



2024

Annual Report

WHITBY FIRE AND EMERGENCY SERVICES



2024 Highlights

Responded to a total of **7,383** emergency calls across 5 Fire Stations



Responded to **4,012** emergency medical calls



Conducted **942** fire prevention inspections, **279** building permit inspections and **138** site plan reviews



Responded to **89** structural fire incidents with dollar loss

Promoted **3** Acting Platoons Chiefs to Platoon Chiefs, **3** Captains to Acting Platoons Chiefs, **4** Acting Captains to Captains and **3** Firefighters to Acting Captains



Visited over **3,080** homes as part of the Ever Alert Public Education Program



Responded to **798** accidents

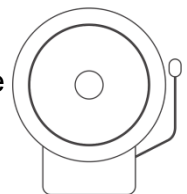


Presented the Learn not to Burn Public Education program to **684** Grade 2 and **1,028** Grade 7 classes

Completed **40,373** staff training hours



Responded to **1,243** 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 2024.

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 over 147,000 citizens and protecting 146 km². The Town of Whitby, which also includes the community of Brooklin, has two (2) traditional downtown cores, high- and low-density residential areas, large commercial and industrial business districts, and significant dedicated parkland and green spaces. In addition to various infrastructure, the Town is also uniquely comprised of multiple major transportation routes of Ontario Provincial highways 401, 407 and 412, four (4) Provincial railways and is home to two (2) large recreational marinas along 13kms of the 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; and,
- Administration and Leadership

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.

