




HANOVER FIRE DEPARTMENT

2022 ANNUAL REPORT

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MISSION STATEMENT

Hanover Fire Department is a highly trained fire service comprised of community ambassadors who have committed to serving the Town of Hanover, focused on minimizing loss of life, property and the environment.



VISION STATEMENT

To be known as an innovative and progressive fire department. We are dedicated to the delivery of effective fire suppression, rescue, medical, prevention, and fire safety education activities. We are committed to our organization and each other. We continue to foster an environment of teamwork at all times.

VALUES STATEMENT

We value our trust of each other and loyalty to our fellow firefighters. We have strong respect of one another, our equipment and our residents and visitors.





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CHIEF'S MESSAGE



It is my extreme pleasure to present the 2022 Annual Fire Department Report to Council.

2022 provided a variety of challenges and opportunities for Hanover Fire Department (HFD) and its members.

Emergency responses in 2022 were varied and complex, including a bomb threat, a large downtown fire, complex rescue situations, and much more. HFD firefighters again responded effectively and efficiently providing the community with a professional and skilled service that protected both life and property. The commitment of our firefighters never wavered or faltered.

HFD completed over 10,300 staff hours of training, response, and administrative duties. Training was completed three (3) to four (4) nights of the week, as well as many weekends. Training HFD firefighters continued to be a focus for HFD to ensure that staff are prepared for the variety of emergency situations they may encounter.

HFD continued with the completion of National Fire Protection Association (NFPA) certification for firefighters. NFPA 1001 Firefighter Level I and Level II, as well as NFPA 1720 Hazardous Materials Awareness and Operations training and testing was completed with a total of twenty-three (23) certificates awarded. Completing this training at home, with HFD instructors and with HFD equipment ensures all members of HFD are certified firefighters, have knowledge of the use of HFD equipment, and saves the municipality thousands of dollars in training costs.

HFD achieved many accomplishments in 2022, a few which are highlighted below:

- Response to 196 emergency calls. A total of eleven (11) more calls than 2021;
- A total of over 2460 on scene personnel hours;
- Average response of seven (7) minutes and fifteen (15) seconds within the Town of Hanover from 911 call. A reduction of forty-two (42) seconds from 2021; and
- Donations and grants to HFD totaled over \$25,000 from various businesses, government and personal sources.

The Province of Ontario announced mandatory certification requirements for all fire departments in Ontario. This was a significant piece of legislation that has profound impact on the fire service, particularly volunteer fire departments. HFD is well poised to be ready for the 2026 deadline for all firefighters and officers involved in fire suppression to be certified. HFD already meets, or exceeds the requirements, and have been certifying recruit firefighters since 2021 to the standards. HFD is now preparing to begin certifying for four (4) areas of technical rescue ahead of the 2028 deadline for these specialties.

In addition to training, HFD was successful in battling a large downtown fire that required significant resources and firefighters over a thirty (30)-hour period to hold the damage to two (2) buildings. HFD firefighters did exemplary work that night and into the next day to hold the fire from ripping through the downtown core. The ensuing investigation took fire crews, Hanover Police Service and the Ontario Fire Marshall an additional four (4) days to complete.

It has once again been an honour and a privilege to work with the amazing firefighters of HFD throughout 2022. This is a stellar group of individuals that provide a level of service that is second to none. Thank you to Hanover council for their ongoing support of this department and the services provided. Without the support of council, and the dedication of this amazing team, the results listed in this report would not be possible.

Respectfully submitted,

Jeff Dentinger, B.A., C.D.P.C.

Fire Chief

Community Emergency Management Co-ordinator



3 LINES OF DEFENCE

Public Education and Prevention

1. A number of public education events were completed in 2022;
 - Presentations at the Saugeen Valley Safety Village allowed the department to meet many young children and introduce them to fire safety, and the Hanover Fire Department as a community helper.
 - HFD's Junior Firefighter Camp, led by Fire Prevention Officer (FPO) Rob Hagan and Firefighter Christina Schnell operated in partnership with Hanover Parks and Recreation. This camp provided fifteen (15) youth with information and practical experience with a variety of firefighting skills for an entire week during the summer months.
 - A total of thirty-three (33) fire prevention events totaling one hundred (100) hours were held. An estimated two thousand, one hundred and ten (2110) individuals participated in these events.
2. HFD Alarmed for Life program took place during the year, to ensure residents were knowledgeable about smoke alarms and had effective early protection.
3. A proactive approach to inspections ensures that HFD is managing fire code infractions before they become life safety issues.

Fire Safety Standards and Enforcement

1. HFD continued with its education program regarding the need for smoke and carbon monoxide alarms in the home.
2. Proactive enforcement of the Fire Code was conducted on an ongoing basis.
3. HFD continued with its policy to **never** leave a home without smoke and carbon monoxide alarms when responding to an alarm.

Emergency Response

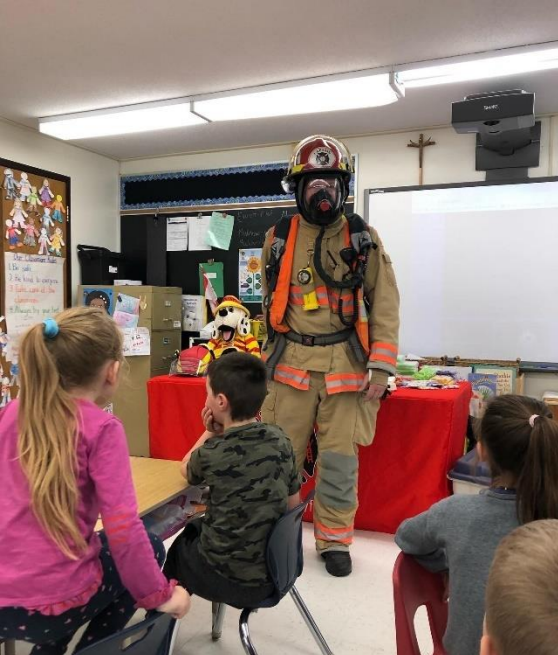
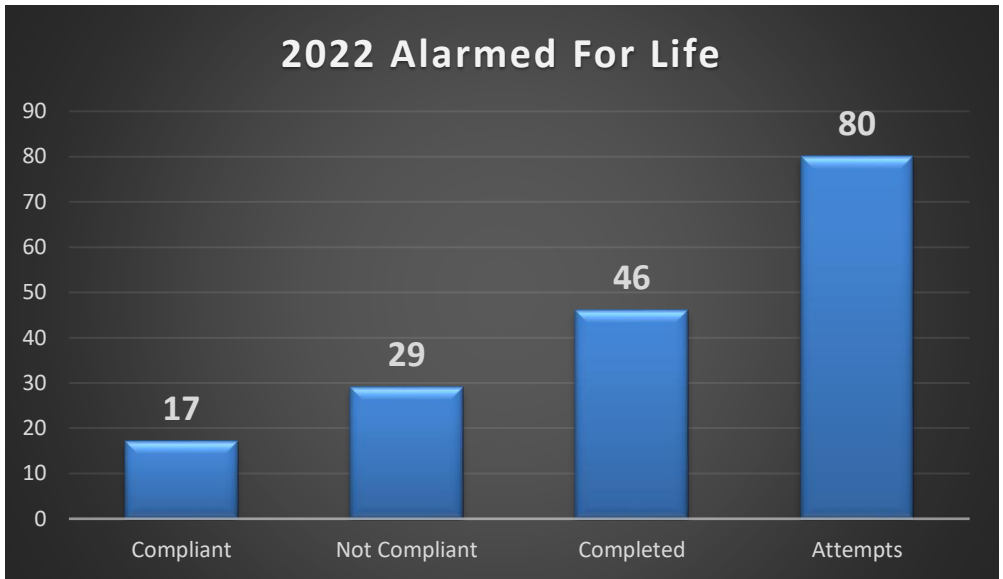
1. Responded to 196 emergency calls for service. The second highest amount in HFD history.
2. A large downtown fire took five (5) local fire departments and over six hundred and twenty-five (625) staff hours to suppress and investigate.
3. A bomb threat response to the Hanover Hospital was coordinated with Hanover Police Services.
4. Continued support of the Grey County Training Association, Grey County Regional Training Centre, and Grey County Chiefs Association.
5. Many operational changes were implemented to improve efficiency and response protocols.
6. A community risk assessment was completed by staff for the Town of Hanover, assisting to guide HFD services.
7. The staffing complement of suppression staff was increased to thirty-five (35).



