



2022 & 2023

Annual Report

WHITBY FIRE AND EMERGENCY SERVICES

2022 Highlights

Responded to a total of **4,363** emergency calls across 5 Fire Stations



Responded to **1,721** emergency medical calls



Conducted **889** fire prevention inspections, **144** building permit inspections and **102** site plan reviews



Responded to **42** residential fire incidents with dollar loss

Promoted **1** Captain (Fire Prevention) to Chief Fire Prevention Officer and **1** Chief Fire Prevention Officer to Deputy Fire Chief.



Visited over **5,517** homes as part of the Ever Alert Public Education Program



Responded to **675** accidents

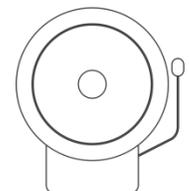


Presented the Learn not to Burn Public Education program to **1,123** Grade 2 and **630** Grade 7 classes

Completed **30,918** staff training hours



Responded to **915** fire and emergency alarm calls



2023 Highlights

Responded to a total of **6,864** emergency calls across 5 Fire Stations



Responded to **4,123** emergency medical calls



Conducted **859** fire prevention inspections, **123** building permit inspections and **88** site plan reviews



Responded to **55** residential fire incidents with dollar loss

Promoted **1** Acting Captain to Captain, **1** Acting Captain to Training Officer, **3** Firefighters to Acting Captains and **1** Acting Captain to Deputy Fire Chief



Visited over **5,678** homes as part of the Ever Alert Public Education Program



Responded to **738** accidents

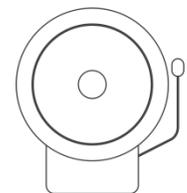


Presented the Learn not to Burn Public Education program to **1,217** Grade 2 and **1,045** Grade 7 classes

Completed **33,755** staff training hours



Responded to **957** fire and emergency alarm calls



Message from Your WFES Leadership Team



Michael Hickey
Fire Chief



Glenn Green
Deputy Chief



Mike Tucker
Deputy Chief



Mallory George
Manager, Administration

On behalf of the dedicated women and men of Whitby Fire and Emergency Services (WFES), we are pleased to present the Annual Report for 2022 and 2023.

WFES is a proud organization serving the Town of Whitby and its citizens since 1851. Utilizing innovation, leadership and education we are dedicated to protecting the lives and property of our citizens through the reactive emergency response operations of fire suppression, rescue and emergency medical care and the proactive measures of fire prevention, inspections, code enforcement and life safety education.

WFES is the second-largest fire department in Durham Region, with 144 employees serving a population of 141,000, and protecting 146 km². Whitby also includes the community of Brooklin, with each having its own traditional downtown core, high and low density residential areas, large commercial and industrial business districts, and significant dedicated parkland and green spaces. Major transportation routes such as the Ontario Provincial highways 401, 407 and 412, in addition to the four (4) railways that pass through Whitby. Whitby is also home to two (2) large recreational marinas and is bordered to the south by 13kms of Lake Ontario shoreline.

WFES is structured into five (5) divisions each staffed by dedicated, highly trained, motivated staff. The Town of Whitby values the commitment and efforts our staff members make on a daily basis to support those in need alongside our partner emergency responders from Durham Region Paramedic Services and the Durham Regional Police Services. Each division within WFES is critical to our collective success. These divisions include:

- Suppression
- Professional Development and Training
- Risk Management and Education
- Asset Management
- Administration

WFES has a long standing history of providing quality service and programs to the community. We stand committed to expanding on this tradition in our future endeavors through collaborative community interaction with the Mayor and Council, the CAO and Town Senior Leadership as well as the Whitby Professional Firefighters Association Local 2036 in order to provide enhanced delivery of emergency services.

In closing, as always we remain “Ever Alert”, positioned to respond to your needs while adhering to our core values of compassion, integrity and excellence.