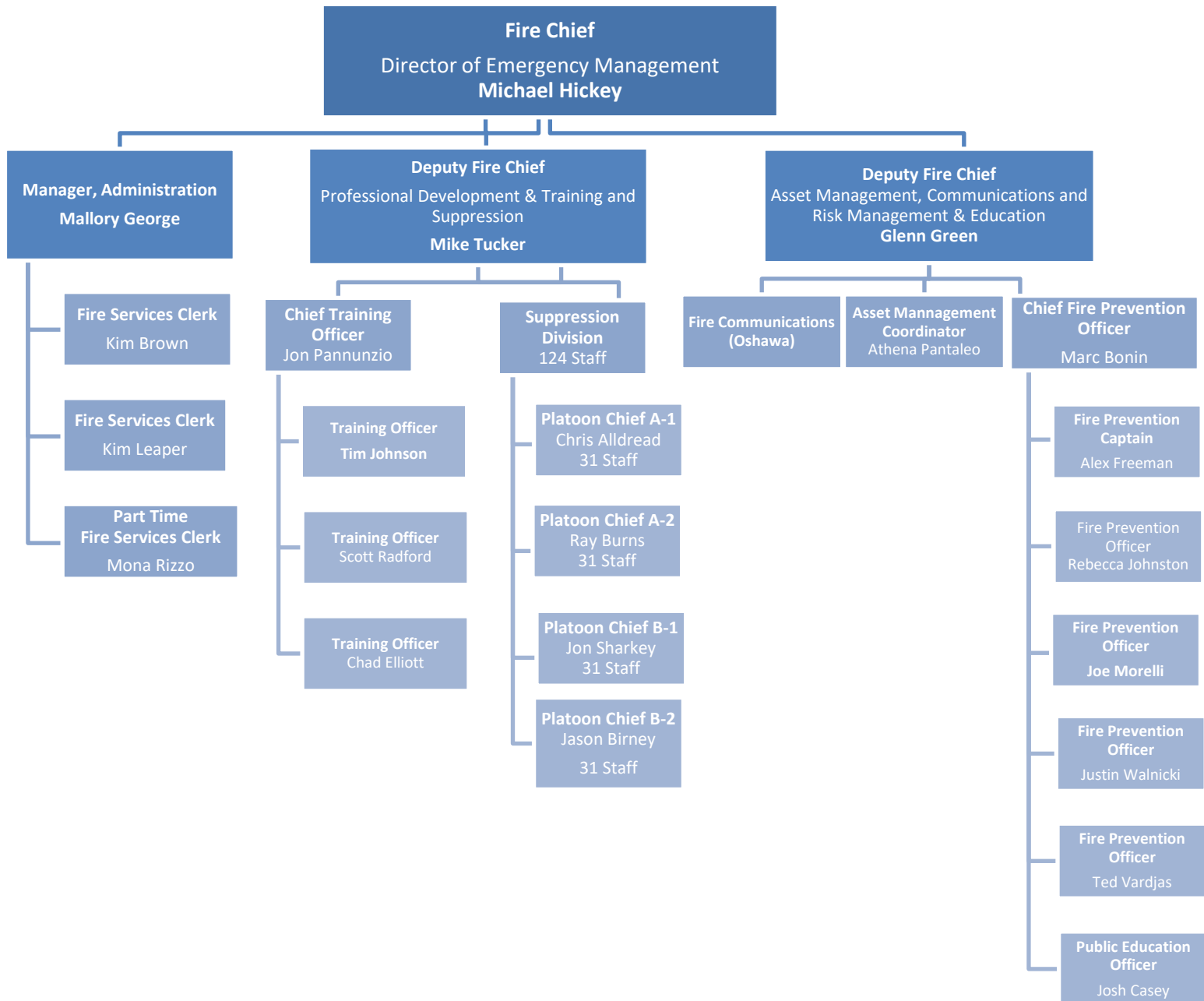
Yours truly,

WFES Leadership Team

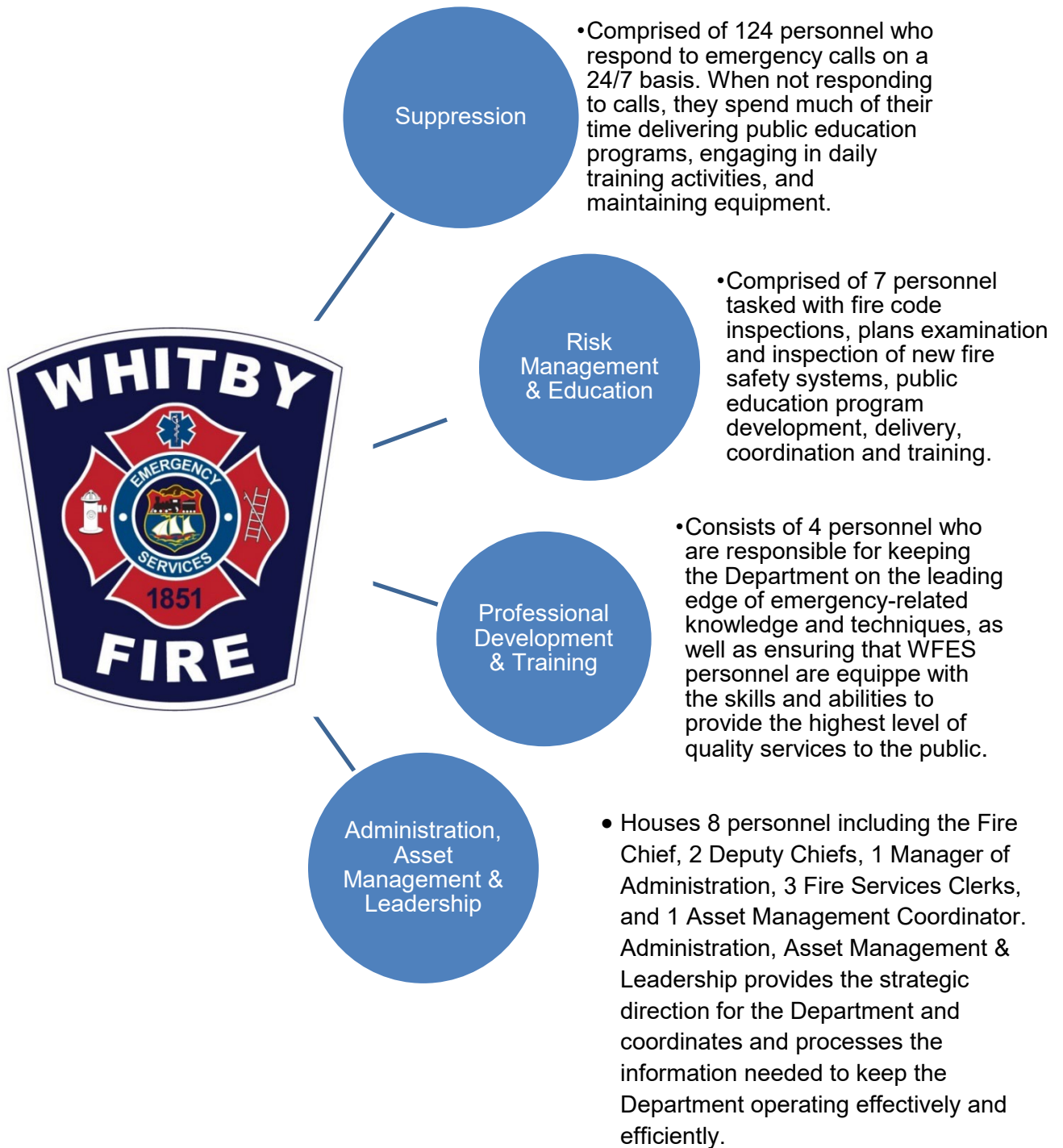


Your Fire Service

Organizational Structure



Whitby Fire at a Glance



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

Suppression Division

To address emerging safety concerns, WFES proactively put new measures in place to mitigate emergencies involving electric vehicles and other lithium-ion battery equipment such as e-scooters, e-bikes and tools. Examples of these new measures include: Aqueous Vermiculite Dispersion (AVD) potable fire extinguishers, fire blankets and EV emergency plugs.

Lithium ion powered equipment and appliances, when used improperly or involved in a motor vehicle collision, present new and unique life safety concerns as they are very difficult to extinguish once ignited, requiring specialized equipment and training while also addressing the safety concerns for the firefighter when working in close proximity to this electrically charged equipment.

Specifically, Aqueous Vermiculite Dispersion (AVD) is a fire extinguishing agent that is specifically designed to tackle the particular threat posed by lithium battery fires. It is the only agent that contains, cools and extinguishes lithium battery fires, and all first response apparatus have been equipped with an AVD portable extinguisher.

In addition to the AVDs, WFES purchased fire blankets specifically designed to tackle the unique challenges of electric vehicle fires. The fire blankets contain flames, smoke, and toxic fumes in seconds, offering an effective solution for managing fires in electric vehicles. Rescue 35 has been equipped with a car fire blanket for operational use when required.

Rescue 35 has also been equipped with an EV plug and associated equipment. The EV plug prevents unpredictable movement or propulsion by a full or hybrid electric vehicle, enhancing the safety of all WFES personnel operating at an emergency scene.



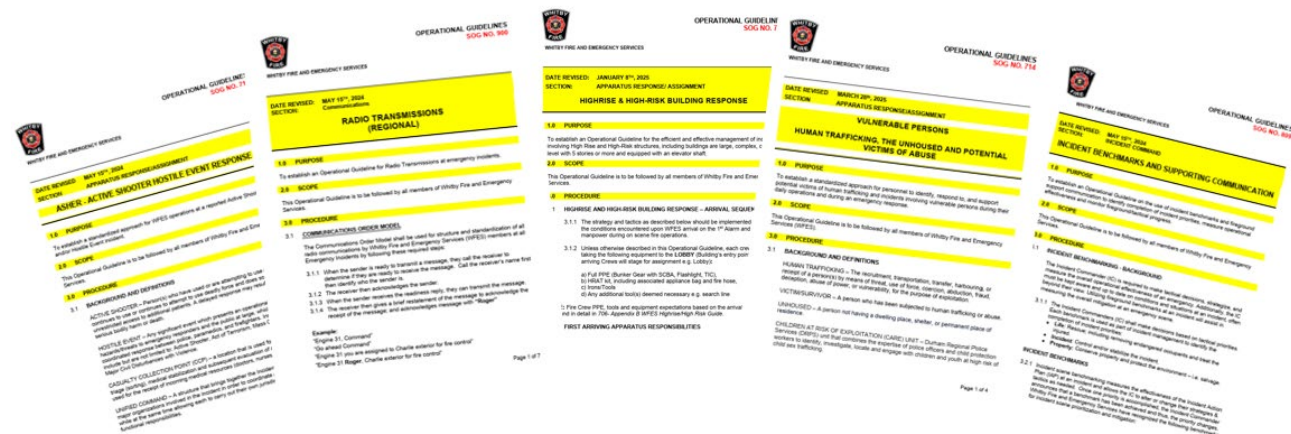
From an emergency medical standpoint, in a trauma related emergency such as a car accident, major bleed or a violent crime, WFES staff are now trained and proficient in the use of tourniquets, self clotting and Israeli bandages. These medical response items greatly aid in mitigating traumatic injuries such as a major bleed.



Another proactive measure put in place by WFES was the expansion of our Tablet Command platform. Through collaboration between our Suppression Division and Risk Management & Education Divisions, WFES was able to expand its use of technology to make hazardous material identification and preplans only a touch screen away via Tablet Command. By completing building familiarizations for new and existing buildings, our firefighters are better equipped to meet the needs of the community through a thorough understanding of the complex building designs and construction.



In addition, led primarily by the efforts of our Standard Operating Guidelines Committee, comprised of representatives from all WFES Divisions, conducted a comprehensive review of all our department's policies, guidelines and procedures. Some newly developed operational guidelines included topics such as Active Shooter Hostile Event Response (ASHER), Highrise/High-Risk, Human Trafficking, Radio Transmission and Incident Benchmarking. In total, over 200 living documents were updated, revised or created to provide staff the guidance for performing within current legislation and industry best practices to reflect today's types of emergencies.



Asset Management

All of WFES is supported daily through the hard work of the Asset Management division. Aside from the daily coordination of equipment repairs, maintenance and supplies, and oversight on consumables, considerable advances were made that will have ongoing positive impacts on the department.