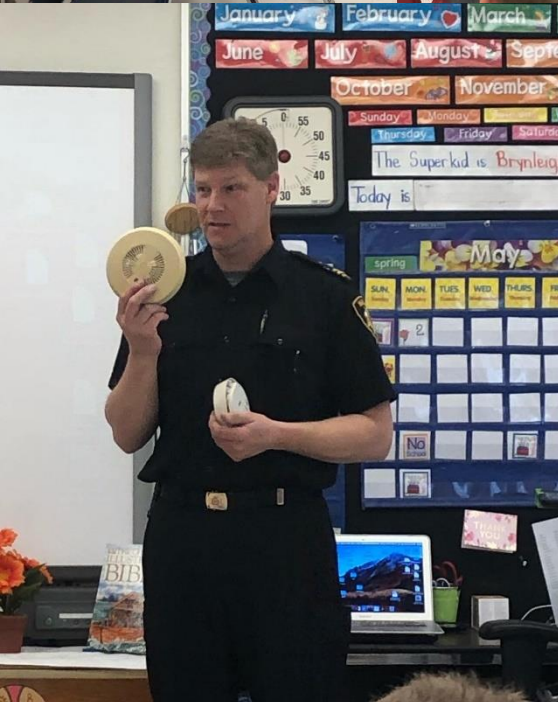
Education and Prevention

During 2022, HFD completed a number of fire prevention inspection and enforcement activities.

The Alarmed for Life program was completed throughout the spring, summer and fall months. This initiative focuses on ensuring that residents within the community are equipped with working smoke and carbon monoxide alarms. The program is provided on a voluntary basis to residents. FPO Hagan attends residences and seeks to obtain the permission of homeowners, and tenants to enter residences to check smoke and carbon monoxide alarms.



The results observed in 2022 indicate a 36.9% compliance rate of residences for working smoke and carbon monoxide alarms. Those not in compliance typically had smoke alarms that were over ten (10) years of age, or without a power supply to the smoke or carbon monoxide alarm. This result was an increase from the compliance rate of 25% in 2021 when sixty-four (64) attempts were made. These results continue to be concerning as it equates to a very low number of homes that are adequately covered for early warning of fires and carbon monoxide emergencies, but it is positive to see an increase in the compliance percentage. FPO Hagan has committed a percentage of his fire prevention time to Alarmed for Life visits in 2023 to attempt to increase the overall number of visits. This will assist HFD in continuing this important work regarding the need for smoke and carbon monoxide alarms in the home.



During Fire Prevention Week in October FPO Hagan focused his attention on educating children in the schools. He visited classrooms in each of the local schools throughout the week to increase knowledge and awareness regarding "Fire Won't Wait, Plan Your Escape" which was the theme of Fire Prevention Week in 2022.



FIRE SAFETY STANDARDS AND ENFORCEMENT

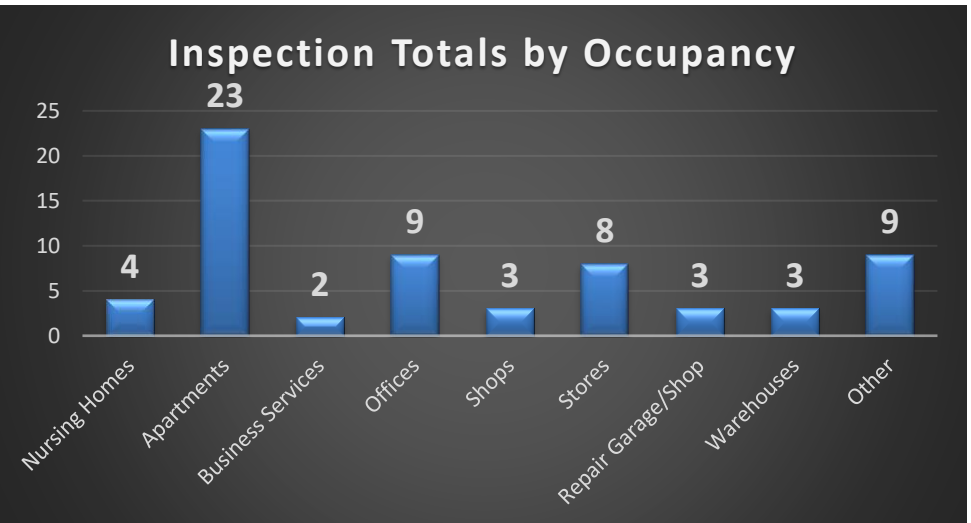
FPO Hagan continues to provide ongoing inspections in a proactive manner to ensure adherence to the Fire Code. He works with commercial, industrial and residential interests on an ongoing basis to ensure fire safety and protection measures are in place.

During 2022, HFD received eleven (11) complaints regarding potential code violations. All complaints were investigated and closed successfully. In total, one hundred and fifty (150) inspections were completed in 2022. This was an increase from the one hundred and eight (108) inspections completed in 2021.

The following graph shows the reasons HFD completed inspections during the year:



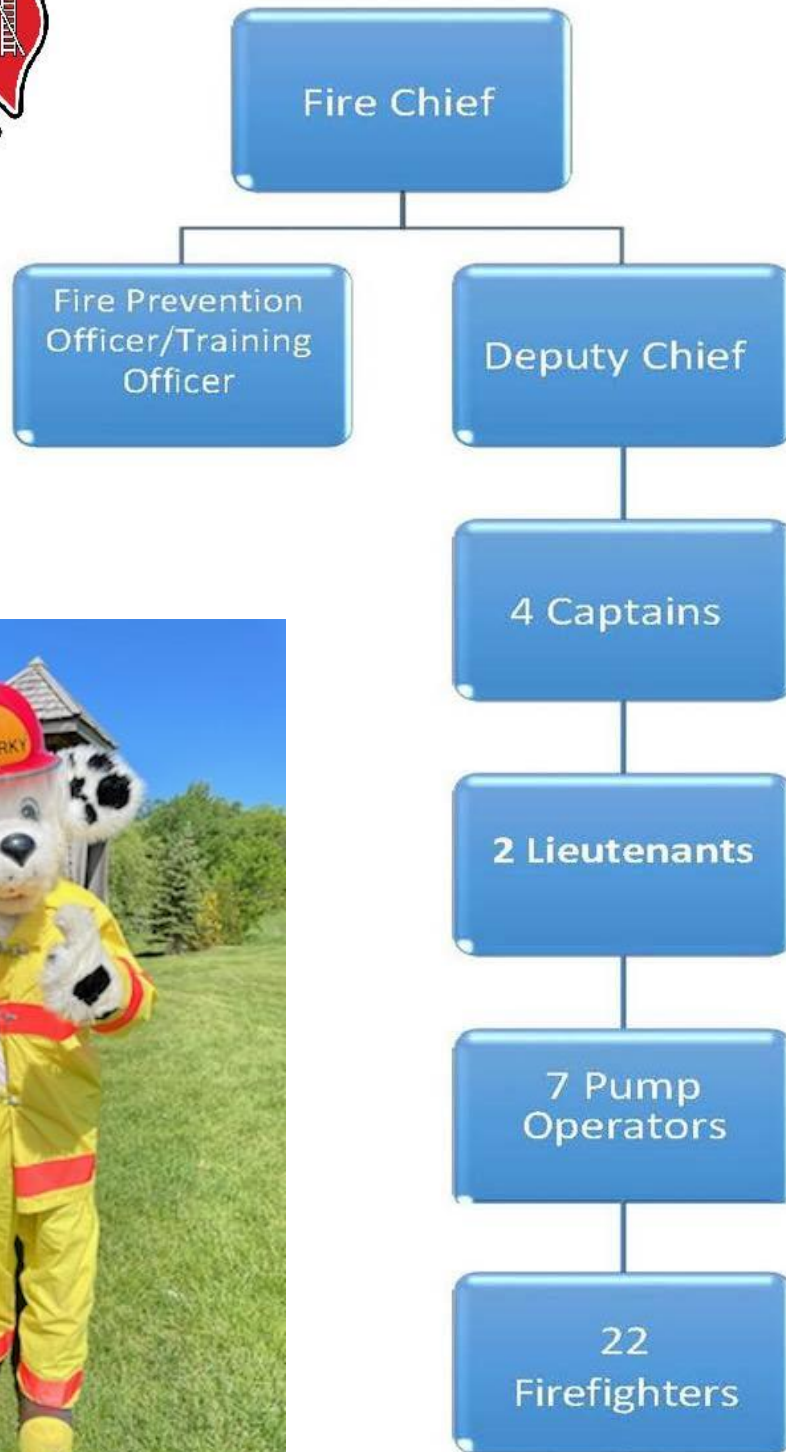
A further breakdown of inspection data below, indicates the type of occupancy inspected.



The department issued on-line fire permits again this year. This was a very successful activity for HFD with a total of 277 permits approved and paid. The total revenue received exceeded \$11,000. In addition to making it easier for residents to access and pay for the permits, the information obtained is loaded into a tablet application that firefighters can use to quickly view all issued burn permits while attending burn complaints.

Hanover Fire Department

Organizational Chart



At full complement, HFD has thirty-five (35) members total. There are thirty-two (32) members currently. As a result of the length of the recruit training program, the department only hires once a year. As members retire or resign throughout the year, they are not replaced until the following year.



APPARATUS

Squad 910 (2021 Pick-up truck) – Decontamination, drone operations, fire prevention, support, towing vehicle for HFD rescue boat, command apparatus

Engine 910 (2021 Pumper/Tanker) – Fire related emergencies and blocker for motor vehicle collisions

Ladder 902 (2011 78' Aerial Pump) – Fire related emergencies and high angle rescue

Squad 901 (2002 Modified Pick-up truck) – Decontamination supplies, spare air bottles, towing vehicle for HFD trailer

Rescue 909 (1999 Pumper/Rescue) – Medical response, ice water rescue, swift water rescue, motor vehicle collisions, fire related emergencies

Rescue 940 (18' Super Dux Rescue Boat with 40hp motor) - Swift water rescues

Rescue 941 (18' Enclosed Rehabilitation Trailer) – Used for rehabilitation of personnel and carrying equipment.

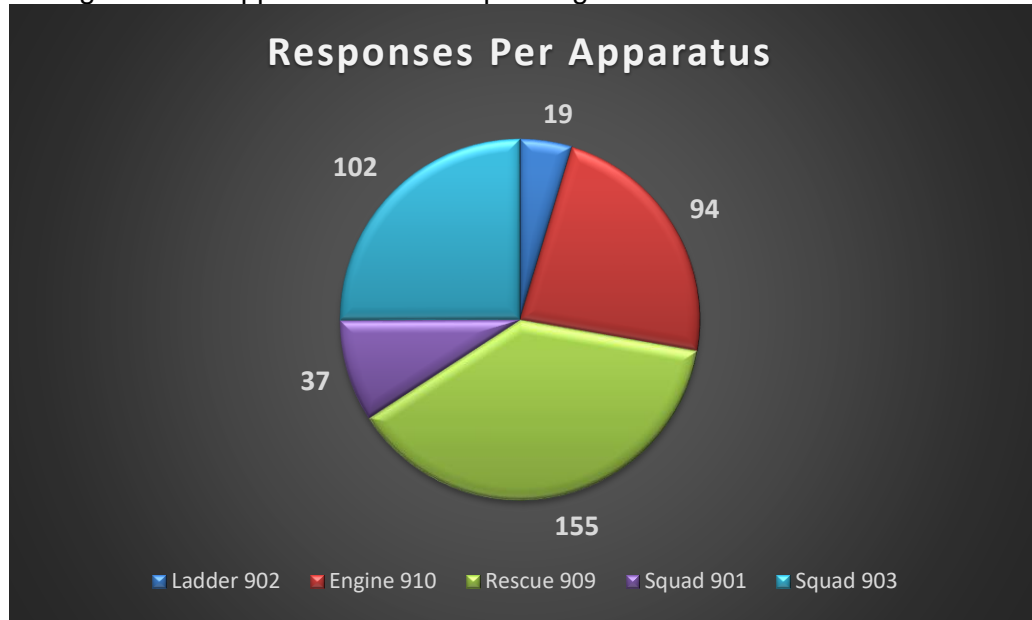
1937 Pumper – (no longer in service). Restored by HFD members. Attends parades and other fire prevention events.