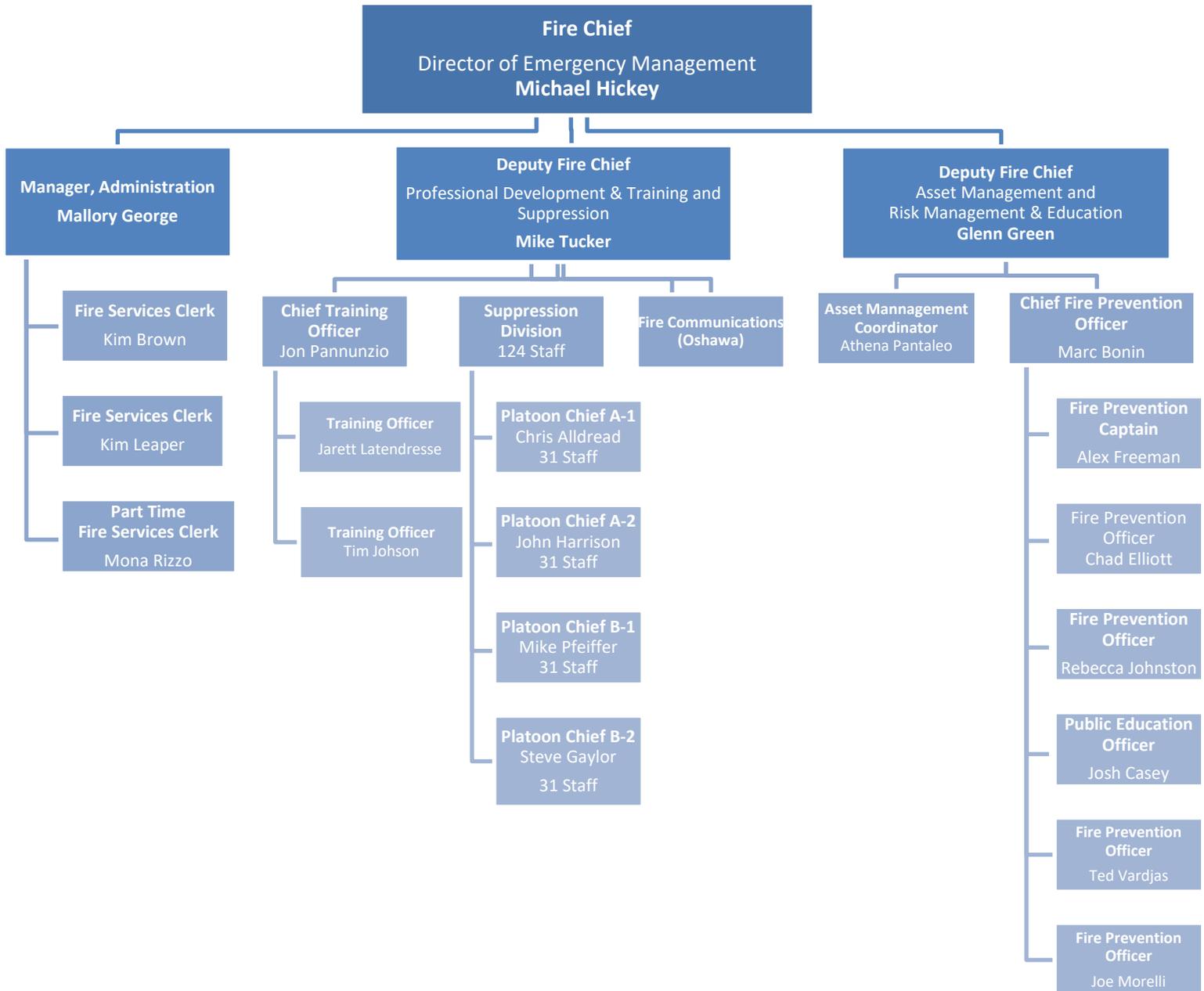
Yours truly,

WFES Leadership Team



Your Fire Service

Organizational Structure



Whitby Fire at a Glance



Suppression

- Comprised of 124 personnel who respond to emergency calls on a 24/7 basis. When not responding to calls, they spend much of their time delivering public education programs, engaging in daily training activities, and maintaining equipment.

Risk Management and Education

- Comprised of 7 personnel tasked with fire code inspections, plans examination and inspection of new fire safety systems, public education program development, delivery, coordination and training.

Professional Development and Training

- Consists of 3 personnel who are responsible for keeping the Department on the leading edge of emergency-related knowledge and techniques, as well as ensuring that WFES personnel are equipped with the skills and abilities to provide the highest level of quality services to the public.

Administration

- Houses 8 personnel including the Fire Chief, 2 Deputy Chiefs, 1 Manager of Administration, 3 Fire Services Clerks, and 1 Asset Management Coordinator. Administration provides the strategic direction for the Department and coordinates and processes the information needed to keep the Department operating effectively and efficiently.

The Work We Do

“Through **innovation, education and leadership**, we are dedicated to protecting life and property” - *Whitby Fire and Emergency Services Mission Statement.*

Innovation



In June 2023, WFES proudly put into active service the new Command Vehicle, Car 35. This vehicle harnesses the latest technological improvements that will increase our Platoon Chief’s situational awareness and provide the interior organized space to effectively manage emergency incidents when operating as a Command Post.

WFES also made multiple tool and equipment improvements, as well as improvements within our specialty rescue disciplines. A significant investment was made to our Water and Ice rescue program, including the purchase of new Mustang Hudson suits and associated apparel, inflatable RitCraft, reach pole and rescue sled.



Following training and community partnerships, in November 2023, WFES equipped all fire vehicles with Sensory Support Kits. Each kit includes noise-reducing ear covers, fidget items, tinted safety glasses, comforting stuffed bears and more. Tactile and sensory items play a crucial role in supporting self-regulation and avoiding sensory triggers.

The innovative and updated equipment allows WFES to better serve the residents and visitors of our community.

Reducing risk is always an internal priority at WFES. Through a grant from the Firehouse Subs Public Safety Foundation of Canada, WFES was awarded \$47,634 to purchase Solo Rescue Decon washers. These machines allow firefighters to thoroughly wash their SCBA equipment, while protecting the electronic components of the gear. An SCBA washing machine also ensures post fire carcinogens are removed in an effective way to help prevent cancers.