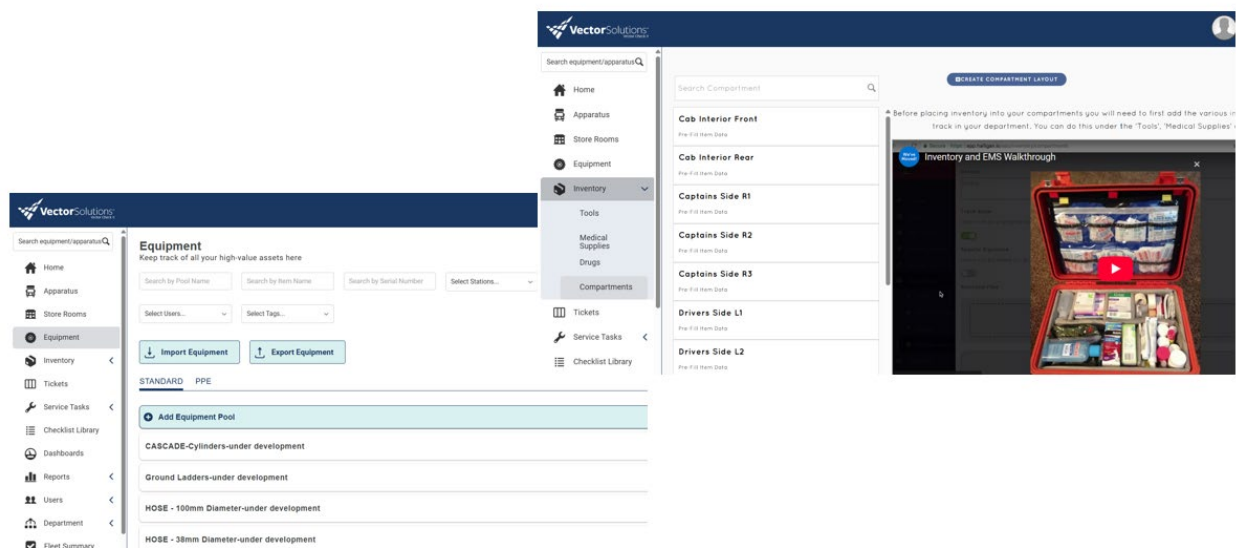


Technology formed the basis for two (2) of these advancements, with the first being the completion of the Radio Frequency Identification (RFID) program. This program allows for supplies of commonly used items by firefighters to be tracked remotely. It will facilitate the restocking of these supplies in a timely manner, ensuring that firefighters have what they need to protect our community.

In partnership with Technology and Information Services (TIS), Whitby Fire and Emergency Services was able to outfit each fire station with its own multi-media training space. These spaces will provide an inclusive environment where staff can train in a virtual format when required and have the most up to date equipment and experience in doing so.



In a final effort to harness the power of technology, the implementation of an equipment maintenance database was initiated called Vector Check It. Through its development to date, this platform has proven to be user friendly, customizable and scalable, all things needed for the fire service. We look forward to the first implementation phase rolling out in 2025.



Education

Professional Development & Training Division (PD&T)

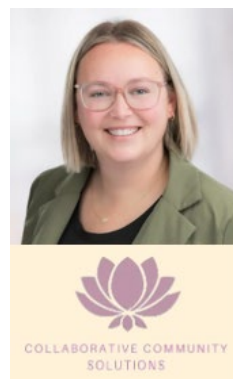
As a Regional Training Centre (RTC) for the Ontario Fire College (OFC), WFES was once again active in facilitating education and training as part of the OFC curriculum. WFES hosted fire services from across the province in delivering the following courses in 2024:

- Courtroom Procedures
- NFPA 1521 Incident Safety Officer Blended
- NFPA 1006 Surface Water Rescue Blended
- NFPA 1006 Auto Extrication Blended
- NFPA 1035 Fire Life Safety Educator II



Throughout the year, WFES hosted fifty-five (55) external students generating revenue for the Town, while simultaneously training thirty-five (35) of our own staff in a cost neutral manner.

WFES also hosted Krystal Snider of Collaborative Community Solutions to educate and train staff about human trafficking. Staff were introduced to provincial and local statistics on human tracking, understanding the scope, trends and the impact of trafficking on communities. Ms. Snider also highlighted the significance of collaboration between firefighters, law enforcement, social services and anti-tracking organizations. The Leadership Team took the valuable insights from Ms. Snider's training to inform the development of an internal operating guidelines for crews.



Throughout 2024, our Professional Development & Training division also had the opportunity to train our firefighters using acquired structures and completed large area search and rescue utilizing a vacant ice pad at the McKinney arena.



These training opportunities provide firefighters valuable hands-on experience to develop new strategies and fine tune existing skills as it relates to strategic and tactical emergency responses.

In 2024 WFES also purchased the SimsUshare software package to further expand learning opportunities for staff and enhance incident command training and emergency mitigation strategies. This fire and emergency simulation software provides a number of innovative benefits including the ability for firefighters to create realistic simulations using personalized photos and videos from the Town they serve, the ability to create custom simulations, add effects like smoke, fire, and explosions, and embed simulations in learning management systems. WFES is excited to continue to utilize this software to provide staff with innovative learning opportunities.



Certification Achievements

WFES wishes to offer a special congratulations to the following staff on their certification achievements in 2024:

- **Fire Service Instructor Level III Certification**
 - Johnson, Tim – Training Officer
- **Hazardous Materials Technician Certification**
 - Johnson, Tim – Training Officer
- **NFPA 1006 Common Passenger Vehicle Technician Certification**
 - Beatty, Ryan – Firefighter
 - Beukeboom, David – Firefighter
 - Prentice, Dan – Firefighter
 - Roy, Josh – Captain
 - Van De Ven, Brad – Firefighter
 - Warham, Christopher - Firefighter
- **Fire Inspector I Certification**
 - Elliott, Chad – Fire Prevention Officer
- **NFPA 1521 Incident Safety Officer Certification**
 - Bragg, Mike – Captain
 - Campbell, Dan – Captain
 - Curry, Christopher – Captain
 - Garnett, Jordan – Captain
 - Latendresse, Jarrett – Firefighter
 - Meringer, Chris – Captain
 - Ronfeld, Jason – Captain
 - Roy, Josh – Captain
 - Villeneuve, Derek – Captain
 - Williamson, Lee – Captain/APC
- **NFPA 1006 Surface Water Ops Technician Certification**
 - Allen, Dave – Firefighter
 - Campbell, Dan – Captain
 - Cannon, Rob – Firefighter
 - Lavelle, Andrea – Firefighter
 - Mackenzie, Derek – Firefighter
 - O'Rourke, Kieran – Firefighter
 - Streeter, Adam - Firefighter
- **Ontario Building Code Qualification Exam in Fire Protection**
 - Morelli, Joe – Fire Prevention Officer



Risk Management & Education Division

Risk Management & Education continued to be a hub of activity and engagement for WFES. The team has worked collaboratively with firefighters to continue with educating the public on fire safety. Some of our most popular programs include fire station tours, fire truck requests and the annual Ever Alert program. Specifically, fire station tours and fire truck requests provide the opportunity for WFES to engage directly with citizens and in turn provides the public with an opportunity to get exposure to life saving equipment and tools while learning important fire safety information about home escape planning, smoke alarms and carbon monoxide detectors.



