED BY
COUNCIL ON:** DECEMBER 7, 2010

Town of Hinton

Fire Quality Management Plan

This Fire Quality Management Plan has been accepted by the Administrator of Accreditation.

Administrator of Accreditation

Date



SAFETY CODES COUNCIL

Quality Management Plan Scope and Administration

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Scope of Accreditation

Accreditation under the Safety Codes Act is the authority granted by the Minister responsible for the Act, through the Administrator of Accreditation to an organization, empowering the accredited organization to administer all or in part, the Safety Codes Act and Regulations made pursuant to the Act. The Quality Management Plan is the agreement attested to by the elected officials through a motion in council or by the senior officer of a corporation / agency that the organization will diligently and effectively meet or exceed the provisions of the Quality Management Plan.

The Town of Hinton will provide services including the administration of the Safety Codes Act (SCA) and all pursuant regulations applicable to the Fire discipline, within the municipal jurisdiction, with the exception of all West Fraser industrial buildings and properties, as follows:

With the exception

Alberta Fire Code Administration: (one is mandatory)

- All parts of the Alberta Fire Code.
- All parts of the Alberta Fire Code except for those requirements pertaining to the installation, alteration, and removal of storage tank systems for flammable liquids and combustible liquids regulated under the Alberta Fire Code (* see details in Section 7 – Service Delivery)

Fire Investigations: (mandatory)

- Cause, origin, and circumstance determination.

Fire Prevention Programs: (optional)

- Public Education.
- Fire Pre-plans (* see details in Section 7.4 – Fire Prevention Programs)
- Other (list)

Administration of the Town of Hinton Fire QMP

Adherence to the Fire QMP

Town of Hinton herein referred to as “The Municipality” is responsible for the administration, effectiveness, and compliance with this Quality Management Plan (QMP) including the Scope and Administration and Service Delivery Standards.

The Municipality will provide services under the Service Delivery Standards through their own staff or one or more accredited agencies. When providing services through an agency(s), the Municipality will contract with the agency(s) to provide services in accordance with the Service Delivery Standards. The Municipality is responsible for the administration of their contract with the agency and monitoring the contracted agency’s compliance with the Service Delivery Standards.

The Municipality recognizes that the Safety Codes Council (SCC) or its representative may review / audit for compliance to this QMP and will give full cooperation to the SCC or its representative in business related to the administration of the SCA including the conduct of reviews / audits. The Municipality will implement the recommendations of the reviewer / auditor.

The Municipality will encourage and maintain an atmosphere that supports objective and unbiased decisions. All Safety Codes Officers (SCOs) working in the Municipality have the ability and opportunity to make decisions relative to compliance monitoring independently, without undue influence of management, appointed or elected officials.

The Municipality, in the event that it ceases to administer the SCA for any new thing, process, or activity under the SCA, retains responsibility for services provided under the SCA while accredited, including the administration and completion of services for permits issued.

The Municipality recognizes that failure to follow this QMP may result in suspension or cancellation of the Municipality's accreditation.

Policy for Personnel Training

The Municipality will ensure that SCOs of the Municipality attend update training required by the SCC to maintain current SCO certification.

Freedoms

The Canadian Charter of Rights and Freedoms applies to all activities undertaken in the administration of this Quality Management Plan. The Freedom of Information and Protection of Privacy Act applies to all information and records relating to, created, or collected under this QMP.

Records Retention & Retrieval

The Municipality will retain files including those where an accredited agency(s) were involved, for at least three (3) years or in accordance with the Municipality's record retention policy, whichever is greater. Such files will be available at the Municipality's office. Files, where an accredited agency was involved, are the property of the Municipality and will be returned to the Municipality within a reasonable time after completion of the services, or upon request.

Declaration Of Status

The SCOs, staff, officers, and accredited agency(s), whether employed, retained or otherwise engaged by the Municipality will not participate in any safety codes administration, inspection or investigation of properties or fires where they may have pecuniary interest.

Revisions

Revisions to this QMP may only be made to the Scope and will only be made by the Chief Administrative Officer responsible for this QMP. A Resolution from the Municipal Council will be included with a revision. The SCC must approve any change in this QMP.