Finally, in 2023, WFES had a complete replacement of our portable radio fleet as the previous equipment had reached its end of life cycle. With this purchase, WFES moved towards NFPA compliance for exposed components of the radios. This certification means that these components will withstand higher temperatures at a fire scene and provide effective communication in the event of an emergency. As a further improvement to emergency communications, WFES expanded our radio fleet to include our Emergency Operations Centre. This addition provides another layer of communication in the event of a cellular failure during an emergency.

Education

In March 2022, WFES partnered with Maddox Media to film a new video series documenting the diverse careers within the Fire Service. These informative videos were posted on our social media channels and showcased multiple divisions including Risk Management & Education, Suppression and Professional Development & Training.



On June 3, 2023 WFES celebrated Acting Platoon Chiefs Craig Sluman, Jon Sharkey, Mark Kennedy and Acting Chief Training Officer Bob Brandon on their completion of NFPA 1021 Fire Officer III. WFES hosted this course through our Regional Training Center. Congratulations to all attendees.



Four (4) WFES firefighters spent a week in Fall 2022 at the Fire House Expo in Columbus Ohio, where they learned and took part in modern firefighting strategies and tactics training for emergency responses.



Finally, in 2022 WFES purchased a propane car fire prop from Kirila Fire based out of Ohio. This prop has provided WFES staff the ability to effectively train on one of our more frequent “bread and butter” fires. Fires with this prop can be used to simulate both a traditional combustion engine car fire, in addition to a fire in an electric vehicle.



In 2023, our Professional Development & Training division had the opportunity to train our firefighters using acquired structures on Garrard Road, Columbus Road West and on Ashburn Road. In addition, we hosted firefighter training using Laser Maxx’s facility.

These acquired structures and training opportunities provides firefighters invaluable hands-on experience to develop new strategies and/or fine tune existing skills as it relates to strategic and tactical emergency responses.

Training scenarios within these structures included rural water supply strategies on deployment, VEIS (Vent,Enter,Isolate,Search) evolutions, search and rescue, RIT (Rapid Intervention Team) and roof operations.



In 2023 WFES reinvigorated its' Regional Training Centre (RTC) delivery with the Ontario Fire College. As an RTC, Whitby Fire & Emergency Services will host and facilitate education and training as part of the OFC curriculum. WFES plans to host fire services from across the province when delivering the following courses in 2024:

- Courtroom Procedures
- NFPA 1521 ISO Blended
- NFPA 1006 Water Rescue Blended
- NFPA 1006 Auto Extraction Blended
- NFPA 1035 Fire Life Safety Educator II

Our Risk Management & Education division has continued to make advancements in providing overall service levels both internally and externally. Our new Public Education Officer focuses on the development and coordination of educational programs that have been able to reach over 11,000 homes during our "Ever Alert" campaign. WFES also provided fire safety education to over 4,000 local elementary schools, station tours to 166 people and connect with over 8,000 people at community events.



In addition, Risk Management & Education continues to partner with Suppression in multiple ways, such as familiarization tours in large complex buildings prior to occupancy. With the increasing complexity and interconnection of life safety systems, providing familiarization of these buildings and systems continues to be a priority of WFES. To foster continues learning, we have also collaborated with Technology & Information Services to implement virtual tours for the less complex buildings.



Leadership

Through internal promotions and external recruitments, WFES has had the pleasure to welcome a number of new incumbents into its' senior officer team and leadership team. These individuals bring a vast variety of skills and experience within their area of focus and strive to lead by example for their respective divisions:

Administration

- Michael Hickey – Fire Chief
- Glenn Green – Deputy Chief
- Mike Tucker – Deputy Chief
- Mallory George – Manager of Administration

Professional Development & Training

- Tim Johnson – Captain, Training Officer
- Jarrett Latendresse – Captain, Training Officer

Risk Management & Education

- Marc Bonin – Chief Fire Prevention Officer
- Alex Freeman – Captain, Fire Prevention

Suppression

- Chris Meringer - Captain
- Jon Friel – Acting Captain
- Kevin Mavor – Acting Captain
- Brad Van de Ven - Acting Captain



WFES Bob Mowat Leadership Award



In June 2023, retired Deputy Chief Bob Mowat celebrated 40 years of service to WFES. While retired, Deputy Chief Mowat continues to spread positive energy and commitment to WFES in multiple ways including but not limited to personalized milestone communications to staff, tireless involvement in recruit classes, mentorship to staff going through promotional processes and leading the annual service in honour of the tragic events of 9/11. It is through these actions, along with countless other examples, that Deputy Chief Mowat truly lives up to and embodies our core values of Compassion, Integrity and Excellence.

In honour of DC Mowat's service and the tremendous impact he has on WFES, the Core Values Award was renamed to the WFES Bob Mowat Leadership Award.

Following numerous nominations from his peers, Platoon Chief John Harrison was selected as the inaugural recipient of the Bob Mowat Leadership Award.