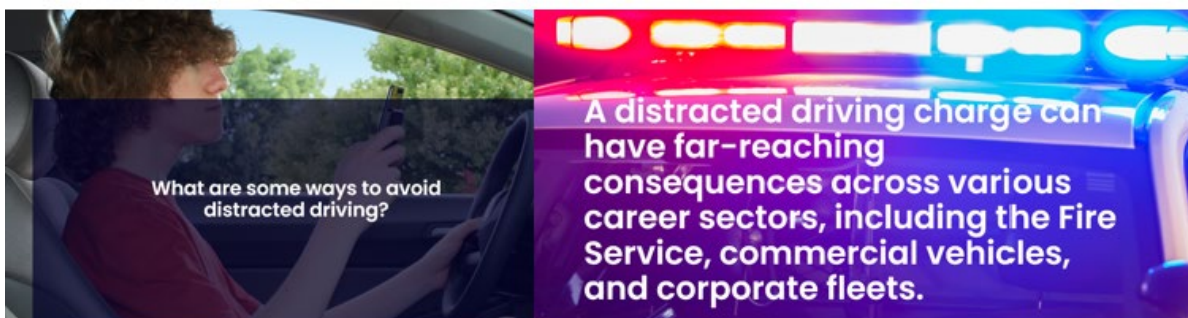
Further to the above engagements with the public, WFES' primary annual public education program is Ever Alert. This door to door campaign allowed the department to visit over 3,000 homes throughout the Town, providing fire safety and emergency preparedness education to residents of all ages. Through these interactions, families are able to learn about the importance of working smoke alarms and carbon monoxide detectors as well as a home escape plan. Each household is provided with an educational pamphlet and encouraged to review the information regularly to ensure everyone in the household is aware of these important life saving tips and devices.



WFES also had the opportunity to partner with local elementary schools to deliver the Learn Not to Burn program to grade 2 and 7 students across the Town. In 2024, WFES presented to over 2,000 elementary students, sharing vital fire safety knowledge while providing a unique opportunity. Under the supervision of the RM&E division, this program is presented with the assistance of WFES' four (4) high school co-op students who in turn gain invaluable experience within the fire services and the role of a fire prevention officer in educating on public safety throughout the community.



The RM&E division also presented safe driving training to local teenagers. This unique training opportunity is provided utilizing computer-based driving simulator to demonstrate the impact of distracted driving, with an emphasis on not texting while operating a vehicle.



In addition to group focused public education opportunities within the community, the Risk Management & Education Division attended and organized presentations at various 55+ events and living facilities. Specifically, WFES attended the Active Living Fair, which resulted in hundreds of visitors to our educational booth. WFES also conducted fire safety presentations, including fire drills, at Durham Housing locations and Lynde Creek Village.

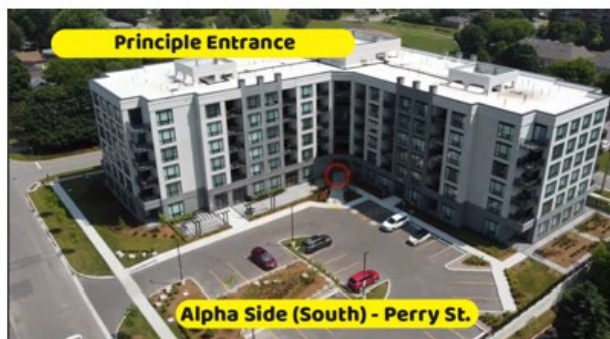
Another key area of focus for this Division is the annual Emergency Preparedness Week. In 2024, WFES marked this week with a series of initiatives, including a video featuring Mayor Roy and Chief Hickey who shared valuable tips to the community for staying prepared. This video was widely promoted via social media and was partnered with other emergency preparedness campaigns throughout the Durham Region.



The Risk Management & Education Division was also happy to have the opportunity to be involved in several Town supported events like Youth Pride Durham Region, Brooklin Spring Fair, Harvest Festival, Santa Clause parade and Food Truck Frenzy. We also supported our community partners by attending the Durham Regional Police Services Community Day BBQ and Youth in Policing events.



Lastly, in 2024 the RM&E division was not only able to meet the Ontario Fire Marshal mandated inspections, but they were also able to provide proactive inspections as well. The proactive focus in 2024 was Industrial Buildings and the downtown core. We are proud to say that the hard work has paid off and the team is moving forward with a 2025 focus on low and high rise residential as well as assembly buildings.



Emergency Management Exercise

Led by Chief Hickey as the Town's Director of Emergency Management, on May 8, 2024, the Town participated in Durham Emergency Management Office's (DEMO) regional wide emergency exercise. This exercise triggered the opening of the Town's Emergency Operations Center (EOC) located at Fire Headquarters and resulted in the Municipal Control Group (MCG) participating in a mock heat emergency. The MCG consists of multiple staff representatives from various departments across the Town, including the Mayor and the CAO, who assumes the role of the EOC Manager. The MCG operates the EOC and provides the coordination and support necessary to respond, to mitigate, and to recover from an emergency situation.

Specifically for the 2024 exercise, DEMO began advising participating Municipalities of a forecasted heat dome emergency that was set to strike in the upcoming weeks. As a result of the extreme heat dome coupled with no precipitation, the Town's EOC had to navigate through multiple emergency situations such as the evacuation of Fairview Lodge, grass fires, multiple calls and social media posts from concerned citizens, opening of cooling centers, failed generators, civil unrest and loss of fibre optic network infrastructure.

The MCG successfully navigated through the mock emergency and Chief Hickey led participants through a debrief and discussion of key learnings from the exercise. Through completion of this mock exercise, coupled with the submission of the Town's mock emergency documentation, Emergency Management Plan and After-Action Report, the Town successfully met the Provincially legislative requirements for emergency management.



Following the mock exercise, WFES hosted the Basic Emergency Management course for multiple MCG participants to attend and gain additional learnings of overall emergency management as well as key responsibilities of their assigned MCG roles.

Furthermore, on September 23, 2024, Chief Hickey developed and instructed emergency management training for all members of Council. During this training session, Chief Hickey educated members of Council on the five (5) pillars of emergency management, the Town's emergency management plan, the Hazard Identification & Risk Assessment (HIRA), the MCG, process for activation and termination of the EOC, dos and don'ts during an emergency, and the Town's plan for future exercises.

Leadership

Through internal promotions, WFES has had the pleasure of welcoming several new incumbents into its' senior officer team within the Suppression Division. These individuals bring a vast variety of skills and experience within their area of focus and strive to lead by example for their respective crews:

Promotion – Platoon Chief

- Burns, Raymond



- Birney, Jason



- Sharkey, John



Promotion – Acting Platoon Chief

- Giroux, Joseph



- Sluman, Craig



- Williamson, Lee



Leadership Continued

Promotion - Captain

▪ Bragg, Michael



▪ Campbell, Dan



▪ Garnett, Jordan



▪ Ronfeld, Jason



Promotion – Acting Captain

▪ Dunham, Nicholas



▪ Eldon, Jonathan



▪ Henry, Tyler



WFES Bob Mowat Leadership Award



Annually, WFES staff are provided with an opportunity to nominate their peers who they feel embody retired Deputy Chief Bob Mowat's legacy of positive energy and commitment to WFES.

Following numerous nominations from his peers, Captain Josh Gostlin was selected as the 2024 recipient of the Bob Mowat Leadership Award.

In reference to Captain Gostlin, the following statements and themes were consistently noted among his peer nominations: humble, professional, selfless, trustworthy, empathetic, strong moral compass and supportive husband and father.