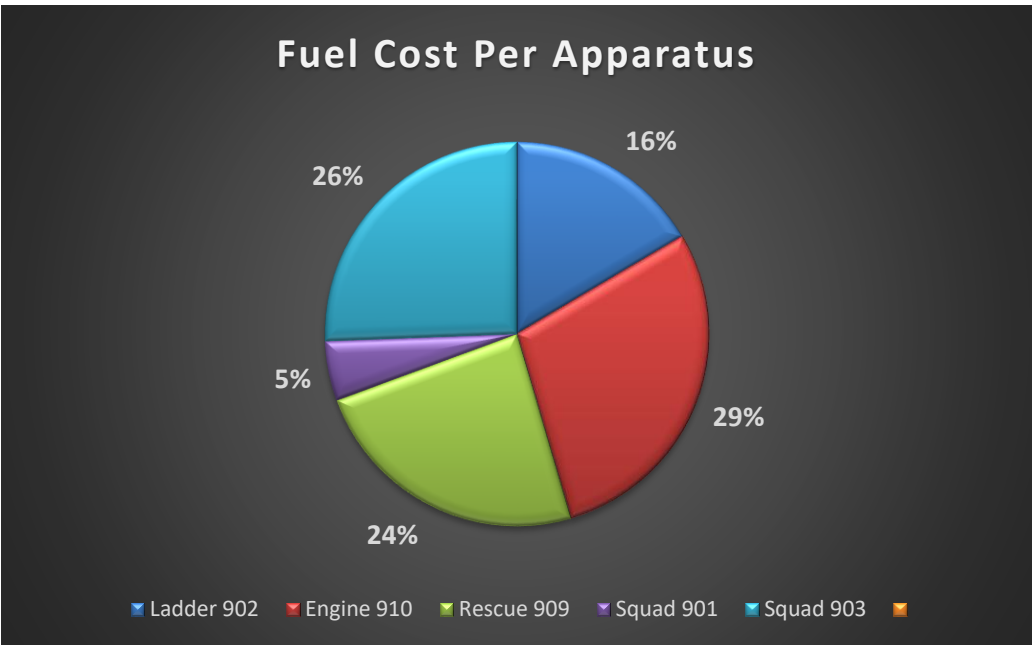


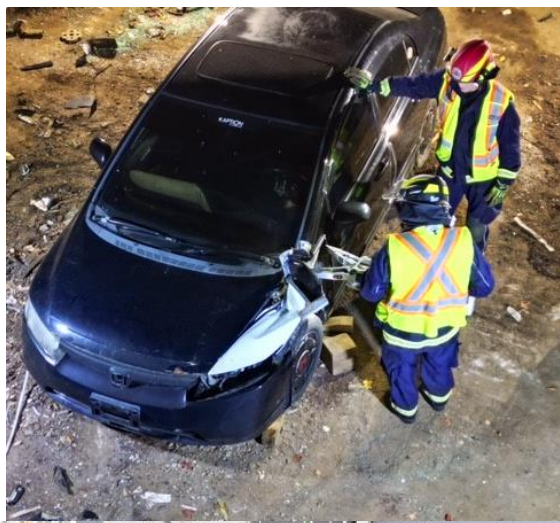
APPARATUS COST

Each fire apparatus has a special purpose for HFD. As a result, the type of emergency will dictate which apparatus is required on scene. Each year mileage of each apparatus differs depending on use.



Below is an indication of fuel cost for each apparatus.





In addition, a cost per kilometer can be calculated based on fuel cost and mileage travelled.

Apparatus	Cost Per Kilometer
Ladder 902	\$1.15
Engine 910	\$0.79
Rescue 909	\$0.24
Squad 901	\$1.32
Squad 903	\$0.35

APPARATUS REPAIRS

Throughout the year, each apparatus must be maintained at peak performance, both for safety of firefighters and effective operation at an emergency scene. While a percentage of repairs and inspections will ensure operation of the drive components, other repairs and inspections will be for the pump and suppression equipment. The table below illustrates the total amount of repair and inspection costs for each apparatus.



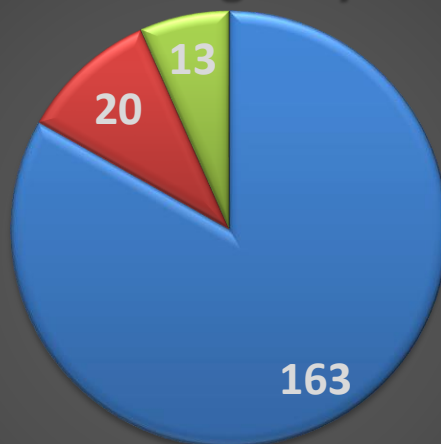


EMERGENCY RESPONSE

The Hanover Fire Department responded to one hundred and ninety-six (196) total emergencies during 2022. This included emergency responses within the municipalities of Brockton and West Grey as per Fire Service Agreements, and for specialty rescue services with each of these municipalities. The bulk of emergency calls and hours are initiated from the Town of Hanover.

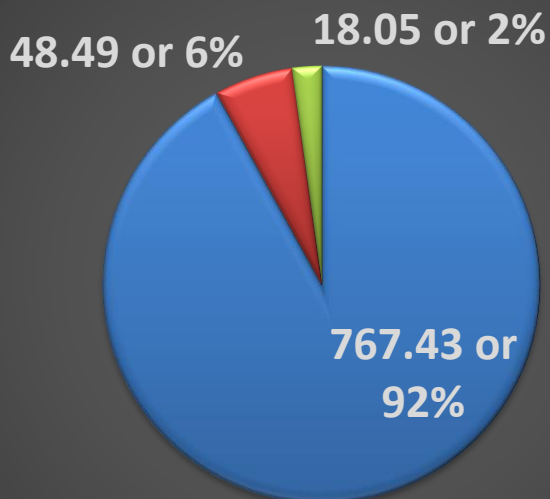
Location of emergency call	2022 calls	Percentage of calls	2021 comparison
Town of Hanover	163 calls	83.1%	152 calls
Municipality of West Grey	20 calls	10.2%	18 calls
Municipality of Brockton	13 calls	6.6%	18 calls

2022 Emergency Calls



■ Hanover ■ West Grey ■ Brockton

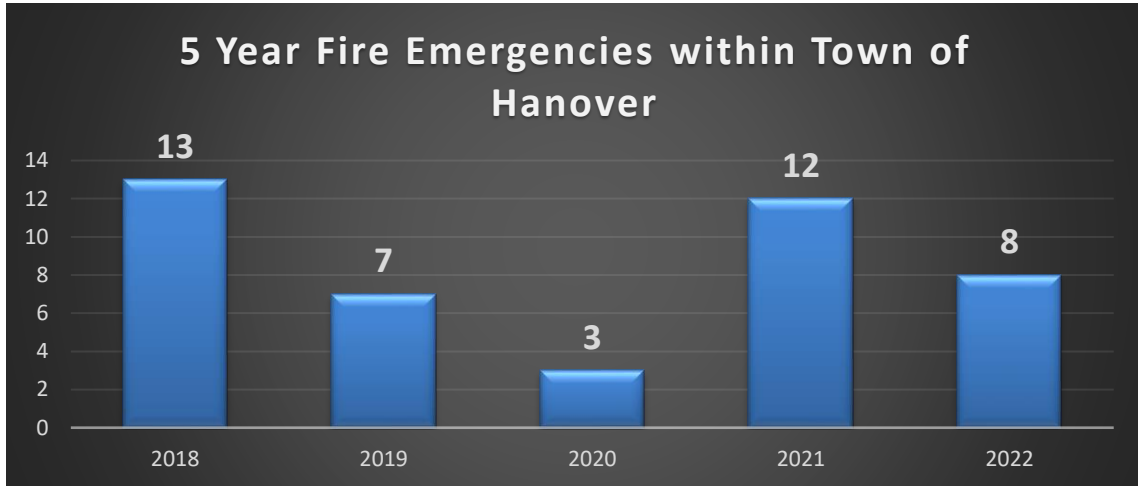
Total Firefighter Hours Per Location



■ Hanover ■ West Grey ■ Brockton

STRUCTURE FIRES

A total of eight (8) fire incidents and nine (9) pre-fire incidents occurred during 2022 in the Town of Hanover with an estimated dollar loss of \$11,235,350. The bulk of this amount is a result of the 315 10th Street fire and neighboring buildings that were affected by the fire. Fires/explosions and pre-fire conditions account for 10.42% of the overall calls within the municipality. 2022 fire incidents saw a reduction of five (5) emergency calls than received in 2021. Of the eight (8) fire incidents, three (3) were structure fires and five (5) were outdoor fires which resulted in no dollar loss.

