

SF-23-06  
(formerly INFO-22-236)



**OSHAWA FIRE  
SERVICES 2021**

# LETTER FROM THE CHIEF



CHIEF CLARK

Your Worship Mayor Dan Carter and Members of Council,

On behalf of Oshawa Fire Services (O.F.S.) and the corporation of the City of Oshawa, I am pleased to present the 2021 Annual Report.

The COVID-19 pandemic has been both challenging and difficult for staff to manage, but throughout the pandemic, our staff adapted and faced all challenges head on and provided unprecedented levels of service within our community to execute and maintain our core values of commitment, dedication and excellence; carried out our mission to provide fire protection and emergency services to the City of Oshawa at an affordable and sustainable level. Looking to the future our senior leadership team is committed to adapt, modernize, and continue to focus on the 3 lines of defense, Public Fire Safety Education, Fire Safety Standards and Enforcement and Emergency Response across the City of Oshawa.

This report will highlight 2021 statistics, achievements and daily operations that are performed within the Region's largest Fire Department. Much of our statistical data is under-reported due to the COVID-19 Pandemic.

In 2021, O.F.S. did achieve many initiatives linked to the Oshawa Strategic Plan.

Examples include:

- Council approved Training Tower to be incorporated at the south field of the Oshawa Airport.
- Community Partnership finalized with GM Canada and Pulse Point Life Saving App.
- Community Partnership with Wounded Warriors Mental Health Support.
- Dispatch Service Agreements Review.
- Launched Electronic Inspections and Education.
- Facility Repairs and Renovations, Stations 1, 2, 3, 4, and 5.
- Vehicles acquired, including 1 E-One Cyclone Platform Aerial and 3 small vehicles.
- Recruited 11 staff, including 1 Mechanic, 2 Fire Prevention Inspectors, 6 Firefighters, and 2 Communications staff members.

I would like to thank members of Oshawa Fire Services for their daily commitment to serving our community and protecting the residents of Oshawa.

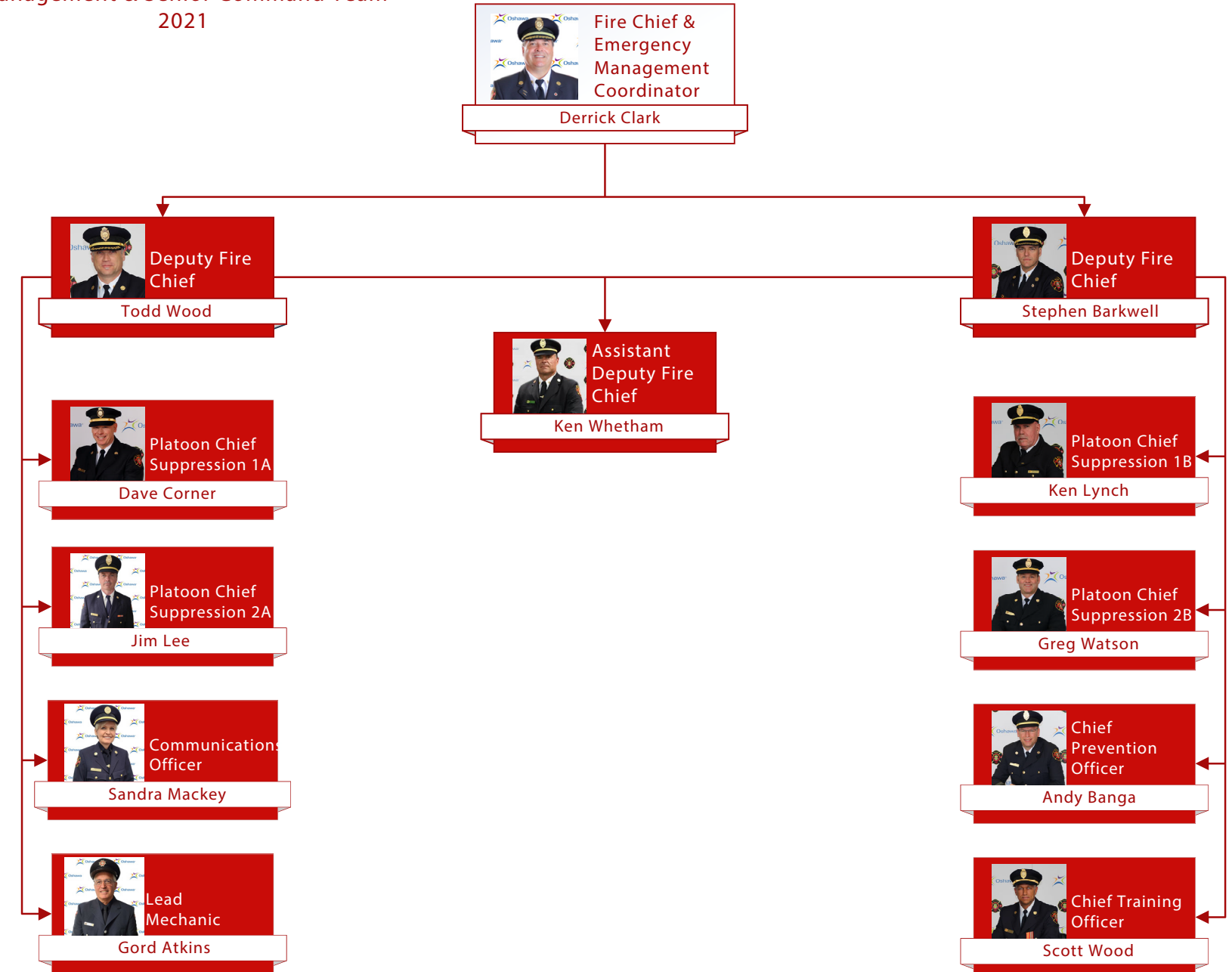
- Derrick Clark, Fire Chief | Oshawa Fire Services