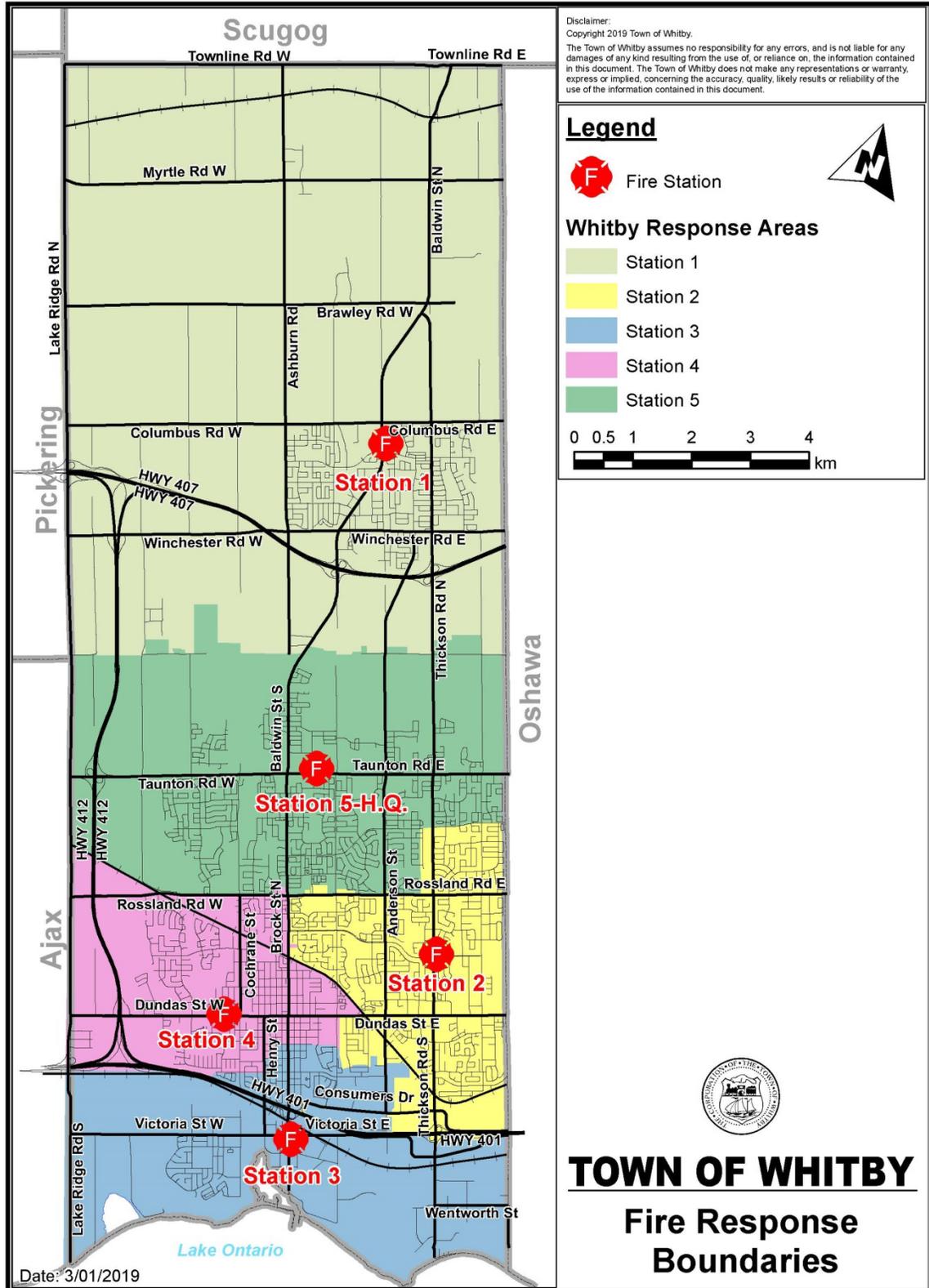
PC Harrison's enthusiasm and pride for WFES is undeniable and is something we should all strive to emulate throughout our career. His dedication to the craft of firefighting, health and physical fitness, alongside helping others, further demonstrates not only his commitment to WFES and the staff he leads, but also his commitment to the Town and citizens we serve.

Through his stoic yet compassionate leadership, PC Harrison has become a mentor to many and role model for all staff to follow.

Congratulations to Bob and John and thank you for your dedicated service to WFES and the community.