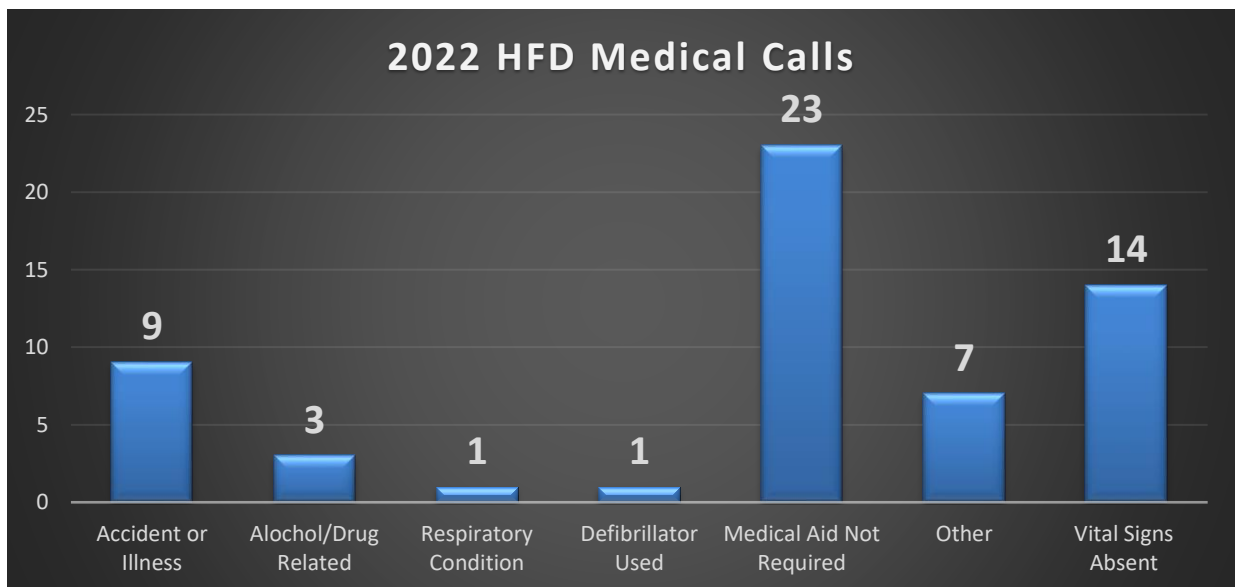


OTHER RESPONSES

In 2022, HFD responded to one hundred and sixty-three (163) emergency calls for service within Hanover, an increase of eleven (11) emergency calls from 2021.

The highest percentage of emergency response was for medical assistance at 37.4% (sixty-one (61) incidents), an increase of eleven (11) incidents from 2021. A medical assistance is an emergency call where the original need for 911 assistance was medical distress. Specifically, these emergencies include; vital signs absent, unconsciousness, or significant delay in EMS response. It should be noted that on at least three (3) occasions in 2022, HFD members responded to medical calls with vital signs absent and provided life-saving CPR and/or Automated External Defibrillation (AED) actions that led to a resuscitation of the patient.

The following graph illustrates the type of medical call that HFD was dispatched to during 2021:



The second highest number of incidents are generated by false fire alarm activation 20.8% (thirty-four (34) incidents), a decrease of three (3) incidents from 2021. This represents a three year drop in false fire calls to HFD.

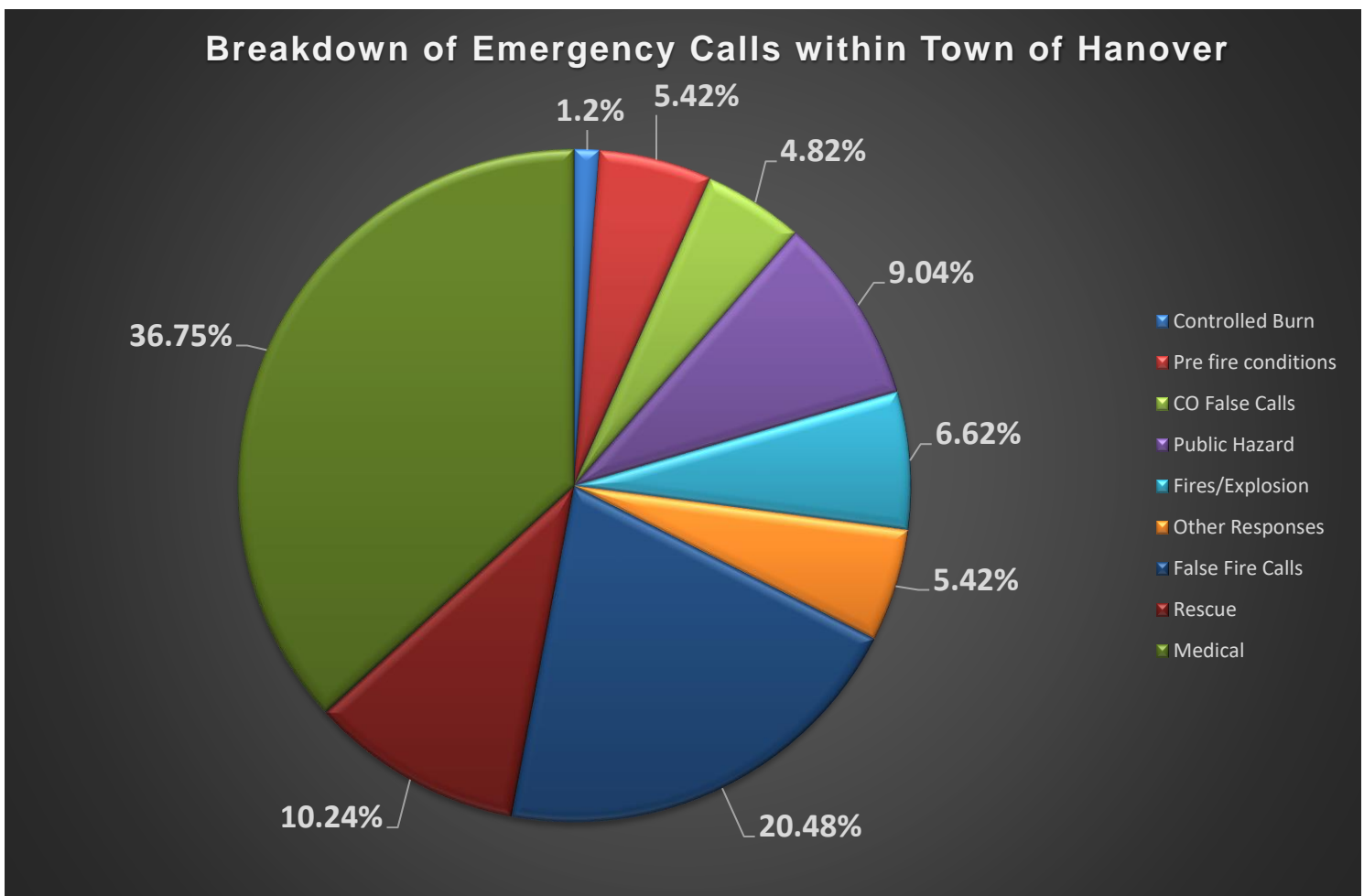
Rescues (motor vehicle accidents, technical rescue calls, and general rescue situations) equated to 10.4% (seventeen (17) incidents), an increase of four (4) incidents from 2021.

Public Hazard emergencies (spills, gas leaks, power lines down or arcing) totaled 9.2% (fifteen (15) incidents), the increase of one incident from 2021. This group also includes carbon monoxide emergency calls. In 2022, carbon monoxide emergencies totaled two (2) incidents where levels were present in the home/business, which is a decrease of two (2) incidents in 2021. HFD firefighters continue to investigate the issues within the home/business that caused these alarms. This follow-up ensures the homeowner or tenant is safe from the carbon monoxide issue, if one exists.