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## Oshawa Fire Services

Management & Senior Command Team  
2021



# OSHAWA FIRE SERVICES MANAGEMENT TEAM

## Chief Derrick Clark

Chief Derrick Clark began his career with Oshawa Fire Services in 1986 as an Alarm Room Operator. During his career with O.F.S., he has held the following positions: Alarm Room Operator, 1st class Firefighter, Shift trainer, Firefighters Executive L465, Acting Captain, Training Officer, Chief Training Officer, and Deputy Chief. He became Fire Chief in 2017 and in addition to his duties as Fire Chief, he's also the Emergency Management Coordinator of the City.

In his role as Fire Chief, he has supported continuous improvements in all aspects of the fire service. Key achievements are Master Fire Plan and Community Risk plans, Training tower, Fire Apparatus, and Staffing improvements, and Community Partnerships including Wounded Warriors and Durham Region Critical Incident Stress Support Teams assist with Mental Health and support.

In 2021, Chief Derrick Clark was recognized as a Champion of Mental Health by the Canadian Institute for Public Safety Research and Treatment (C.I.P.S.R.T). "I'm proud to receive this award on behalf of all our staff. Our Senior Leadership Team and support staff are 'Champions of Mental Health'. Our focus at Oshawa Fire Services is to promote openness and make sure staff know they don't have to struggle in silence, look after their mental health and wellness," says Chief Derrick Clark

## Deputy Chief Stephen Barkwell

Deputy Chief Stephen Barkwell began his career with Oshawa Fire Services in 1999. His current responsibilities include a blended role between operations and support, which encompasses Suppression (2 platoons), Fire Prevention, and Training divisions, Alternate Community Emergency Management Coordinator, and Health and Safety Co-Chair.

Deputy Chief Barkwell's past roles include firefighter, Relief Dispatcher, Shift Training Instructor, qualified Training Officer, and Acting Captain. Through his many experiences and training, Deputy Barkwell has a wealth of knowledge in health and safety, financial stewardship, training, human rights, labour relations and legislation. Additionally, Deputy Barkwell is an active member of the Ontario Association of Fire Chiefs Urban Advisory Committee and the Canadian Association of Fire Chiefs Data Committee. Emergency responders face many challenges during their regular duties, including physical and mental health challenges. Deputy Barkwell works with frontline staff to help develop improved health and safety programs.



DERRICK CLARK



STEPHEN BARKWELL



TODD WOOD

## Deputy Chief Todd Wood

Deputy Chief Todd Wood was promoted from the Training Division in May 2017. Reporting directly to the Fire Chief, Deputy Wood has a blended role between operations and support, overseeing Suppression (2 platoons), Mechanical and Communications divisions of Oshawa Fire Services. He has over 23 years of fire service experience and brings a wealth of knowledge in the areas of fire suppression, training and specialized rescue. Deputy Wood began his career as a firefighter with Oshawa Fire Services in 1999 and was promoted through the ranks, previously holding Firefighter and Training Officer positions.