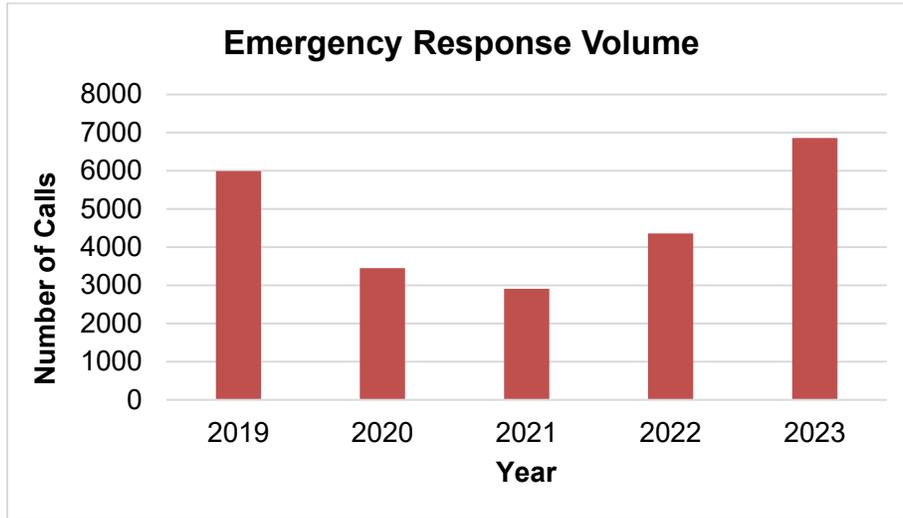
Emergency Response Boundaries



Emergency Response Statistics

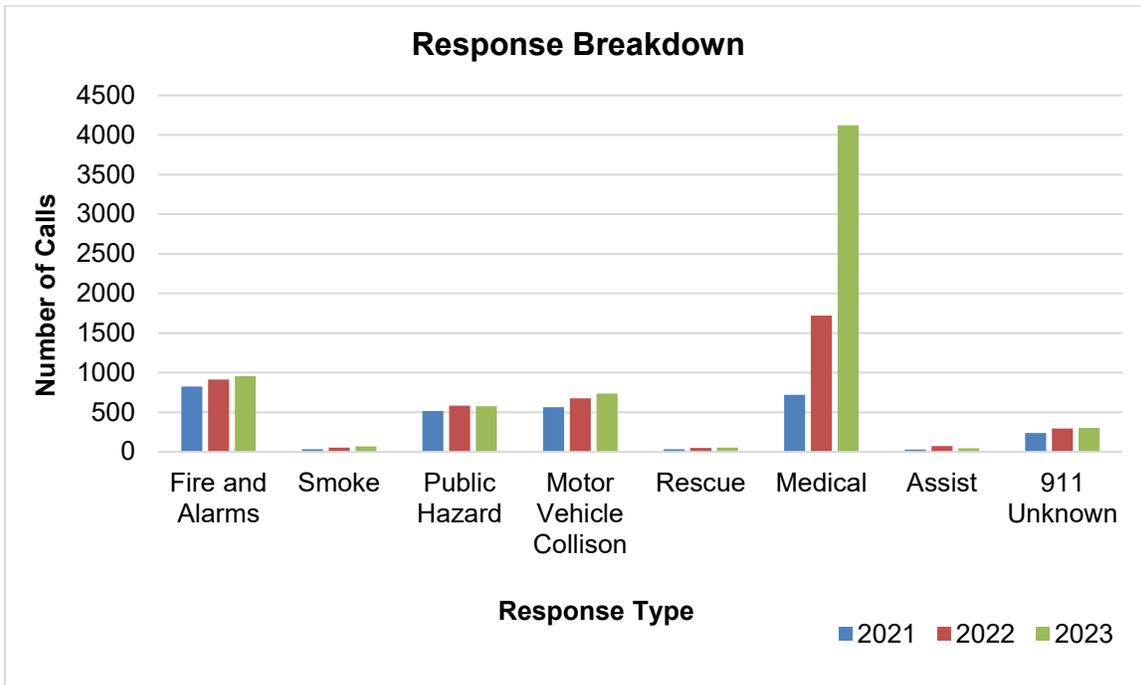
Response Summary

WFES responded to 4,363 emergency calls in 2022 and 6,864 emergency calls in 2023: representing a **57.3%** increase in call volume year over year.



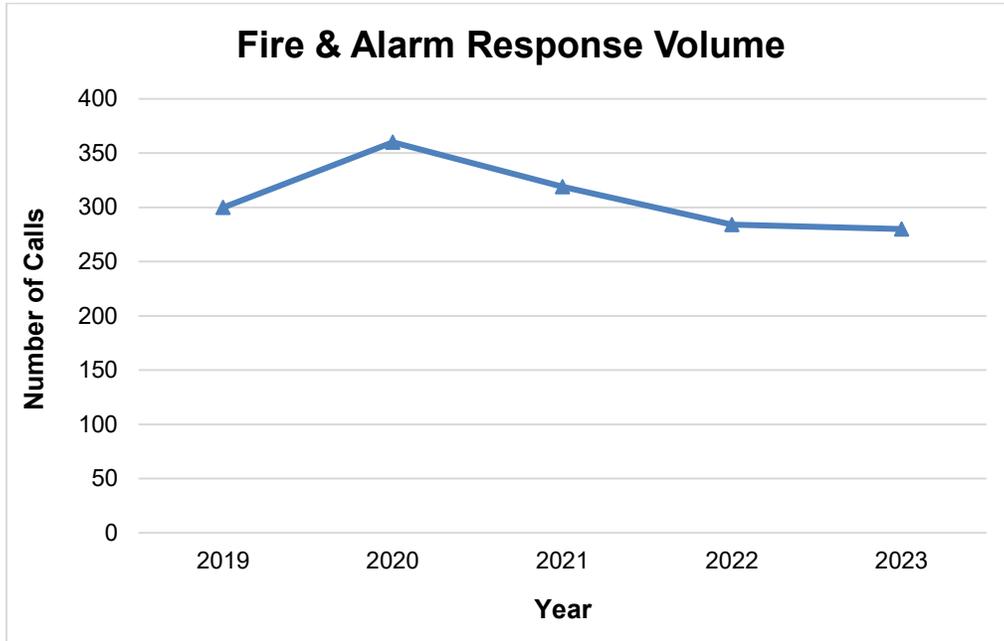
Response Breakdown

WFES experienced a **4.6%** increase, year over year, in fire and alarm calls and **139.6%** increase, year over year, in medical calls. Furthermore, in 2023 WFES responded to 9.3% more motor vehicle collisions in comparison to 2022.