One statement from a new firefighter really resonated with the Selection Panel which noted *"I believe Captain Gostlin sets a great standard and example of a Captain and person, to other staff. As a new firefighter, Captain Gostlin is someone I strive to be like."* As a Leadership Team we could not agree more.



Captain Gostlin has enthusiastically participated in multiple initiatives across the Department, including being a founding Officer on Ladder 35 and Rescue 35 and he was an internal part in building enthusiasm on the deployment of this new service delivery model. In addition, Captain Gostlin is a seasoned member of the Peer Support Team and served over ten (10) years on the Association's negotiations committee.

Congratulations to Captain Gostlin and we wish to thank him for his continued dedicated service to WFES and the community.

Retirements

Ray Richardson – 1st Class Firefighter



After thirty-four (34) years of service to the Town of Whitby, Ray Richardson retired from WFES on May 31, 2024.

Ray started as a volunteer fire fighter with Whitby on December 4, 1989, and became full-time on March 13, 1995. Ray progressed through the classes ending as a respected Senior Firefighter; as well as being a long serving Local 2036 executive member.

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

John Harrison – Platoon Chief



After thirty-six (36) years of service to the Town of Whitby, Platoon Chief John Harrison retired from WFES on June 30, 2024.

John started as a volunteer Firefighter with Whitby on September 24, 1988. He then became a full-time Dispatcher on February 5, 1990, and transferred to a full-time probationary Firefighter on November 5, 1990. Throughout his career within the Suppression division, John progressed through the classes, achieving the rank of Captain on July 22, 2013, and Platoon Chief on October 1, 2020.

In 2023, PC Harrison was the inaugural recipient of WFES' Bob Mowat Leadership Award and continues to be a role model for all staff.

WFES thanks John for his years of service to our community and congratulations him on his retirement.

2024 Milestone Awards

5 Year Milestone Award

- Anderson, Cameron
- Canfield, Stephanie
- Donnelly, Clare
- Gallant, Dylan
- Johnston, Rebecca
- Patterson, James
- Robson, Brad
- Walnicki, Justin

10 Year Milestone Award

- Campbell, Craig
- Eldon, Jonathan
- Grant, Kevin
- Leufkens, Wesley

15 Year Milestone Award

- Barker, Chris
- Mavor, Kevin
- McLeod, Corey
- Pescador, Adrian

25 Year Milestone Award & 25 Year Provincial Medal

- Burns, Raymond

30 Year Milestone Award & 30 Year Federal and Provincial Medal(s)

- Gilchrist, Todd

35 Year Milestone Award & 35 Year Provincial Bar

- Gaylor, Steve



Whitby Fire & Emergency Services – Meritorious Service Award

In 2024, the Leadership Team had the honor of establishing the Whitby Fire & Emergency Services Meritorious Service Medal.

The creation of the WFES Meritorious Service Medal not only recognizes and provides individual accolades for outstanding service to our community but also provides an opportunity to recognize the collective bravery and professionalism exhibited by staff, while out in the community.

As recommended by Officers, and endorsed by the Senior Officers Group and approved by the Fire Chief, the Medal is presented to any staff member, crew, division or Platoon who has had a significant achievement and/or has demonstrated excellence, courage or exceptional service, in ways that bring special credit to the Department, in an emergency setting.



The WFES Meritorious Service Award, consists of a meritorious service medal and bar, and recipients will have their names forever engraved on the Meritorious Service Award plaque, to be displayed at Station 5, Headquarters.

The Medal dawns a Maltese cross, a long-time symbol synonymous within the fire service. The WFES Meritorious Service Award medal was fashioned after the Maltese cross because of what the Maltese cross represents.

The Maltese cross is an eight-point symbol which originated during the Crusades. When fire was used against the Knights of St. John's, in a battle on the island of Malta, they banded together to fight the flames and rescue the injured. They were later said to be awarded a badge of honor similar to the Maltese cross.

The eight (8) points of the four (4) arms of the Maltese cross, symbolize the eight (8) obligations of the knights of St. John's:

1. To live in truth,
2. To have faith,
3. To repent sins,
4. To give proof of humility,
5. To love justice,
6. To be merciful,
7. To be sincere and whole-hearted; and,
8. To endure persecution

The Maltese cross has forever been used to symbolize the bravery and selflessness of those who fight fire; hence why, it was chosen to represent this significant Award.

On August 20, 2024, multiple units responded to a house fire on Hickory Street North in the Town of Whitby. Upon arrival, the two-storey single family dwelling was marred by heavy flames and smoke, with multiple fires set throughout the home, it became clear that there was a confirmed victim trapped on the second floor.

Throughout the rescue, the Captain of Pump 34 and his two (2) firefighters faced heavy fire, smoke and heat as well as deteriorating conditions during their search and successful rescue of the victim.

The heroic actions taken by the Pump 34 Captain and two (2) firefighters during this incident, highlights their bravery, dedication and commitment to saving lives while facing significant dangers.

These actions embody the true essence of the WFES' Meritorious Service Medal, and it was an honour to award these deserving individuals:

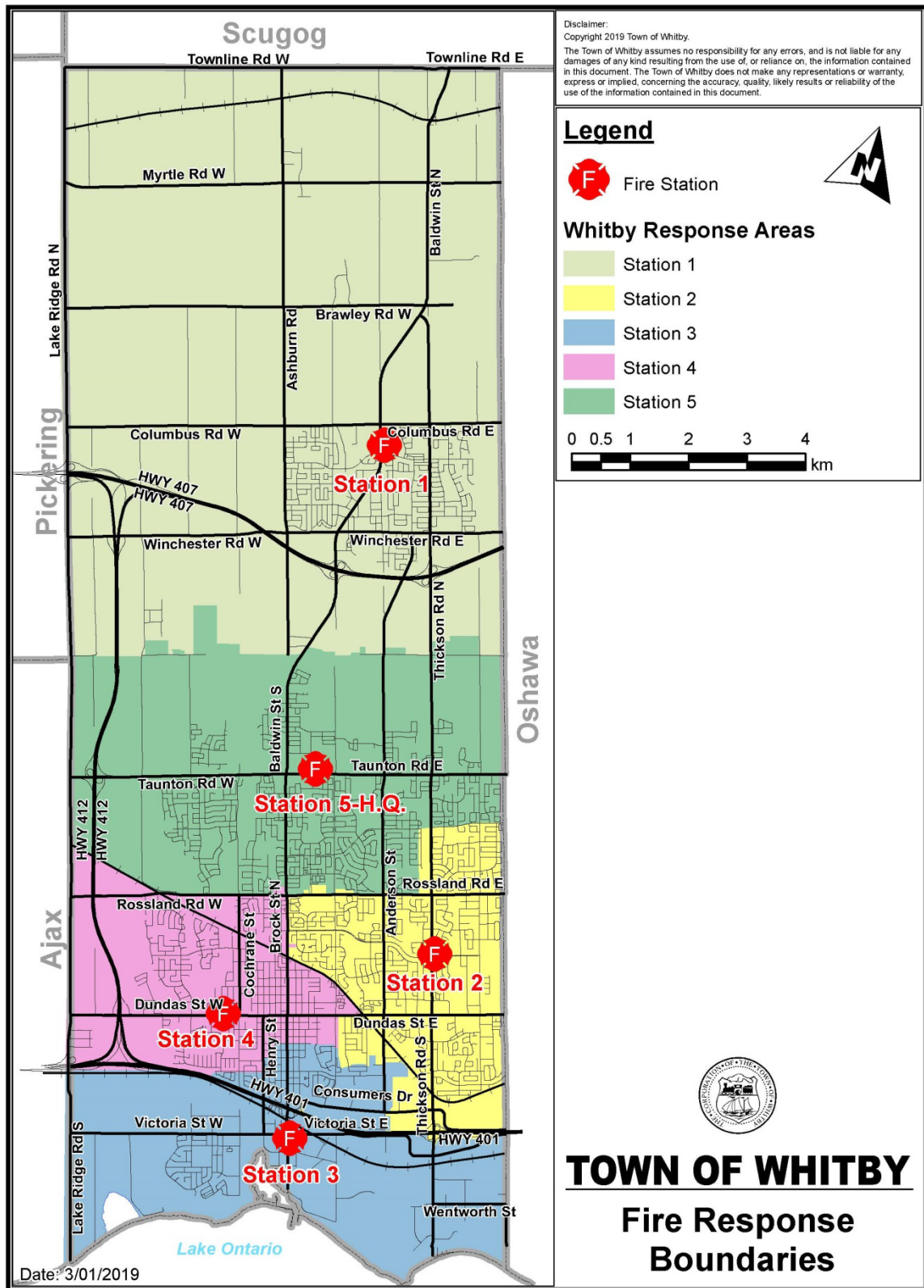
- Captain Chris Curry,
- Firefighter Terry Williams and
- Firefighter Adonis Perez