Deputy Wood is responsible for streamlining the Operations and Communications Centre and working collaboratively to participate through budget preparation, capital projects and planning. The overall management, service delivery, goal setting, image and financial management of the divisions are reflected in the daily operations. Deputy Wood has overseen the purchase of new fire apparatus and fleet vehicles, as well as updating radios, as we transition to the NexGen/911 platform. We continue to progress as a municipality through the implementation of Fire Services/Emergency and Protective Service strategies and the operations of the work unit, including organization structure and job design, as well as management of financial and human resources.

## Assistant Deputy Chief Ken Whetham

Assistant Deputy Chief Ken Whetham entered his role as Assistant Deputy Chief in 2020 with several years of leadership and management experience in both the public and private sectors. Ken started his career within the Emergency Services as a Police Officer serving eleven years with the Woodstock City Police. He began his profession with the Oshawa Fire Services in 2009 in the suppression division. Ken was a member of the Technical Rescue team and was an instructor for medical and technical rescue disciplines

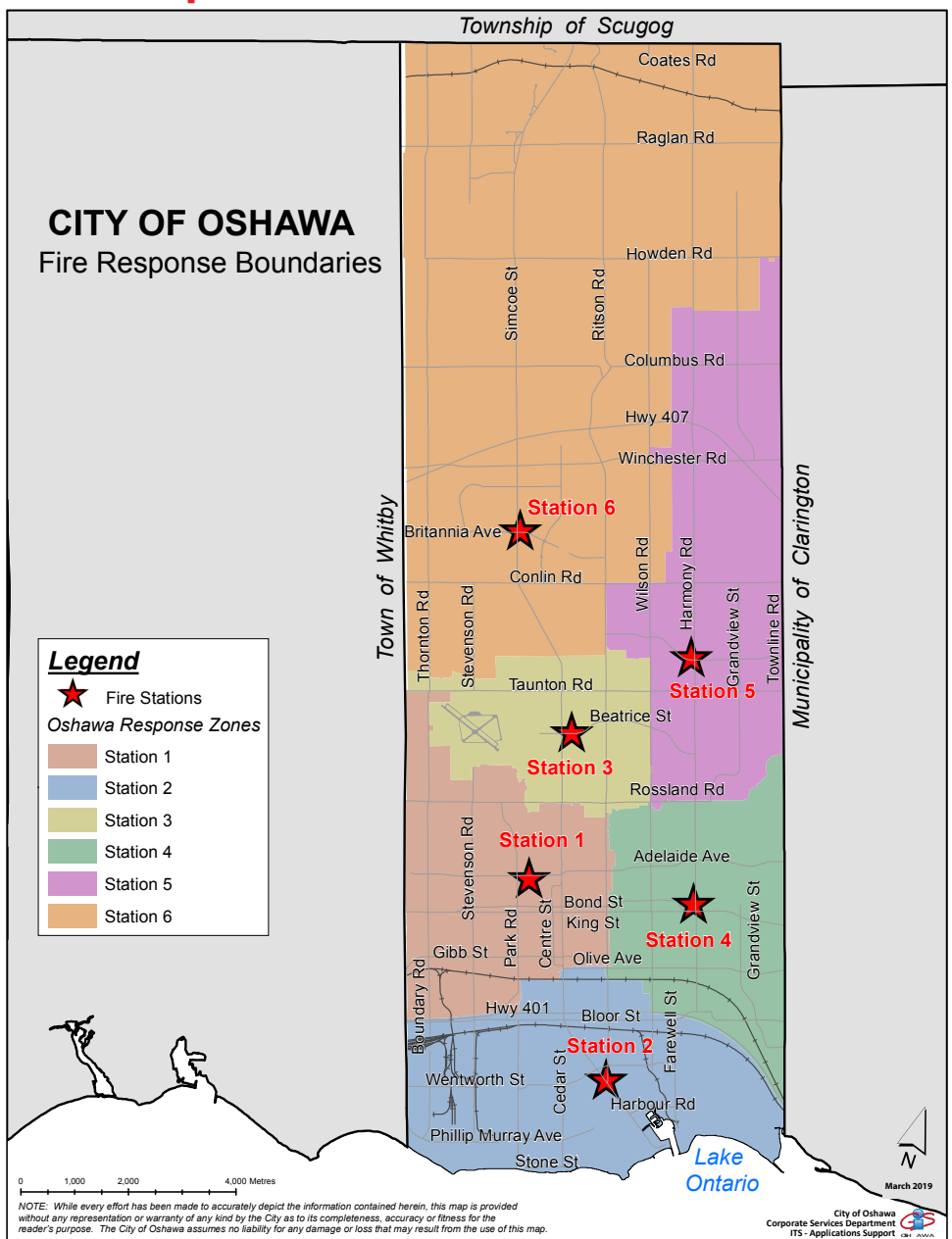
Upon promotion into the Training Division in 2018 as a Training Officer, Ken implemented and developed various training programs for OFS such as elevator rescue, video training, fitness for new recruits and implementing a regional health and wellness bulletin for our Durham fire service partners. Additionally, Ken was a sponsored athlete and has an extensive background in fitness providing workshops for professionals in numerous disciplines. Ken's responsibilities include facility maintenance and repairs, attendance support, health and safety, fire administration staff and supporting senior management and leadership support for the department.