Annual Review

The Municipality will conduct an annual review of this QMP program in SCC non-monitored years. At the conclusion of the internal review, the executive authority for the Municipality will provide to the SCC, a letter of conformance findings including successes, area for improvement, and the methodology to achieve improvement / correction.

Revision Control System

The Municipality will ensure its SCOs have ongoing access to a copy of this QMP and that contracted accredited Agencies are provided with a copy of this QMP and any amendments.

The Municipality will maintain a registry of the SCOs and Agency(s) that have been provided with a copy of this QMP and amendments. The Municipality will immediately distribute copies of approved amendments to all registered holders of this QMP.

Notices

Any correspondence in regards to this QMP will be forwarded to:

Bernie Kreiner

bkreiner@hinton.ca

Name of Chief Administrative Officer

E-mail address

Town of Hinton

2nd Floor, 131 Civic Centre Rd.Hinton, AB T7V 2E5

Name of Municipality

Address of Municipality

780-865-6000

780-865-5706

Phone number of Municipality

Fax number of Municipality

Municipality Agreement

In accordance with Council Resolution of **Dec 7, 2010**, the **Town of Hinton** hereby provides agreement and signature to this QMP.

Signature of Chief Administrative Officer

Signature of Chief Elected Official

Name & title of Chief Administrative Officer

Name & title of Chief Elected Official

Service Delivery Standards

Section 1: Scope of Services

The Service Delivery Standards establishes responsibilities and minimum performance criteria to be

provided by the Municipality under the Safety Codes Act (SCA).

Section 2: Performance

The Municipality will:

- Perform the services in an effective and timely manner,
- Endeavour to work co-operatively with the public, owners and/or owner's representative(s) to achieve compliance with the SCA and applicable Regulation(s),
- Perform the services with impartiality and integrity, and
- Provide services in a professional and ethical manner.

Section 3: Personnel

The Municipality will:

- Employ persons knowledgeable about the applicable codes, standards and regulations, relative to the services it provides,
- Employ Safety Codes Officers (SCOs) who are certified and designated at an appropriate level to provide compliance monitoring and investigations relative to the service levels the Municipality provides, and
- Maintain a registry of all SCOs they employ, and their level(s) of Certification, and Designation of Powers.

Section 4: Quality Management Plan Training

The Municipality will:

- Train its SCOs and other involved staff in the requirements of this Fire QMP, and
- Maintain the training records on the employee's file.

Section 5: Records

The Municipality will maintain a file system for all the records associated with performing the provided services including:

- Inspection Reports,
- Investigation Reports,
- Plans, specifications, and other related documents,
- Plans review reports,
- Verifications of compliance,
- Alternative Solutions / Variances,
- Orders, and
- Permits and other related correspondence.

Section 6: Safety Codes Council Operating Fees

The Municipality will collect the SCC operating fee for each permit issued under the authority of the SCA, and remit those fees to the SCC in the manner and form prescribed by the SCC.

Section 7: Service Delivery

The Municipality will provide the services identified under the Scope of Accreditation (above) as follows:

7.1 Alberta Fire Code Administration

General

The Municipality will provide Alberta Fire Code services that include but are not limited to:

- Code advice including but not limited to:
 - New construction under the Alberta Fire Code,
 - Building upgrade programs,
 - Fire Safety Plans,
 - Storage of dangerous goods, and
 - Tire storage,
- Plans examinations including but not limited to:
 - New construction under the Alberta Fire Code,
 - Building upgrade programs,
 - Residential secondary suites, and
 - Fire Safety Plans with emphasis to addressing the risk to occupied residential buildings,
- Permit / permission issuance,
 - Fireworks purchase, possession, handling, and discharge, and
- Compliance monitoring site inspections for,
 - Construction addressed in the Alberta Fire Code,
 - Fire Safety Plan practices with emphasis to addressing the risk to occupied residential buildings,
 - Post-occupancy of facilities identified in the following Fire Code Compliance Inspection chart, and
 - Special or other activities addressed in the Alberta Fire Code or at the discretion of the Fire SCO,
- Occupant Load Certificates for,
 - Assembly occupancies, and
 - Other occupancies at the discretion of the SCO,
- Alternative Solutions / Variances issuance,
- Orders and their enforcement,
- Verification of compliance,
- No-entry advisory,
- Permit Services Report,
- Identification and follow-up of deficiencies and unsafe conditions,
- Collection and remittance of SCC fees, and
- Maintaining files and records.