In addition, WFES will be moving forward with an application to the Province for consideration that these same firefighters be awarded the Ontario Firefighter Medal of Bravery.

Congratulations once again to Captain Curry, Firefighter Williams and Firefighter Perez and thank you for your dedication to our community.



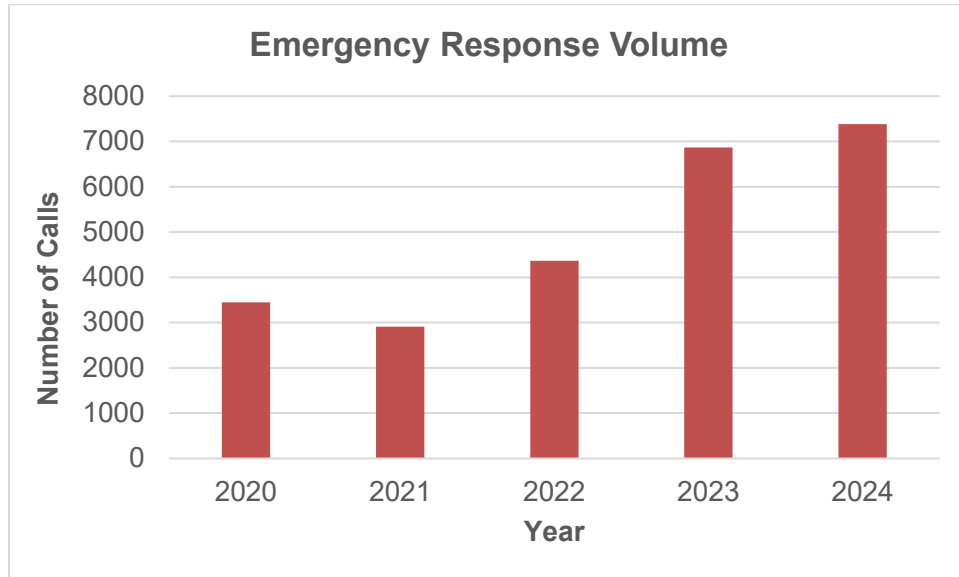
Emergency Response Boundaries



Emergency Response Statistics

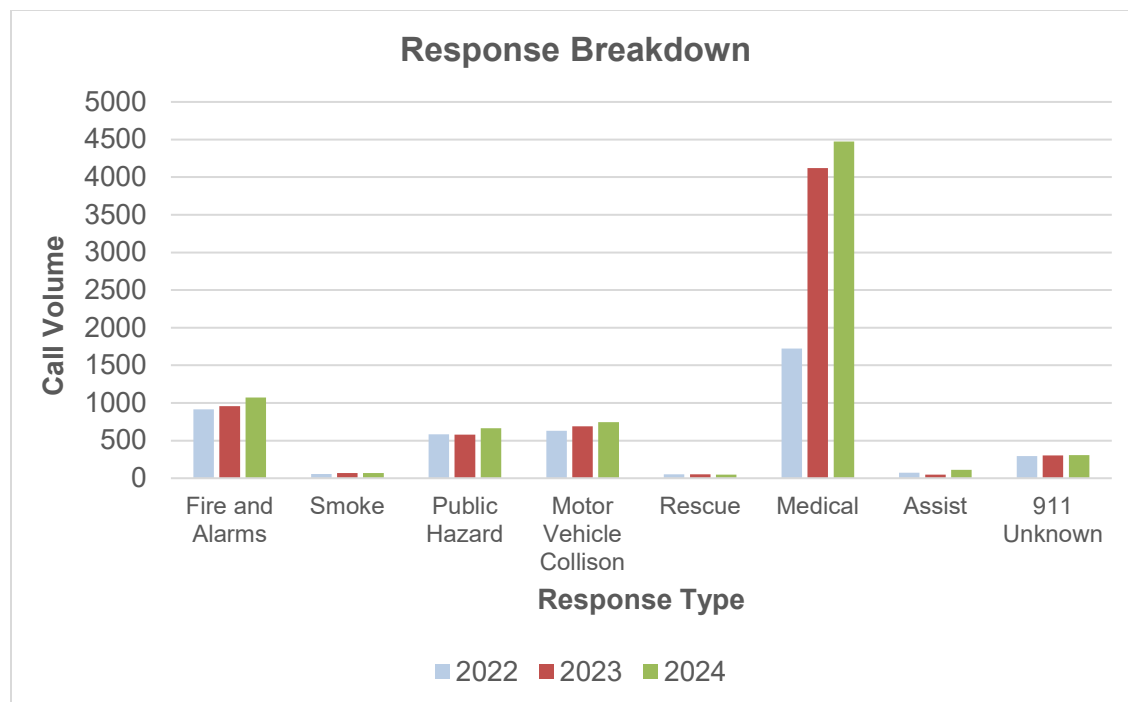
Response Summary

WFES responded to 7,383 emergency calls in 2024: representing a **7.6%** increase in call volume year over year.