KEN WHETHAM

# AT A GLANCE

## Fire Response Boundaries



## Oshawa Fire Services Mission:

To promote and protect the health and well-being of the community through adaptable and progressive education, prevention and emergency services.

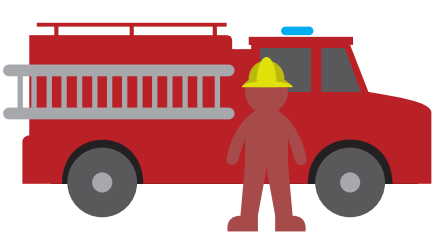
## Oshawa Fire Services Vision:

To continually pursue and advance a level of professional excellence recognized as the model for the fire service.

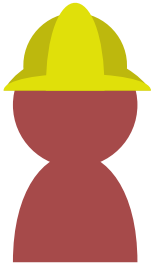
## Oshawa Continues to Grow:

Oshawa Fire Services (O.F.S.) is the largest fire department in the Region of Durham and continues to serve a growing population that numbered approximately 175,383 at the end of 2021.

O.F.S. not only provides fire services to Oshawa residents but our Communication division also receives emergency calls and provides dispatch services for neighbouring municipalities Whitby, Clarington, Brock, Uxbridge and Scugog. Continued growth in building statistics over the years necessitated the building of Fire Station 6 and the trend of growth particularly in the City's north end is expected to drive the location decision for Fire Station 7.



**24,575 Training Hours Completed**



**131 Firefighters**



**32 Captains**



**3 Administrative Staff**



**12,384 Calls Dispatched  
for 6 Municipalities**



**4 Platoon Chiefs**



**3,295 Fire Inspections  
and Permits Completed**



**66,634 Households Served**



**175,383 Residents Served**

## FIRE STATIONS



Station 1  
| 199 Adelaide Ave. W.

Apparatus:

Pumper 21

Car 25

Infrastructure & Staff:

Two-storey building constructed in 1981, occupying 24,000 square feet. This Station houses Administration, Communications, Fire Prevention, Platoon Chief Office and one firefighting crew. It has three truck bays and a large structural training space.



Station 2 | 1111 Simcoe St. S.

Apparatus:

Pumper 22

Aerial 22

Infrastructure & Staff:

Two-storey building with basement constructed in 1982, occupying 9,750 square feet. This Station houses two firefighting crews.



Station 3 | 50 Beatrice St. E.

Apparatus:

Pumper 23

Aerial 23

Infrastructure & Staff:

Single-storey building constructed in 1975 occupying 9,000 square feet with two truck bays. This Station houses two firefighting crews.



Station 4 | 50 Harmony Rd. N.

Apparatus:

Pumper 24

Hazmat Trailer

Infrastructure & Staff:

Two-storey building constructed in 1982 occupying 6,500 square feet. This Station houses one firefighting crew.



Station 5 | 1550 Harmony Rd. N.

Apparatus:

Pumper 25

Rescue 25

Infrastructure & Staff:

Single-storey building constructed in 2006 with 17,900 square feet. This Station houses one firefighting crew, Training Division, Fire Prevention staff and the Mechanical Division in two mechanics bays.



Station 6 | 2339 Simcoe St. N.