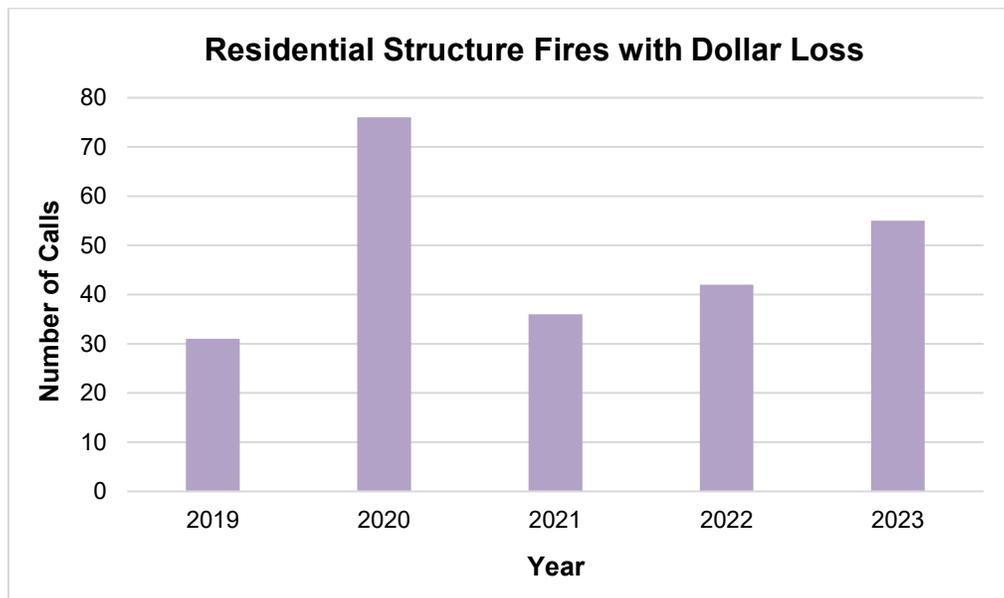


Fire Response Data

WFES responded to 284 fire incidents in 2022, representing 6.5% of overall call volume and in 2023, WFES responded to 280 fire incidents, representing 4.1% of overall call volume. Fire incidents are defined as fires/explosions structural and non-structural.



The overall fire incidents in 2022 included 42 residential structure fires with dollar loss and in 2023 included 55 residential structure fires with dollar loss. Based on the incidents, 2023 experienced a **30.9%** increase in residential fires in comparison to the previous year.



Welcome to Whitby Fire & Emergency Services!

In 2022 and 2023 we were fortunate to have the following individuals join our team at WFES:

Administration

- Kim Leaper – Full-time Fire Services Clerk
- Mona Rizzo – Part-time Fire Services Clerk

Asset Management

- Athena Pantaleo – Asset Management Coordinator

Risk Management & Education

- Josh Casey – Public Education Officer
- Joe Morelli – Fire Prevention Officer
- Ted Vardjas – Fire Prevention Officer

Suppression

- Dan Asselin – Probationary Firefighter
- Kevin Ferreira – Probationary Firefighter
- Logan Hill – Probationary Firefighter
- Dan Januszewski – Probationary Firefighter
- Geordan Mansholt – Probationary Firefighter
- Alex Ogden – Probationary Firefighter
- Adonis Perez – Probationary Firefighter
- Chris Phillips – Probationary Firefighter
- Emilia Wojtasiak – Probationary Firefighter

Each individual brings exceptional skills and expertise in their area of focus and have been wonderful additions to WFES.



Retirements

Joni Bell – Administration Manager



After 33 years of service to the Town of Whitby, Joni Bell retired from WFES on September 29, 2023.

Joni started as a Clerk/Stenographer with WFES and throughout her career was promoted to Administrative Coordinator and Administration Manager.

WFES thanks Joni for her years of service to our community and congratulates her on her retirement.

Bob Brandon – Captain, Training Officer



After a combined total of 41 years of service between Toronto EMS and WFES, Captain Brandon retired on June 30, 2023.

Bob started as a volunteer fire fighter with Whitby on Bob July 1, 1990, and became full-time on September 13, 1999. Throughout his career, Bob was promoted through the ranks and become a Captain, Training Officer on November 7, 2016.

WFES thanks Captain Brandon for his years of service to our community and congratulates him on his retirement.

Mike Mowat – Captain, Training Officer



After 21 years of service to the Town of Whitby, Captain Mowat retired from WFES on March 31, 2023.