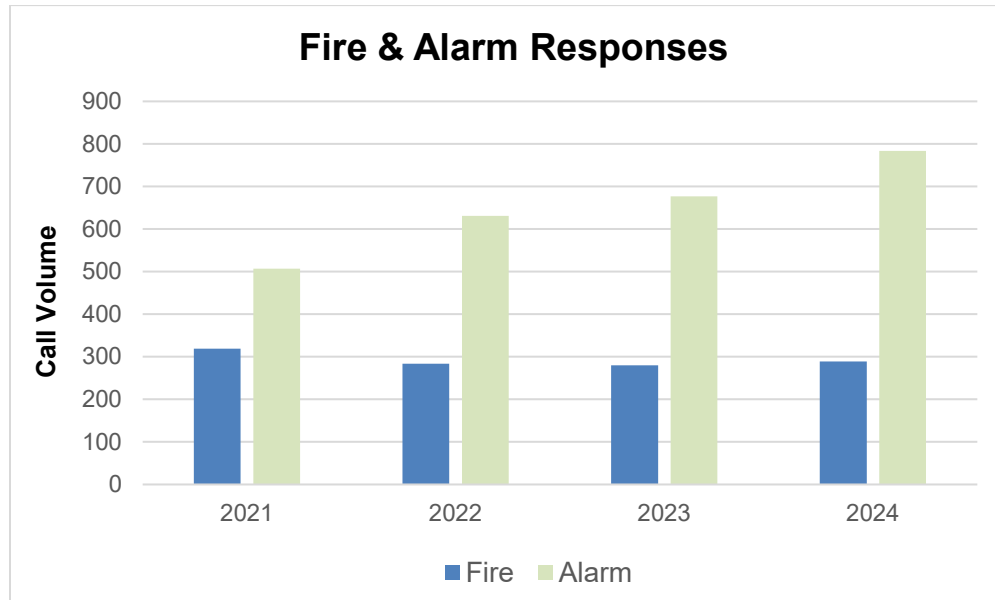
Response Breakdown

WFES experienced a **12.1%** increase, year over year, in fire and alarm calls and **8.5%** increase, year over year, in medical calls. Furthermore, in 2024 WFES responded to **7.9%** more motor vehicle collisions in comparison to 2023.

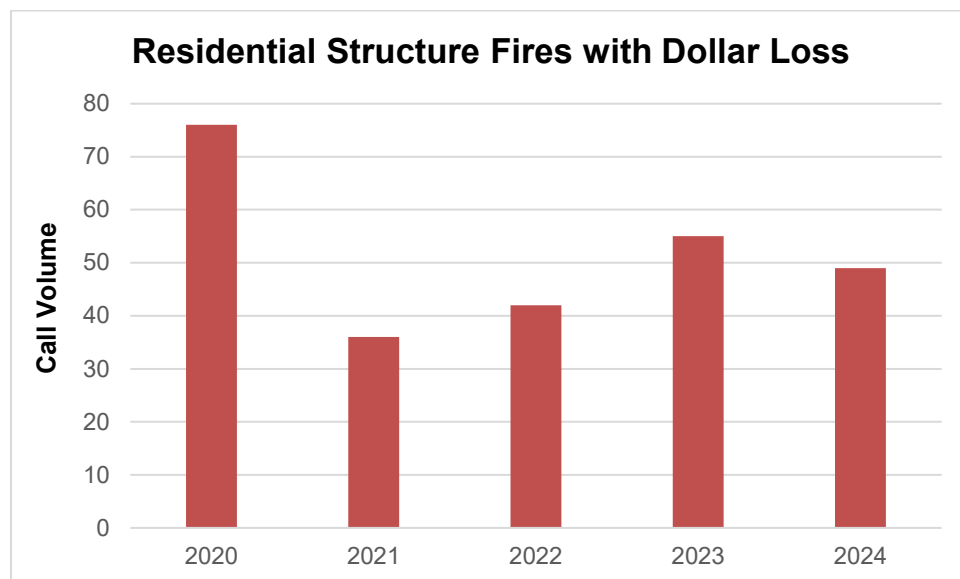


Fire and Alarm Response Data

WFES responded to 289 fire incidents in 2024, representing 3.9% of overall call volume and a **3.2%** increase year over year. Fire incidents are defined as fires/explosions structural and non-structural.



The overall fire incidents in 2024 included 49 residential structure fires with dollar loss, which is slight decrease in comparison to the previous year.



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.



Fill the Boot Campaign

Annually, Whitby Professional Fire Fighters Association (WPPFFA) with the support of WFES, heads out with thousands of Fire Fighters across Canada to participate in the Fill the Boot campaign to raise funds for Muscular Dystrophy Canada (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. Congratulations to Colin Lepre, WFES' 2024 Junior Fire Chief!



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.

Emergency Preparedness Week Continued



WFES had the pleasure of partnering with the Humane Society of Durham Region, and Ripley the dog, to educate on the importance of including pets within your emergency plans!

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.



Medical Emergency Survivor

The crew of B1 Ladder 35 alongside Region of Durham Paramedic Service celebrated an incredible moment with a medical survivor who suffered a cardiac episode and was successfully resuscitated by the firefighters and paramedics that attended that day.



It's always great to celebrate the positive outcomes that we respond to.

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.

Rededication Ceremony - Cenotaph



On June 2, 2024, WFES attended the rededication ceremony of the 100-year-old Whitby Cenotaph, hosted by the Royal Canadian Legion Branch 112. Lest we forget those who lost their lives in WWI and WWII, and the many men and women who served in all world conflicts and returned home forever changed.

Remembrance Day



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

Lest we forget.

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 and Firefighter Elfie to take him around town to bring cheer and holiday spirit to all.



Community Partnerships

Whitby Fire & Emergency Services is thankful for our long-standing community partnerships with DKI-CRCS, Enbridge Gas, the Rotary Club of Whitby and the Rotary Club of Whitby Sunrise. DKI-CRCS has been active donators towards WFES' Ever Alert public education program and without their generosity, the department would not have been able to continue to expand our Ever Alert program offerings and educational materials throughout the community. A sincere thank you to DKI-CRCS for your continued support and generous donation.



Each year, WFES is thrilled to participate in multiple emergency preparedness initiatives with Enbridge Gas. In 2024, Enbridge Gas partnered with WFES for the Safe Community Project Zero, which aimed at reducing fire and carbon monoxide-related deaths. Through this initiative, Enbridge Gas donated over 400 smoke and CO alarms to WFES which crews were able to provide to residents. Enbridge Gas also partnered with multiple local fire departments, including WFES, for the 12 Days of Holiday Safety Campaign! Through this campaign, WFES was able provide key fire safety educational messaging across the community. A sincere thank you to Enbridge Gas for the continued support and generous donations.



Over the last several years, the Rotary Club of Whitby and the Rotary Club of Whitby Sunrise have been key donators to the WFES' Junior Fire Camp. This Camp holds a significant place in our community, with a history dating back to 1972, marking this year as our 52nd anniversary. It was founded with a clear vision: to educate and inspire young minds about fire safety and emergency response. Over more than five decades, this camp has played a crucial role in shaping the future of our fire service, nurturing countless young individuals, some of whom have gone on to become employees of our department. WFES extends its' deepest gratitude to the sponsors whose unwavering support has sustained this program. A sincere thank you to each Rotary Club for the continued support and generous donations.

WFES is also excited to announce some new community partnerships we were able to foster 2024. In partnership with Durham College, for the exchange of the use of one of our backup fire trucks, Durham College has created the WFES Inclusivity and Excellence Scholarship to be awarded annually to two deserving local high school students from underrepresented demographics within the fire service, who will be entering into a Pre-Service Fire Suppression program or the Fire Prevention Officer program.



WFES are also proud to announce through a partnership with the Sobey's Distribution Warehouse, located in south Whitby, that Sobey's generously donated the funding required to expand our hazardous materials mitigation program through the purchase of an ammonia detector. This piece of equipment will allow WFES to detect the presence of ammonia to determine whether evacuation or other measures are required. Ammonia is present in many of our pools, arenas and industrial facilities across the Municipality.