Apparatus:

Pumper 26

Tanker 26

Infrastructure & Staff:

Single-storey building constructed in 2016 with 10,675 square feet. This Station houses one firefighting crew and Fire Prevention staff.

The design of this Station and its building materials complements the historical legacy of Windfields Farm.

# TRAINING DIVISION



The Training Division is under the command of a Chief Training Officer and two Training Officers.

It is responsible for:

- Developing and implementing legislated training
- Conducting corporate and department annual training, advanced firefighting techniques, and recruit training
- Developing and implementing new policies and procedures
- Analyzing and researching of new equipment
- Facilitating promotional exams and staff development



The division facilitates annual training by utilizing modern equipment and methods to ensure all staff are vastly trained in their duties to efficiently respond to a variety of situations including fire, medical assistance, motor vehicle accidents and specialized type rescues that may happen in our community. It supports the development and growth of our firefighters and officers from their recruitment to retirement.

Oshawa Fire Services is certified in full technical rescue response. The division provides extensive annual training to support technical rescue services to other municipalities in the Region of Durham.

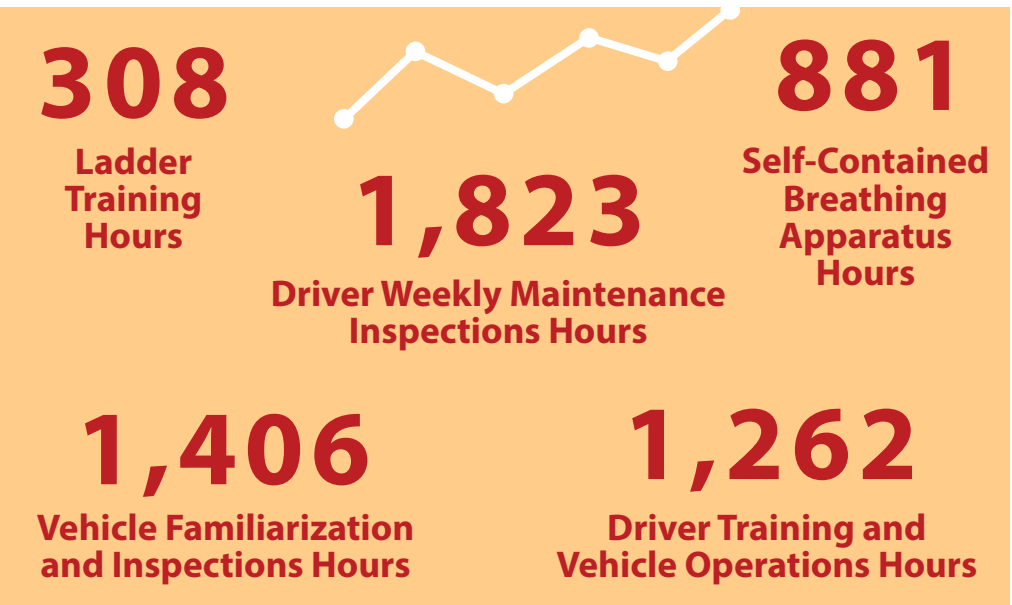
A major initiative for the division in 2021 was developing a Learning Management software component for internal use that enhanced training programs and improved the efficiency of the department as a whole.



## Training Hours 18,895



## Additional Training Hours 5,680



# FIRE PREVENTION AND PUBLIC EDUCATION DIVISION

**Citizen safety is the top priority to us.**  
The division analyzes the needs of our community to conduct building inspections, develop and maintain targeted education campaigns to ensure the community is well equipped with fire prevention tools and to reduce the risk of emergencies.

## Meet our staff

The division is staffed by a highly trained, dedicated and competent team. It is comprised of 7 Fire Prevention Inspectors, 1 Fire Prevention Officer, 2 Fire Prevention Captains, and 1 Chief Fire Prevention Officer.

The division welcomed two new Fire Prevention Inspectors to the team. Conner Hale and Taylor Bathe. They both have extensive knowledge and in-depth experience in Fire Prevention.

Congratulations to Paul Hunt and Nanci Wilson on their recent retirements.