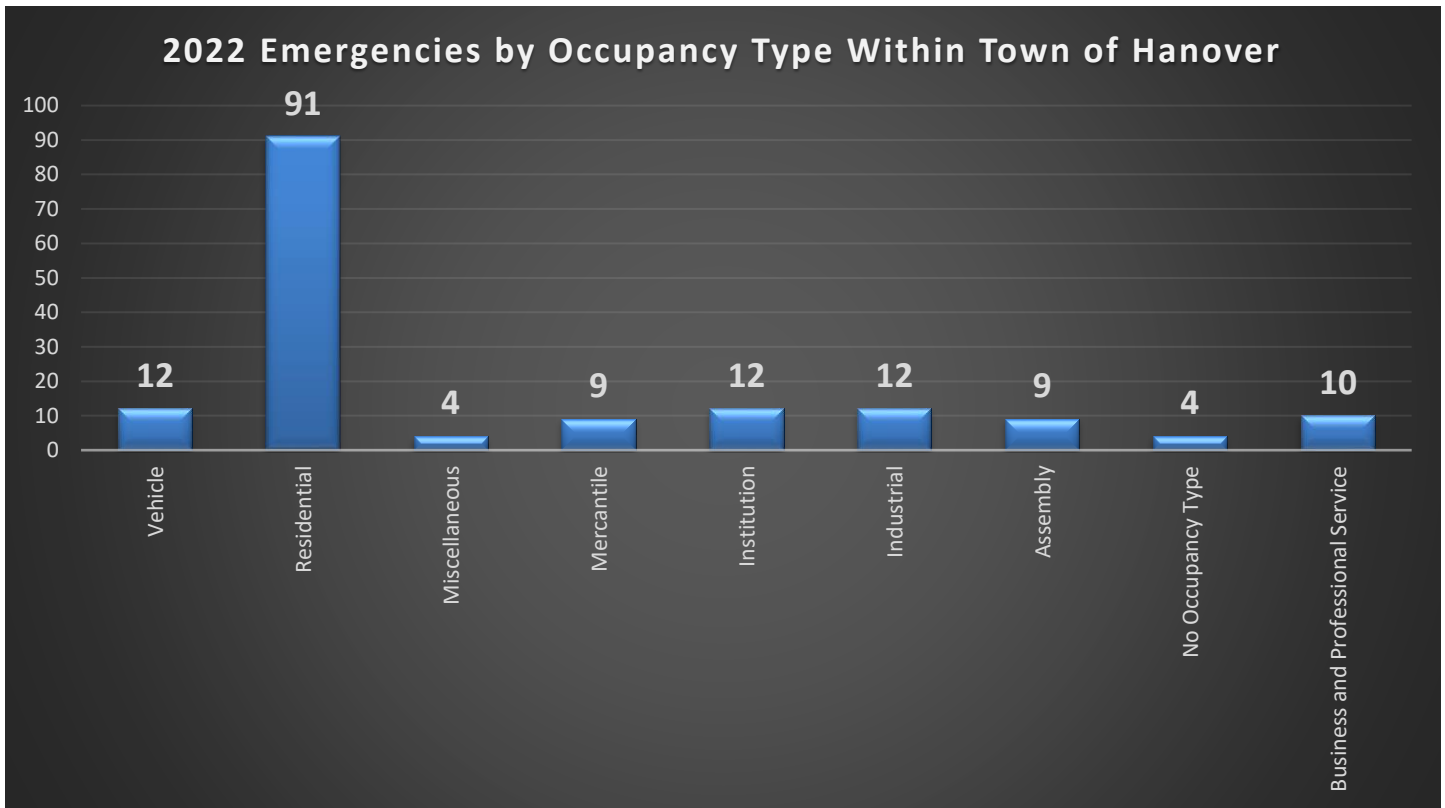
Carbon Monoxide false calls totaled 4.9% (eight (8) incidents), the same amount as 2021.

The Other call category at 5.5% (nine (9) incidents) includes situations such as; assisting other fire departments, cancelled on route, and other public service emergencies, a decrease of three (3) incidents from 2021.

Pre-fire conditions (pot on stove, overheat conditions, other cooking without fire) represented 5.5% (nine (9) incidents), a decrease of one (1) incident in 2021. Controlled burn emergencies were 1.2% (two (2) incidents), the same number of incidents as 2021.

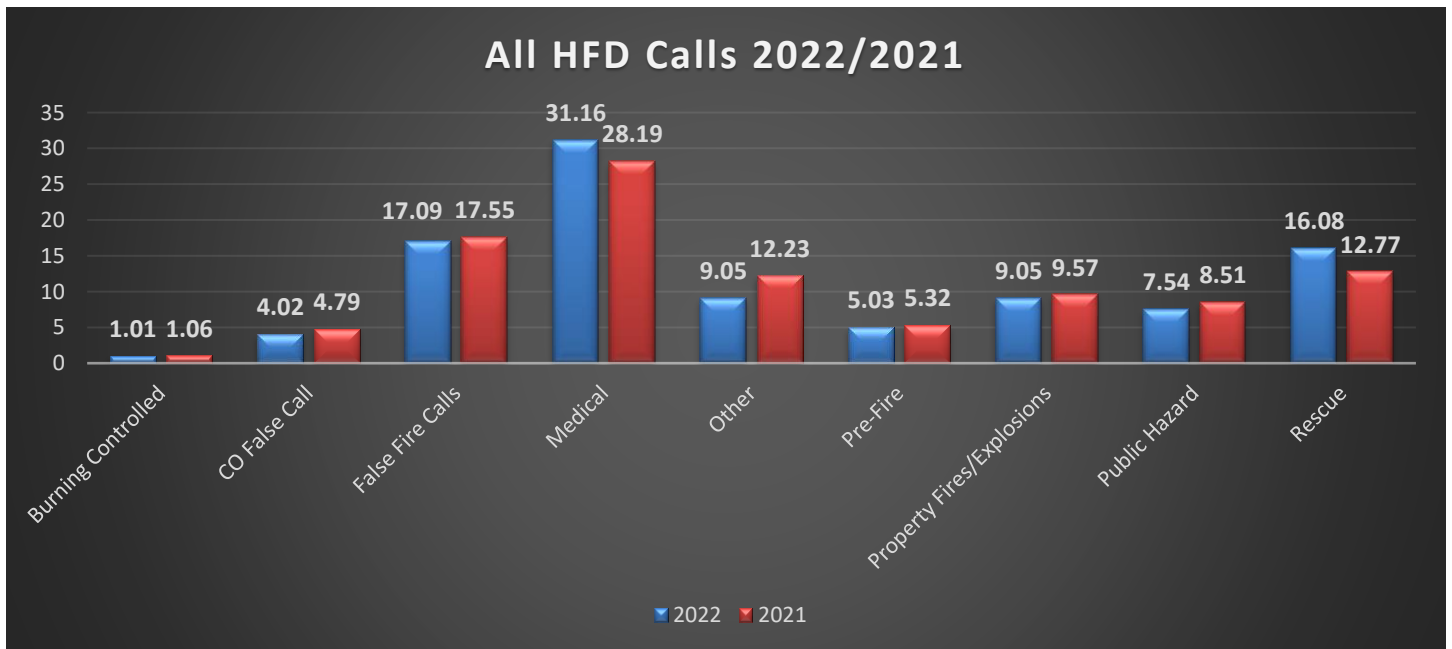


The type of occupancy associated with responses within Hanover are varied. The following graphical illustration indicates the type of occupancy where the emergency originated. The highest percentage of calls are to residential locations as this occupancy type makes up the majority of buildings within the Town.