The Municipality will monitor compliance to determine if the use, occupancy, sites, or work complies with the SCA, relevant codes and standards, permits, and conditions through a program of:

- Site inspections,
- Plans examination (when applicable),
- Permit issuance, and
- Follow-up inspections or verification of compliance (when applicable)

Using appropriately certified and designated SCOs to provide compliance monitoring in accordance with the SCA and associated codes and standards.

Permits / Permissions

The Municipality will collect all information required by the SCC to be collected as part of each permit application.

Permits issued by the municipality should include:

- Name of the issuing Municipality,
- Permit number,
- Permit discipline type,
- Date of issue,
- Applicant's name, address, phone number,
- Contractor's name, address, and phone number, (if applicable)
- Certificate holders name and certificate number, (if applicable)
- Owner's name, address, and phone number,
- Project or activity location by legal description, civic address, and municipality,
- Description of the work or activity,
- Permit conditions,
- Issuer's name, signature, and designation number, and
- A Freedom of Information and Protection of Privacy Act (FOIPP) statement that meets the requirements of FOIPP as per the following example: **“The personal information provided as part of this application is collected under the Safety Codes Act and the Municipal Government Act and in accordance with the Freedom of Information and Protection of Privacy Act. The information is required and will be used for issuing permits, safety codes compliance verification and monitoring and property assessment purposes. The name of the permit holder and the nature of the permit is available to the public upon request. If you have any questions about the collection or use of the personal information provided, please contact the municipality.”**

The Municipality will as appropriate, prior to permit issuance:

- Obtain two complete sets of related documents,
- Conduct a preliminary review of the documents to determine if professional involvement is required or if there are any potentially significant code compliance issues, and
- Obtain documents with the seal and signature of a registered Architect and/or Professional Engineer(s) including professional letters or schedules as may be required.

The Municipality will collect and maintain on file all documents of compliance required for the work covered under a permit / permission.

7.2 Compliance Monitoring

Compliance monitoring will consist of SCO inspections:

- To determine if the use, occupancy, sites, or work comply with the SCA, relevant codes and standards, permits, and conditions,
- Within the time frames noted in the Fire Code Inspections charts of this QMP,
- At the stage(s) indicated in this QMP, and
- All work or occupancy(s) in place at the time of the inspection.

The Municipality may, at their discretion, extend the time frame for a required inspection(s) by documenting in the file the:

- Reason for the extension, and
- New time frame or date for conducting the inspection(s).

Fireworks

The Municipality will, prior to issuing permission:

- Respecting the purchase, possession, handling, discharge, fire or set-off; obtain from the applicant written confirmation that the person:
 - Will conduct activities in accordance with safe practices outlined in the Alberta Fire Code,
 - Is of at least 18 years of age, and
- Respecting sales, obtain from the owner of the retail business, written confirmation that the business:
 - Holds a valid municipal business license or confirmation of ownership of the business when the municipality does not require business to hold such license,
 - Employees handling fireworks for sale are of at least 18 years of age,
 - Manufacturers instructions are posted at the sales location and provided with each sale,
 - Record of each sale is retained for examination by the Fire SCO, and
 - Stores fireworks in conformance with Part 3 of the Alberta Fire Code.

Fire Code Compliance Inspections

For the purpose of ensuring compliance with the SCA, a SCO may, at the discretion of the SCO, carry out an inspection for any thing, process, or activity to which this Act applies. In addition, inspections will be conducted in accordance with the following schedule.