## Achievements

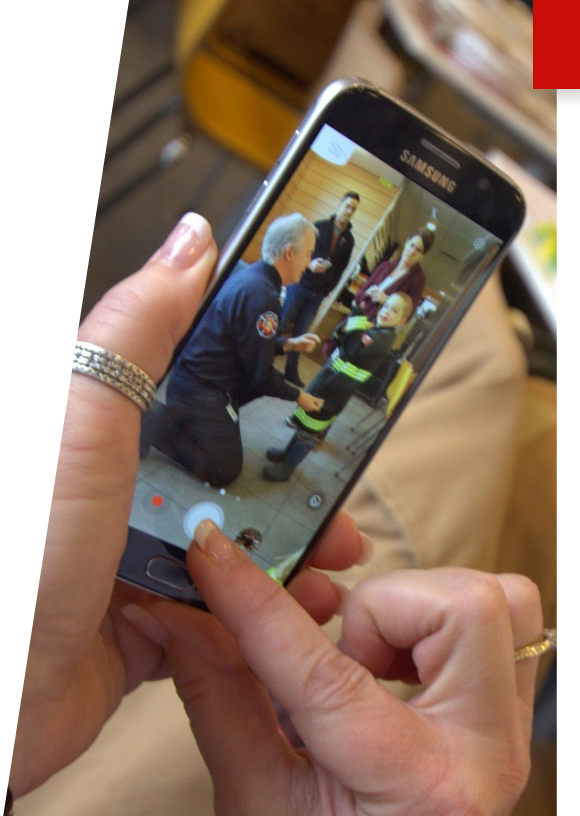
### Virtual fire inspection program

As a result of the COVID-19 restrictions and fewer opportunities for risk reduction initiatives, the division was successful in launching a virtual fire inspection program to meet the community needs and keep the public safe. The program allowed Fire Prevention Inspectors to inspect residential rental properties through a platform that would work with the public (Skype, FaceTime, Google Duo, etc.).

Virtual fire safety presentations were also launched during the pandemic. It has been an effective way to perform public education while adhering the constraints that COVID-19 brought.

<i>Inspections Completed</i>	<i>#</i>
<i>Residential Inspections</i>	1,376
<i>Residential Rental By-law Inspections</i>	540
<i>Assembly Inspections</i>	336
<i>Complaint Inspections</i>	447
<i>Industrial Inspections</i>	101
<i>New Construction Inspections</i>	161
<i>Occpancy/L.C.B.O</i>	7
<i>Business Licenses</i>	179
<i>Plans Review/Approval</i>	142
<i>Burn Permits</i>	6

\*COVID-19 restrictions resulted in a slowdown of inspections and plan reviews.



## Alarmed for Life Program

Be Alarmed! Don't assume your smoke alarms are working. Press the button to check.

"By ensuring you have working smoke alarm and carbon monoxide alarms and developing an evacuation plan you can avoid panic and confusion in the event of a fire. By making a few small proactive changes, you will be contributing towards a safer community in which to live, work and play," says Chief Derrick Clark.

833

Homes Visited for Alarmed for Life

Elementary School Presentations: 255      Public Support Worker Presentations: 132

### Public Education programs we conducted in 2021:

- Fire Prevention Week
  - Durham College PSW Presentations
  - CO Prevention Week
  - 12 Days of Holiday Safety
  - It Happened on Your Street
- Coffee With the Crews
  - Teaching City – Durham College
  - Elementary School Fire Safety Presentations
  - Alarmed for Life
  - Farmer's Market – Fire Safety Information

### Thank You Community Members and Partnerships

- Canadian Red Cross
  - Costco
  - CRCS DKI
  - Durham Ambulance
  - Durham College
  - Durham Regional Police
  - Enbridge
  - Howard Humphrey
- IAFF 465
  - Jim's Towing
  - McDonald's Restaurants
  - OFMEM
  - Oshawa Psychological Services
  - Ron MacLean
  - Walmart
  - Written in the Stars Photography



**Youth**  
Learn how to be Fire Safe like our friend Zackery, and start on a path to a bright future in serving your community like our members do!

# COMMUNICATION DIVISION

## Oshawa Fire Services Communication Division

The Communication Division is the largest Fire Communications Centre in the Region of Durham. It is comprised of professionals who are the voice of calm in the chaos and the hero behind the headset. Everyone on the team plays a critical role in emergency response and serves our communities to the best of their ability.

The division handles all 9-1-1 emergency and non-emergency calls for 6 municipalities and provides full dispatch for Oshawa, Whitby and Clarington Fire Services, with alerting coverage for Brock, Scugog and Uxbridge Fire Services through a shared dispatch model.