Mike started as a volunteer firefighter with Whitby on December 20, 2001 and became full-time on April 15, 2002. Throughout his career, Mike was promoted through the ranks and became a Captain, Training Officer on November 7, 2016.

WFES thanks Captain Mowat for his years of service to our community and congratulates him on his retirement.

Rae Nicholson – Captain



After 33 years of service to the Town of Whitby, Captain Nicholson retired from WFES on June 27, 2023.

Rae started as a volunteer fire fighter with Whitby on July 1, 1990, and became full-time on June 28, 1993. Throughout his career, Rae was promoted to Acting Captain and achieved the rank of Captain on July 1, 2014.

WFES thanks Captain Nicholson for his years of service to our community and congratulates him on his retirement.

In the Community

Bell Let's Talk



WFES is committed to fostering a safe space for everyone to openly discuss their mental health without fear of judgement. Together we can create a world where mental health is treated with the same importance as physical health.

Community Gardens



Throughout the year, Whitby Fire and Emergency Services filled the water tanks at the St. Johns Port Whitby Community Garden and the Whitby Ajax Garden Project. These gardens were developed to allow for individuals and organizations to work together to raise fruit and vegetables for individuals and families in need. Each year, these gardens and its volunteers donate a portion of what they grow to local food banks within the Durham Region.

The Rotary Club of Whitby



WFES joined the Rotary Club of Whitby at the Food Truck Frenzy. The Rotary Club of Whitby gave a generous donation to our Junior Fire Camp. This camp allows WFES to educate 11-13 year olds about fire safety and prevention.

Fill the Boot Campaign



Every year, thousands of Fire Fighters across Canada organize Fill the Boot campaigns for Muscular Dystrophy Canada (MDC). This year, Whitby Professional Fire Fighters Association headed out for their Fill the Boot event and raised a total of \$13,246 in support of MDC.

Junior Fire Chief

Each year a stand-out camper from our Junior Fire Camp is selected by counsellors to represent WFES as the Junior Fire Chief. They enjoy many activities and interactions throughout the department and community.

2022 - Adrian Foster-Freeman



2023 - Mateo Narvaez



Emergency Preparedness Week



Led by the Risk Management & Education division, emergency preparedness week is all about getting out into the community to educate residents on how to keep their family and home safe from fire hazards and to be adequately prepared in the event of an emergency.

School Presentations

WFES enjoys the opportunity to engage with youth throughout the community, whether it be at public events, school presentations or station and truck tours.



Firefighters Without Borders

In support of the Ukraine, Whitby Fire & Emergency Services was honoured to collect and donate bunker gear to Firefighters Without Borders from fire departments across Durham Region.



Chief Training Officer Jon Pannunzio had the honor of going to the Bahamas for Firefighters Without Borders first in-person mission since 2018. CTO Pannunzio's visit was part of a project to support the newly created Governor's Harbour Fire Rescue.

Global Medic



In 2022, Firefighter Adrian Award volunteered two (2) weeks of his time to deploy with Global Medic's Rapid Response Team to Pakistan to provide humanitarian aid.



In 2023, Firefighter Award participated in a two (2) week mission in Morocco with Global Medic, where he delivered three (3) tonnes of fresh produce daily to remote villages, secured 2,000 winter tents, and provided warm clothing and blankets to 1,000 families. While there, he also assisted to tackle a house fire!

Tim Horton's Camp Day



WFES is proud to partner with Tim Horton's and participate in their annual Camp Day to raise proceeds for the Tim Horton Children's Foundation.

McHappy Day



Every year, members of WFES joins forces at McDonald's locations through Whitby, serving food and collecting donations for Ronald McDonald House and Grandview Children's Centre in Durham.

Coco's Cocoa for Kids



WFES joined 11 year old Cohen Lane in his fundraising initiative Sick Kids Hospital. In 2023, Coco's Cocoa for Kids raised over \$14,500.



Remembrance Day



WFES Firefighters past and present, alongside our Honour Guard, take part in the Remembrance Day ceremony to honour our men and women in uniform, our veterans and those we have lost. Lest we forget.

Outdoor Rink



Pump 33 crew out of Station 3 worked with staff in Community Services to get an outdoor rink up and running at Peel Park.

The Santa Clause Parade

Once again, Santa stopped by the Town of Whitby to make sure things were ready for his visit on Christmas. As always, he enlisted the help of the Whitby Fire and Emergency Services to take him around town to bring cheer and holiday spirit to all.