Activity / Project	Type of use, occupancy, sites, or work	Inspection Frequency Range (May be by occupancy or individual unit)
New construction NOT APPLICABLE TO TOWN OF HINTON	Storage Tank Systems for Flammable Liquids & Combustible Liquids	<ul style="list-style-type: none"> ○ 1 site inspection of all work or acceptance of Verification of Compliance, and ○ 1 final inspection within 365 days of permit issuance NOT APPLICABLE TO TOWN OF HINTON
Alteration, addition, renovation, reconstruction, or removal NOT APPLICABLE TO TOWN OF HINTON	Storage Tank Systems for Flammable Liquids & Combustible Liquids	<ul style="list-style-type: none"> ○ 1 final inspection within 365 days of permit issuance, or ○ A Verification of Compliance within 365 days of permit issuance NOT APPLICABLE TO TOWN OF HINTON
Fire Safety Plan implementation and practices	All new construction, alteration, addition, renovation, reconstruction, or removal	<ul style="list-style-type: none"> ○ 1 site inspection where a risk to occupied residential building(s) has been identified
Compliance Inspections	Special Events or Sites	<ul style="list-style-type: none"> ○ Not Applicable ⊙ On request or complaint ○ Once per event ○ More than one per event
	Group A, Division 1 Assembly occupancies intended for the production and viewing of the performing arts	<ul style="list-style-type: none"> ○ Not Applicable ⊙ On request or complaint ○ Once every month ○ Once every 6 months ○ Once every 12 months ○ Once every 24 months
	Group A, Division 2 Assembly occupancies not elsewhere classified in Group A such as Schools, Restaurants & Bars	<ul style="list-style-type: none"> ○ Not Applicable ⊙ On request or complaint ○ Once every month ○ Once every 6 months ○ Once every 12 months ○ Once every 24 months
	Group A, Division 3 Assembly occupancies of the arena type such as Rec Centres	<ul style="list-style-type: none"> ○ Not Applicable ⊙ On request or complaint ○ Once every month ○ Once every 6 months ○ Once every 12 months ○ Once every 24 months
	Group A, Division 4 Assembly occupancies where occupants are gathered in the open air	<ul style="list-style-type: none"> ○ Not Applicable ⊙ On request or complaint ○ Once every month ○ Once every 6 months ○ Once every 12 months ○ Once every 24 months
	Group B, Division 1 Care or Detention facilities (Police station with detention facility)	<ul style="list-style-type: none"> ○ Not Applicable ⊙ On request or complaint ○ Once every month ○ Once every 6 months ○ Once every 12 months ○ Once every 24 months

	Group B, Division 2 Care or Detention facilities where occupants have cognitive or physical limitations hospitals/nursing homes	<input type="radio"/> Not Applicable <input checked="" type="radio"/> On request or complaint <input type="radio"/> Once every month <input type="radio"/> Once every 6 months <input type="radio"/> Once every 12 months <input type="radio"/> Once every 24 months
	Group C Residential – 1 to 5 family	<input type="radio"/> Not Applicable <input checked="" type="radio"/> On request or complaint <input type="radio"/> Once every month <input type="radio"/> Once every 6 months <input type="radio"/> Once every 12 months <input type="radio"/> Once every 24 months
	Group C Residential – 5 to 12 family	<input type="radio"/> Not Applicable <input checked="" type="radio"/> On request or complaint <input type="radio"/> Once every month <input type="radio"/> Once every 6 months <input type="radio"/> Once every 12 months <input type="radio"/> Once every 24 months
	Group C Residential – 12 to 25 family	<input type="radio"/> Not Applicable <input checked="" type="radio"/> On request or complaint <input type="radio"/> Once every month <input type="radio"/> Once every 6 months <input type="radio"/> Once every 12 months <input type="radio"/> Once every 24 months
	Group C Residential – 25 and more family	<input type="radio"/> Not Applicable <input checked="" type="radio"/> On request or complaint <input type="radio"/> Once every month <input type="radio"/> Once every 6 months <input type="radio"/> Once every 12 months <input type="radio"/> Once every 24 months
	Group D Business and Personal Services Occupancies (Banks and Offices)	<input type="radio"/> Not Applicable <input checked="" type="radio"/> On request or complaint <input type="radio"/> Once every month <input type="radio"/> Once every 6 months <input type="radio"/> Once every 12 months <input type="radio"/> Once every 24 months
	Group E Mercantile Occupancies (Markets, Shops, Stores)	<input type="radio"/> Not Applicable <input checked="" type="radio"/> On request or complaint <input type="radio"/> Once every month <input type="radio"/> Once every 6 months <input type="radio"/> Once every 12 months <input type="radio"/> Once every 24 months
	Group F, Division 1 High Hazard Industrial (Bulk plants for flammable liquids, Chemical manufacturers)	<input type="radio"/> Not Applicable <input checked="" type="radio"/> On request or complaint <input type="radio"/> Once every month <input type="radio"/> Once every 6 months <input type="radio"/> Once every 12 months <input type="radio"/> Once every 24 months
	Group F, Division 2 (Drycleaners not using flammables, Repair garages)	<input type="radio"/> Not Applicable <input checked="" type="radio"/> On request or complaint <input type="radio"/> Once every month <input type="radio"/> Once every 6 months <input type="radio"/> Once every 12 months <input type="radio"/> Once every 24 months
	Group F, Division 3 (Warehouses, Salesrooms)	<input type="radio"/> Not Applicable <input checked="" type="radio"/> On request or complaint <input type="radio"/> Once every month <input type="radio"/> Once every 6 months <input type="radio"/> Once every 12 months <input type="radio"/> Once every 24 months