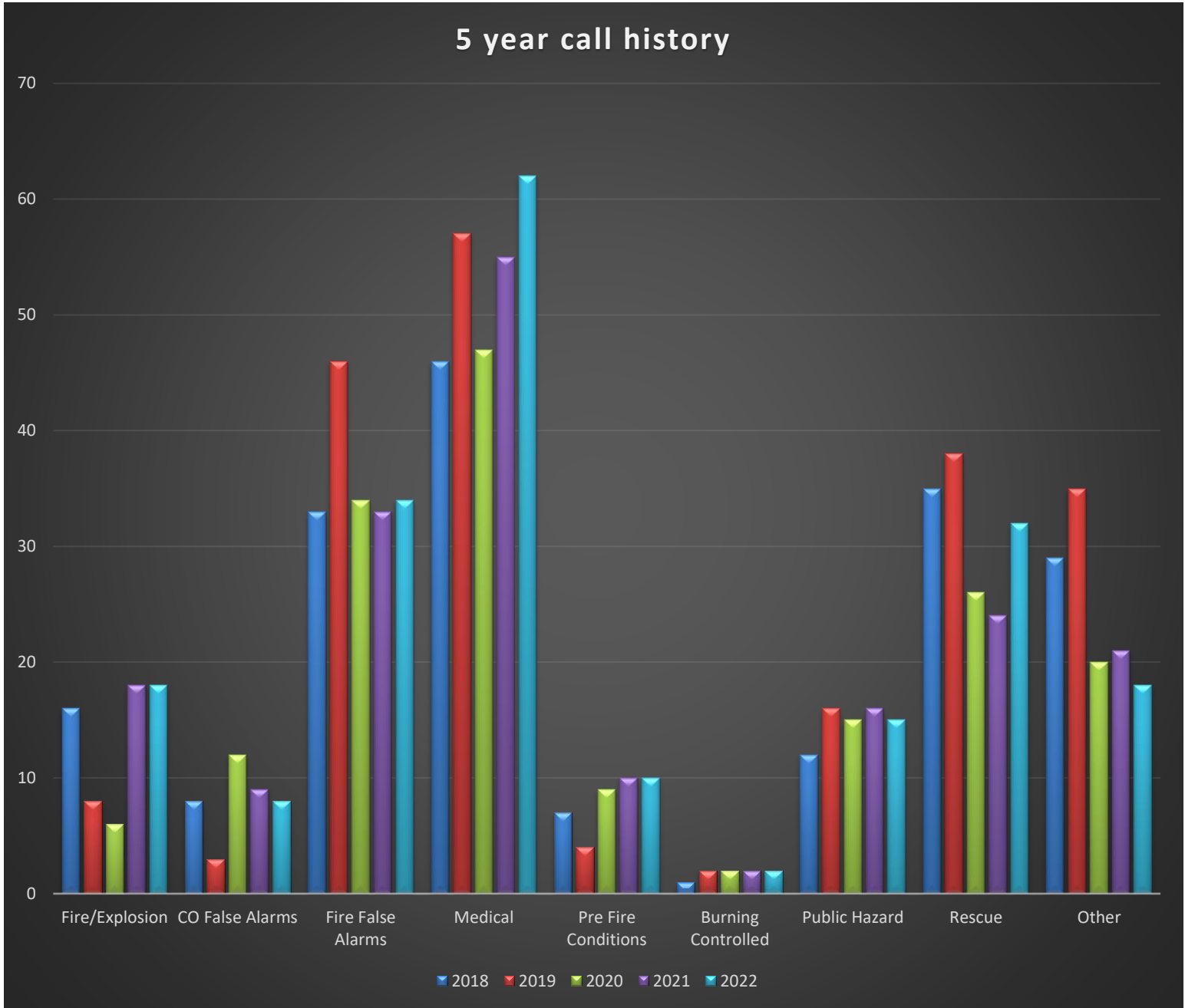


ALL RESPONSES

2022 saw a slight increase to the overall number of emergency incidents for its response region with a total of one hundred and ninety-six (196) received. The following graph illustrates the entire call volume for 2022 and the reason for the emergency call.



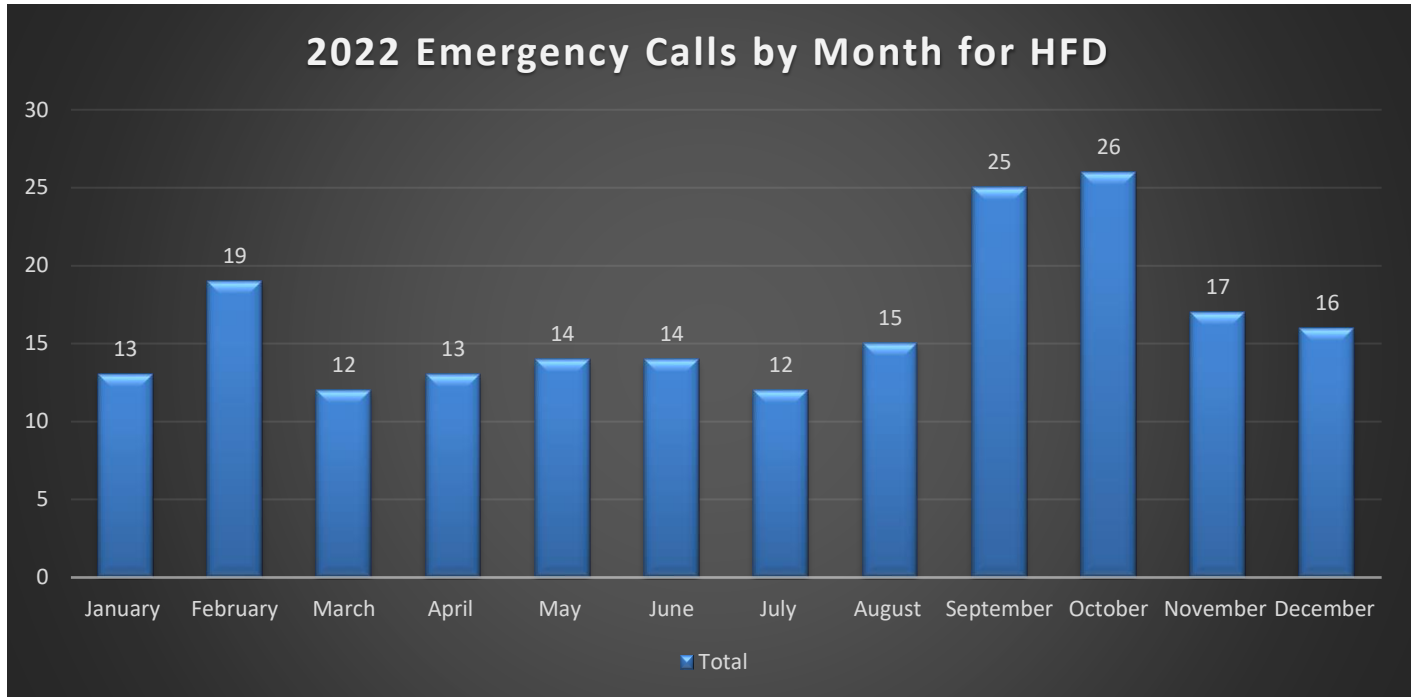
The following graph is a visual indicator of the previous 5 years of emergency calls for service.