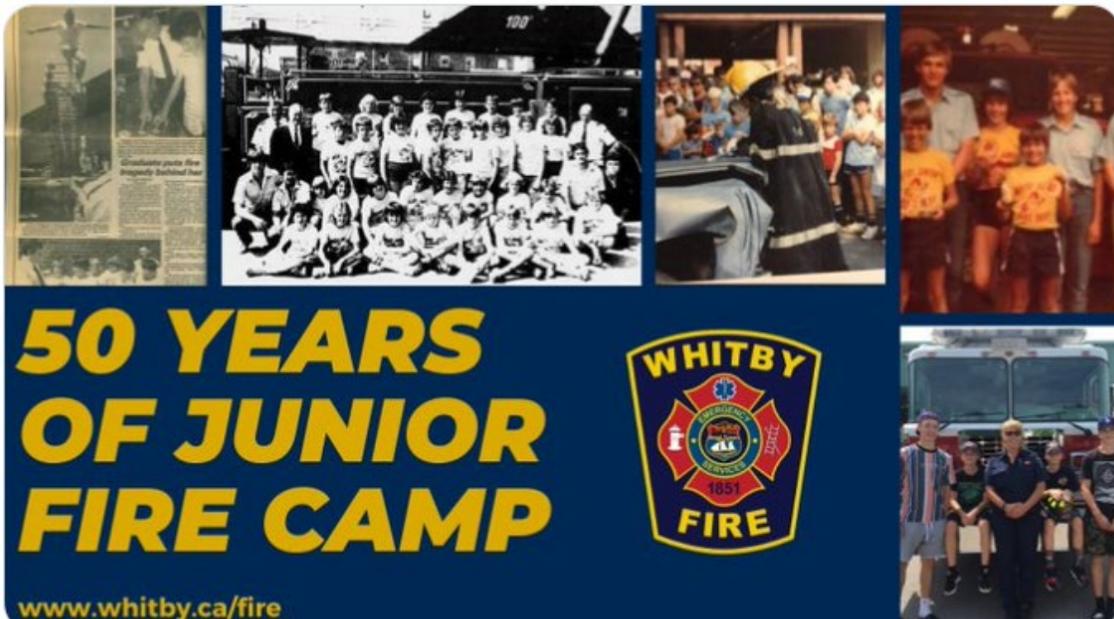


Notable Anniversaries - August 2022

Whitby Executive (Local 2036) was presented their 50 year certificate as an IAFF Affiliate. The Fire Leadership team congratulates all Local 2036 members past and present. We look forward to a continued positive and productive working relationship.



This year also marked the 50th anniversary of Whitby's Junior Fire Camp. The Camp began in 1972 to teach children what to do in case of a fire and attendance is still running strong! Many of WFES' own firefighters have attended the camp and ultimately became WFES firefighters.



In Memory of Those We've Lost

Retired Fire Chief Tony Van Doleweerd



In June 2023, WFES received the unfortunate news that retired Fire Chief Tony Van Doleweerd's had passed.

Chief Van Doleweerd began his career with Whitby Fire & Emergency Services on April 1, 1969 as a volunteer Firefighter. On April 19, 1971 Chief Van Doleweerd became a full-time firefighter with the Town of Whitby and through dedication, passion and hard work he progressed through the promotional ranks.

Chief Van Doleweerd served as the Fire Chief for approximately nine (9) years and retired from Whitby Fire & Emergency Services on April 30, 2001, after thirty (30) years of service.

Honouring Retired Platoon Chief Bob Vesey – Line of Duty Death

WFES Honour Guard and Whitby Firefighters past and present took part in the 2023 Canadian Fallen Firefighters Memorial in Ottawa where Platoon Chief Bob Vesey was added to the wall as Whitby's 5th Line of Duty Death.



Retired Platoon Chief Dan McCarroll



In November 2023, WFES received the unfortunate news that retired Platoon Chief Dan McCarroll had passed.

Danny began his career with Whitby Fire & Emergency Services on June 18, 1973 as a volunteer Firefighter. On April 16, 1974, he became a full-time Dispatcher and later that same year transferred to become a full-time Firefighter with the Town of Whitby. Through dedication, passion and hard work, Danny progressed through the promotional ranks.

Danny McCarroll served as a Platoon Chief for approximately eleven (11) years and retired from Whitby Fire & Emergency Services on December 31, 2007, after thirty-four (34) years of service.



Testimonials from the Public

Captain Freeman received a call from a tenant on Parnell Crescent. During the call, the resident mentioned that Fire Prevention Officer Vardjas had recently attended the site and she wanted to make a point to ensure the Department was aware of how impressed she was with the customer service he provided. We are always thrilled to receive positive reviews like this from the community, well done FPO Vardjas!

- Resident, Parnell Crescent

My name is Juliet, and I live at Lowder Place Whitby, where I had the pleasure of meeting Fire Prevention Officer Rebecca Johnston. She was understanding, caring, amazing and most important very informative regarding her job.

While Rebecca was at my home and just about to finish up her job, there was a knock on my door and I wasn't expecting anyone and I got nervous, scared, and frantic. She then turns and calmly said to me "don't worry I'm here, I got you." Hearing her voice, knowing she was here it makes such a difference, I felt safe.

Rebecca was willing to be there for a stranger who she met for the first time. The world needs more kind and caring people like Fire Prevention Officer Johnston. You have a wonderful and valuable officer and thank you for assigning her to my case.

- Juliet, Lowder Place Resident

I'm a paramedic with Durham, out of Whitby base and I just wanted to send my thanks to the crew that responded with us this morning on a call at Haverhill Cres. The crew was extremely helpful, and patient and it was really appreciated!

Well, done Captain Currie and your crew!

- Durham Region EMS paramedic

Years in Photographs



Years in Photographs



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