Seconds count! Staff not only meet NFPA response time standards, but they also exceed them! From someone needing advice to someone who has woken to a fire in their home, each call is handled with care and compassion by an expert communicator who will guide them to safety while sending the appropriate emergency response.

## Meet Our Staff

### Departed:



Jodi Kotyluk, (Dispatch Supervisor), Laura Caple, (Dispatcher)

### New Hires:



Daniel Wark, Stephanie Van Huyse, Marcela Chiavatti, and Tyler Medford

## Employee Spotlight

Special presentations went to Lead trainers Kristen Whittall and Sheila Walker in providing quality training for new hires and relief firefighters.



Tiffany Wallace received recognition as a Social Ambassador of Communications and was nominated for the NENA Ontario Memorial President's Award, a very prestigious award recognizing outstanding 9-1-1 delivery and communications.

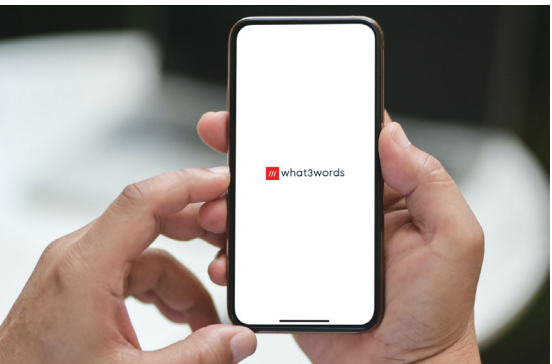


Save my Baby DRCISST Tri Service Training Video

## Events

Communications along with firefighters participated in the creation of a Tri-service training video depicting a "critical incident" to educate and create open and honest dialogue surrounding reactions and responses that first responders face. This video will be used locally, nationally and internationally.

## What3Words



The simplest way to talk about location

## Our 2021 Performance

31,129 Calls Logged in 2021

## Call Dispatched from Oshawa Communication Division

<b>Oshawa</b>	→	<b>6,147</b>
<b>Whitby</b>	→	<b>2,909</b>
<b>Clarington</b>	→	<b>2,179</b>
<b>Scugog</b>	→	<b>422</b>
<b>Brock</b>	→	<b>372</b>
<b>Uxbridge</b>	→	<b>355</b>

## Oshawa Incident Response by Type

<b>Medical</b>	→	<b>2,446</b>
<b>Alarm</b>	→	<b>858</b>
<b>Motor Vehicle Collision</b>	→	<b>734</b>
<b>Fire Related</b>	→	<b>741</b>
<b>Public Hazard</b>	→	<b>780</b>
<b>Other</b>	→	<b>523</b>
<b>Rescue</b>	→	<b>65</b>

# SUPPRESSION DIVISION



## Our Dedicated Staff

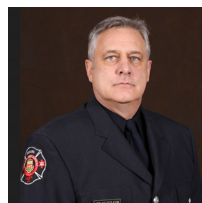
The Suppression Division comprises 167 suppression staff deployed across 6 fire stations on a 24-hour shift, who provide front-line support and response, and effective and efficient fire suppression activities.

Through continuous improvement and training, Suppression staff are always on the leading edge of public safety, responding to a variety of emergency calls.

### Retirements:



Dave Gray  
Captain



Mark Kolodziejczak  
Captain



Mike Savoie  
Captain



Nelson Jeronimo  
Captain



Rick Kurelo  
Captain

### Promotions:



Jim Lee  
Platoon Chief



Adam Inkpen  
Captain



Bryan Ward  
Captain



Chris Elmhurst  
Captain



Jamie Taylor  
Captain



John McCormick  
Captain



Ralph Engel  
Captain



Troy Mayall  
Captain



### In Memoriam:

It is with great sadness that we share the loss of Platoon Chief Warren Lesser to an occupational illness in October 2021.

Chief Lesser served with distinction for over 31 years.

Chief Lesser made an impact both on and off duty serving his community.

We shall never take for granted the sacrifice Chief Lesser gave to serve his community with respect and honour.

## Firefighter Recruits Class #95



New recruits Joshua Chapman, Ryan Brough, Kyle Gray, Elora Cestie, Kyle Burke, Mathieu Ouellet, and Cezary Mierejewski (second from left to eighth from left) are joined with Fire Training Officer Jeffery Smith (first from left), Fire Training Officer Scott Calder (second from right), and Fire Chief Derrick Clark (first from right).