Given our long-standing and great relationship with the Gerdaul Steel Mill in south Whitby, they have agreed to provide WFES with scrap vehicles required to train on auto extrication to meet the provincially mandated certification for staff. Gerdaul has eliminated a major financial stumbling block as one and a half vehicles are required per firefighter to meet provincial certification. Currently, scrap vehicles for the purposes of firefighter training can cost up to \$1000.00 each.

We wish to acknowledge and thank all our community partnerships who donated to the Department, which in turn allowed us to continue to provide vital services to our community.



In Memory of Those We've Lost

Retired Volunteer Firefighter James (Jim) Hopkins



WFES received the unfortunate news that retired volunteer Firefighter James (Jim) Hopkins passed on February 21, 2024.

Jim Hopkins served as a volunteer firefighter for Whitby Fire & Emergency Services for over twenty-five (25) years.

We wish to extend our sincere condolences to the friends and family of Jim Hopkins and thank him for his years of service to our community.

Retired Captain Alan (Al) Marchand – Line of Duty Death



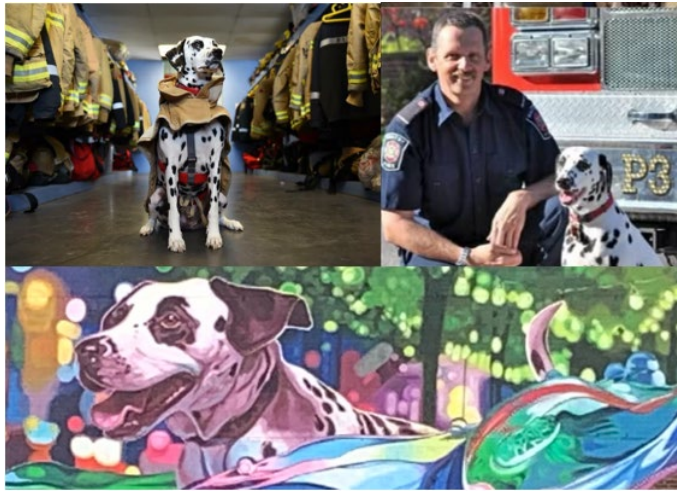
WFES received the unfortunate news that retired Captain Alan (Al) Marchand passed away on October 4, 2024, after a long battle with a job related cancer.

Al began his career with Whitby Fire & Emergency Services on September 24, 1988, as a volunteer Firefighter. On October 10, 1989, he became a full-time Dispatcher and on March 5, 1990, Al transferred to become a full-time Firefighter with the Town of Whitby.

After twenty-nine (29) years of service, Al Marchand retired as a Captain from Whitby Fire & Emergency Services on July 25, 2017.

We wish to extend our sincere condolences to the friends and family of Captain Marchand and thank him for his years of service to our community.

Molly the Fire Dog



In March 2024, WFES received the unfortunate news that retired Fire Prevention Office Von Zuben's longtime service dog and fire service partner, Molly the fire dog had passed away. Retired FPO Von Zuben and Molly dedicated countless hours to supporting and attending community events to educate citizens of all ages on fire safety.

As a means to pay tribute to Molly and the tremendous effect she had on the community from a public safety

perspective; a mural titled "Molly's Way" was unveiled on the side of the new Brookfield Residential Station No. 3. Condominiums in downtown Whitby.

We wish to extend our sincere condolences to the friends and family of Molly and thank her for her years of service to our community.

2024 - Testimonials from the Public

Williamsburg Public School Kindergarten Students extend their gratitude to Station 5 A1 & B2 Platoons for their fire truck visits on June 10 and June 11.

Good morning Chief Bonin:

Can I also take this opportunity to let you know how wonderful your Fire Prevention staff are. They are professional, respectful, and so helpful in their interactions with businesses. They truly inspire employers to take fire prevention seriously.

Several months ago, Ted Vardjas attended a local business to set up a fire inspection. He was polite, respectful, and positive and it was a great way to be introduced to Whitby Fire. Then Rebecca Johnston performed the inspection. She was nothing short of amazing. She made it such a positive and educational experience. She was approachable if we had questions and gave us great advice for cost effective solutions; I truly felt she was there to help us make our workplace safer. With her expert guidance, we have made some positive changes regarding fire prevention.

As a result, Whitby Fire Service has become a very valuable resource to the local business! Thank you for building such a strong team. They are a credit to the Town of Whitby.

A thank you to Station 5, A1 platoon and thanks so much for setting that up Josh! James was an amazing tour guide! You have at least one recruit for 2038 in my 5 year old! Hot pepper plants were delivered to the firefighters, grown by the company's young gardeners!

I wanted to call and let you know how amazing a job Craig Sluman did two weeks ago. My father passed away at home peacefully and Craig Sluman was on the truck that responded. I wanted you to hear from me how incredible, empathetic, and compassionate he was. He explained everything as it was happening. He and the rest of the crew did an absolutely fantastic job. On behalf of my entire family, thank you so much.

Well done Captain Sluman and B1 Pump 32 Crew

Wow, that was awesome! Thank you so much again for coordinating the fire fighters to come to our event today. The firefighters were amazing and let our members learn about different tools they use, see all over their truck and sit inside. Both the kids and parents loved it - thank you!

- *Durham Down Syndrome Association's Community Support event*

Well done A2 Pump 33 Crew

2024 - Testimonials from the Public Continued

Thank you to the Firefighters that responded to the accident in front of the Brooklin High School on November 13. Their calm and soothing voices kept everything on an even keel and made me know the everything would be alright. I am so grateful to them.
Thank you.

Well done A1 Pump 33 Crew

From the bottom of my heart, my deepest appreciation is inadequate to express the gratitude our gardeners feel for all your support. We are able to impact literally hundreds of lives each summer with our produce, making improvements in our production and contributions to food banks, thru your water security.

We are proudly anticipating our 10th year this year and are reflecting back to how far we've come!!! With the biggest thank you to the heroes that fill our tanks! We could not have done it without your help.

You are the most impressive bunch of humans, and I wanted to touch base and express our appreciation before this season began again.

- *St. John's Port Whitby Community Garden*

I wanted to thank you, B1 – Station 2, on behalf of my Den and Leader Moms for putting together this wonderful experience for us. Our girls as well as we leaders thoroughly enjoyed the demos and learning about safety and your roles. Adrian and the team were very amazing.

- *FNE Explorers*

I am writing to express my deepest gratitude and appreciation for your incredible response to the fire on the night of April 10th. Your swift action and dedication undoubtedly saved lives and prevented what could have been a catastrophic event.

Your team's professionalism and efficiency were evident from the moment you arrived on the scene. Despite the chaos and urgency of the situation, your members remained calm, focused, and worked tirelessly to ensure the safety of everyone involved.

I have spoken with my neighbors, and we all share the same sentiment of immense gratitude towards you and your team. Your bravery and quick response undoubtedly made a significant difference that night.

Please accept this email as a small token of our appreciation for your selfless service to our community. We are forever grateful for your commitment to keeping us safe.

Thank you once again for everything you do.

Well done PC Birney and B2 Platoon

A Year in Photographs



A Year in Photographs Continued





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