“On request or complaint” means the process as defined by municipal operational policy.

- “Once every month” means a specific day is set which shall apply in each month for each occupancy or site to be inspected. An inspection conducted within 7 days of this set date is deemed to have met with the quantitative intent of this QMP.
- “Once every 6 months” means a specific day is set which shall apply in each 6th month for each occupancy or site to be inspected. An inspection conducted within 30 days of this set date is deemed to have met with the quantitative intent of this QMP.
- “Once every 12 months” means a specific day is set which shall apply in each 12th month for each occupancy or site to be inspected. An inspection conducted within 60 days of this set date is deemed to have met with the quantitative intent of this QMP.
- “Once every 24 months” means a specific day is set which shall apply in each 24th month for each occupancy or site to be inspected. An inspection conducted within 60 days of this set date is deemed to have met with the quantitative intent of this QMP.

Inspection Reports:

A SCO will, for each inspection required by this Fire QMP, complete an inspection report noting:

- Permit number and file number (if applicable),
- Discipline,
- Municipality name,
- Date,
- Owner name, address, phone number and email,
- Occupant name, address, phone number and email,
- Contractor name, address, phone number, and email, (if applicable),
- Legal description, address (if applicable), and municipality,
- Stage(s) of work being inspected (if applicable),
- A description of the work in place at the time of inspection (if applicable),
- All observed deficiencies (any condition where the work is incomplete, or does not comply with the SCA or an associated code or regulation and in the opinion of the SCO is not an unsafe condition),
- All observed unsafe conditions (any condition that, in the opinion of a SCO, could result in property loss, injury, or death, and is not a situation of imminent serious danger),
- All observed situations of imminent serious danger and the action taken by the SCO to remove or reduce the danger, and
- Name, signature, and designation number of the SCO conducting the inspection.

The Municipality will, for each required inspection provide copy:

- Of Inspection Reports of code or standards violations to the owner / occupant,
- Of Inspection Reports of no code or standards violations to the owner / occupant upon request,
- To the Municipality’s file, and
- Of follow-up on noted deficiencies or unsafe conditions through re-inspection(s), or at the discretion of the SCO verification of compliance may be accepted as follow-up.

Verification of Compliance

SCOs may, at their discretion, accept a verification of compliance (reasonable assurance provided from a third party that work or occupancy complies):

- As follow-up to deficiencies or unsafe conditions noted on a site inspection, or
- In lieu of a site inspection (e.g. minor corrections of non-life safety issues).

A SCO, when accepting a verification of compliance, will document the information to the file including:

- Identification of the document as a verification of compliance,
- Permit or file number and discipline,
- Name and title of the person who provided the verification of compliance and how it was provided (i.e. written assurance, verbal assurance, site visit by designate, etc.),
- Date accepted by the SCO, and
- Signature and designation number of the SCO.

No-Entry Policy

When a SCO is unable to gain entry to a site for a required inspection, the SCO will leave a notification on-site in a visible location, or forward notification to the Owner or permit applicant (as appropriate), advising of the inspection attempt and requesting that the Municipality be contacted to arrange for the site inspection.

If the Municipality does not receive a response within 30 days of notification, the Municipality will mail the Owner or permit applicant (as appropriate), a second notification requesting that the Municipality be contacted within 30 days to arrange for a site inspection.