## Top 4 Fire Causes in 2021:

Electrical



Cooking



Smoking



Vehicle



(This info reflects only the reported fires)

## Did you know?

The leading locations of fire within the community in 2021



(These numbers reflect only the reported fires)



Major Fires of 2021  
Heat Map



Major Fires 2021

Fire Cause Classification	# of Fires	Dollar Loss
Electrical Failure	7	1,115,000
Unattended Cooking	4	700,000
Careless use of Smoker's Materials	5	2,085,000
Undetermined	5	1,120,000
Incendiary (Suspected Arson)	4	1,660,000
Improper Construction	1	200,000
Unattended Candle	1	425,000
Undetermined - Unintentional	5	5,350,000
Total	32	12,655,000

!

16% of these major fires did not have working smoke alarms

13% of them did not have carbon monoxide alarms

(These numbers reflect only the reported fires)

**WORKING SMOKE ALARMS SAVE LIVES**

MECHANICAL DIVISION



The Mechanical Division plays a significant role in Oshawa Fire Services. It procures, inspects, maintains, and repairs all fleet vehicles including fire trucks and support vehicles, as well as firefighting equipment such as self-contained breathing apparatus (SCBA), thermal imaging cameras, ladders and other small appliances.

In 2021, the division spent almost **3000 hours** maintaining all of the equipment within the Oshawa Fire Service to ensure they function properly to serve our community.



Meet Our Staff

Gord Atkins

Lead EVT Mechanic Gord Atkins oversees the daily operation of the division to ensure that all fire apparatus and equipment meet the requirements and obligations of their mandatory legislation.

Jamie Parchment

In August, we welcomed Jamie Parchment to the team from the Operations Division within the City of Oshawa. Jamie has 24 years of experience as a mechanic with the City and is a certified Emergency Vehicle Technician.

**In the case of an emergency, call 911.**



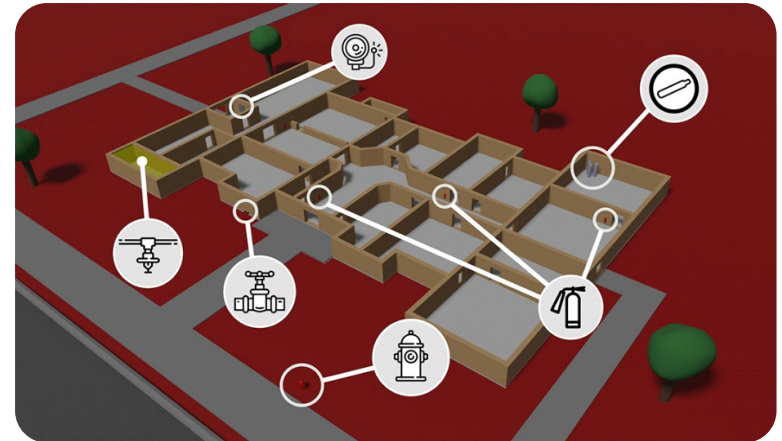
### TeachingCity Oshawa

Oshawa Fire Services has continued to be a proud supporter of TeachingCity Oshawa, a collaborative partnership between the City of Oshawa and local post-secondary institutions. Utilizing local student talent and knowledge sharing, Oshawa Fire has been working with Durham College and Ontario Tech University to contribute to advancing research and technology in firefighter training, emergency response, firefighter performance and wellbeing, and updating fire safety prevention curriculum. To learn more about these Oshawa Fire projects or TeachingCity, visit [www.teachingcityoshawa.ca](http://www.teachingcityoshawa.ca).

Captured Below: Durham College Virtual Reality Simulation for Fire Services Training- The development of a virtual reality simulation to create an uncontrolled, structural collapse scenario using immersive life-like experiential training.



Captured Below: Ontario Tech University Fire Navigation Systems – Localization mapping technology to aid in emergency response, communicating where firefighters are located within a building and where points of interest are located.



Captured Below: Durham College Fire Safety Photography- Student, Brooke Warner, worked with Fire Prevention Training Officers to update the fire safety curriculum for seniors and their Personal Support Workers.



### Connect with us:

Oshawa Fire Services

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Oshawa, ON L1J 7B1

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Photo credit: Oshawa Fire Services acknowledges and thanks Colin Williamson, Ken Whetham, and Sandra Mackey for sharing their photos, many of which appear in this report.