If the Municipality is not contacted within 30 days of the second notification, the inspection stage may be considered a “no-entry” and counted as the required interim or final inspection.

Permit Services Report

The Municipality will issue a Permit Services Report:

- Within 30 days of completing the compliance monitoring services as required in this QMP (completion of compliance monitoring services means; after the final or only required inspection, after acceptance of a verification of compliance in lieu of an inspection when permitted, or after compliance with the no-entry policy with respect to the final or only required inspection),
- To the Owner (the Owner, for the purposes of this QMP means, in order of preference; the Owner of the project at the time the permit was purchased, at the time the compliance monitoring services were provided, or at the time the Permit Services Report was issued).

The Municipality will not issue a Permit Services Report or close a file if there is an unsafe condition, until such time as the unsafe condition is corrected.

The Municipality will, for administrative purposes, consider the file closed when the Permit Services Report is issued, however:

- Will reactivate the file if any further activity related to the permit is initiated within 30 days, and
- may reactivate the file at any time.

Orders

Will be issued and served in accordance with the SCA, the Administrative Items Regulation, and SCC policy. Orders will be in the format as provided on the SCC web site: www.safetycodes.ab.ca. Upon compliance with an Order, a notice of compliance will be provided to the person(s) to whom the Order was served and to the Administrator.

Alternative Solutions / Variances

Will be issued in accordance with the SCA and SCC policy. An alternative solution / variance will be in the format directed by the SCC (available on the SCC web site: www.safetycodes.ab.ca).

An SCO may issue an alternative solution / variance from the Alberta Fire Code or referenced standard if the Safety Code Officer is of the opinion that the alternative solution / variance provides approximately equivalent or greater safety performance than that prescribed by the Code or standard.

A request for alternative solution / variance must be made in writing and include support documentation. A SCO will only make a decision respecting an alternative solution / variance after having thoroughly researched the subject matter.

A copy of an alternative solution / variance issued will be provided to the:

- Owner,
- Contractor if applicable,
- Safety Codes Council, and
- The Municipality's file.

7.3 Fire Investigations

Investigations will be conducted by a Fire SCO to determine the cause, origin, and circumstance of every fire in which a person dies or suffers injury that requires professional medical attention or in which property is damaged or destroyed. The results of each investigation will be reported to the Fire Commissioner in accordance with the Administrative Items Regulation. A Fire SCO may arrange for any additional municipal, law enforcement, agency, or other resources as required to assist in an investigation including representatives from the Fire Commissioner's Office. In the event of a fire resulting in a death or where arson is suspected, the investigation will include immediate notification to the Alberta Fire Commissioner's Office.

Fire Investigations will include the following information:

- File number,
- Location of fire,
- Date of fire,
- Date of investigation,
- Building / property use,
- Cause of fire,
- Origin of fire,
- Value of loss,
- Name and designation number of SCO conducting the investigation,
- Comments, and
- Date of completion/sign off.

Fire Investigations will utilize the applicable forms/reports as provided on the SCC web site:
www.safetycodes.ab.ca.

7.4 Fire Prevention Programs

Fire prevention programs will include but are not limited to public awareness and consultative services orientated to assisting one or more of the following:

- Individuals,
- Business, and
- Industry

in understanding and providing effective fire safety plans.

The Municipality will support and provide one or more but is not limited to the following educational programs annually:

- School curriculum,
- Minority focused programs,
- Seniors programs,
- Community education, and
- Other programs such as but not limited to:
 - Risk Watch (an injury prevention program),
 - Getting to Know Fire (fire educator lesson plans),
 - Seniors Fire Safety Programs,
 - Juvenile Firesetter Intervention Program,
 - Fire Smart, and
 - Shelter-in-place.

APPENDIX

List Of Administrative Forms Available On The Safety Codes Council Web Site:

www.safetycodes.ab.ca

1. Order
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3. Request for Alternative Solution / Specific Variance
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5. Fire Investigation Reports (samples)
 - a. Voluntary Consent to Search and/or Seizure
 - b. To Obtain a Warrant to Enter a Private Dwelling Place to Conduct a Fire Investigation
 - c. Casualties
 - d. Witness Statement
 - e. Physical Evidence
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 - h. Motor Vehicle Fires
 - i. Wildland Fires
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