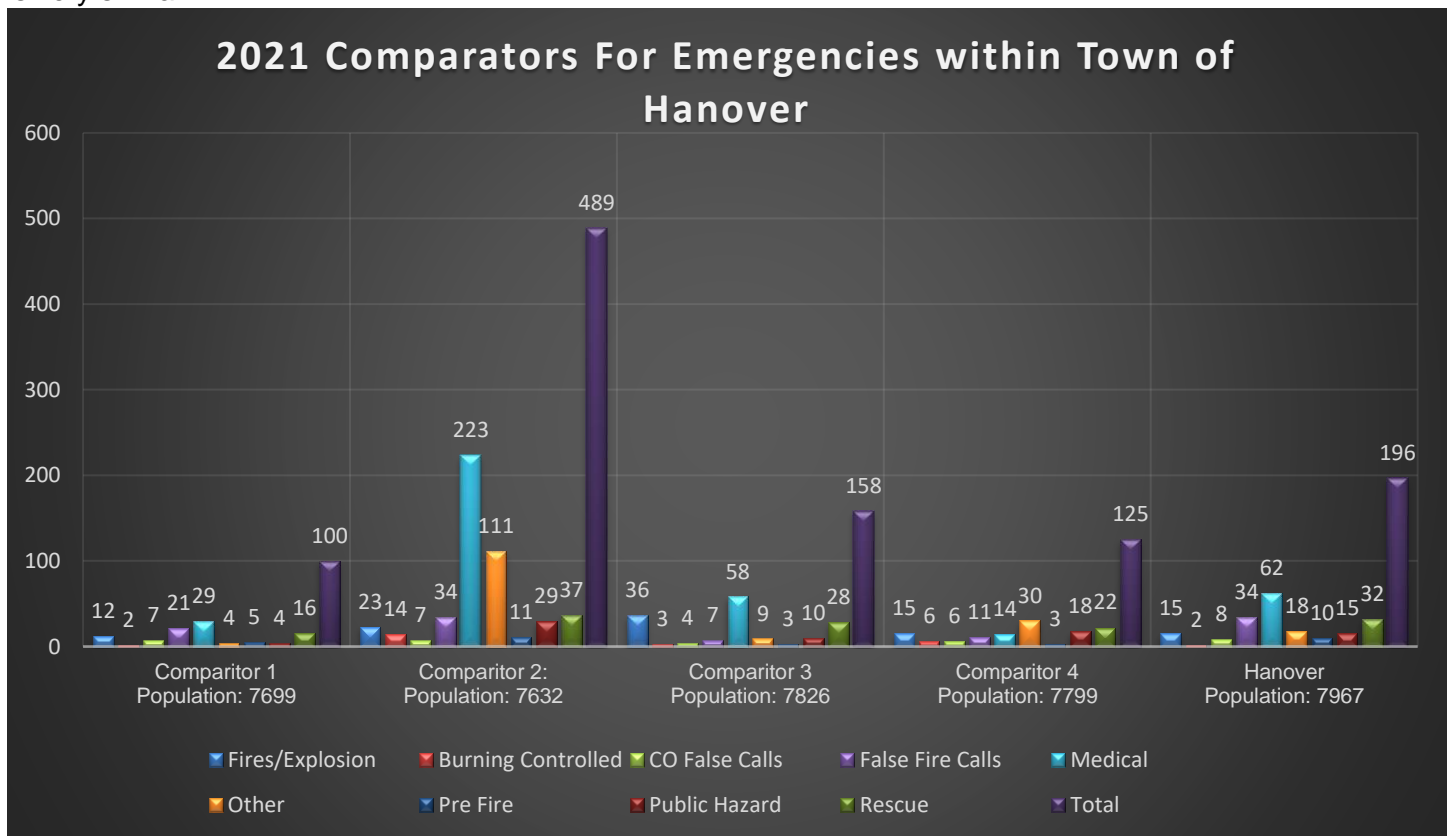
The following is a chart representation of the graph above:

Year	CO False Alarms	False Fire Calls	Medical	Pre-Fire Conditions	Fires	Burning Controlled	Public Hazard	Rescue	Other	Total
2018	8	33	46	7	16	1	12	35	29	187
2019	3	46	57	4	8	2	16	38	35	209
2020	12	34	47	9	6	2	15	26	20	171
2021	9	33	55	10	18	2	16	24	21	188
2022	8	34	62	10	15	2	15	32	18	196

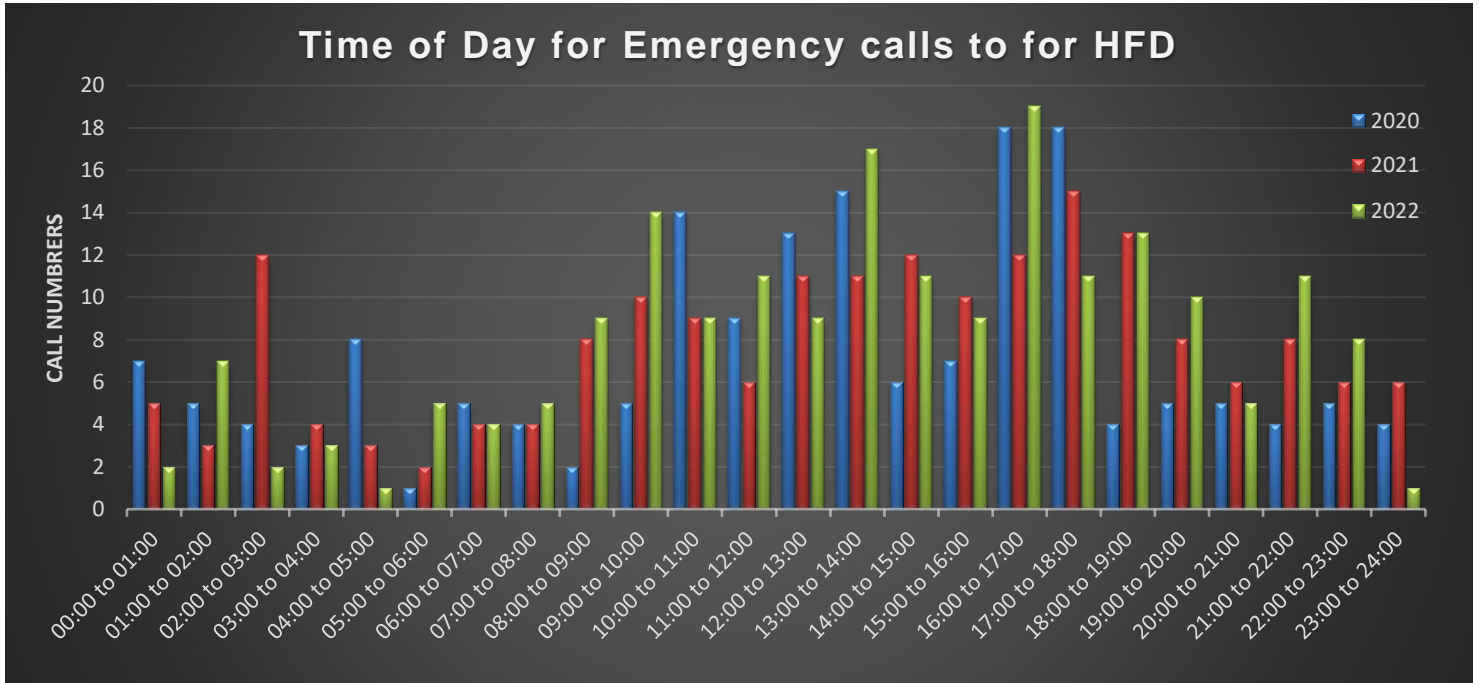
The following graph illustrates the emergency calls for each month of the year in 2022. The most calls were received in October, with September being a close second.



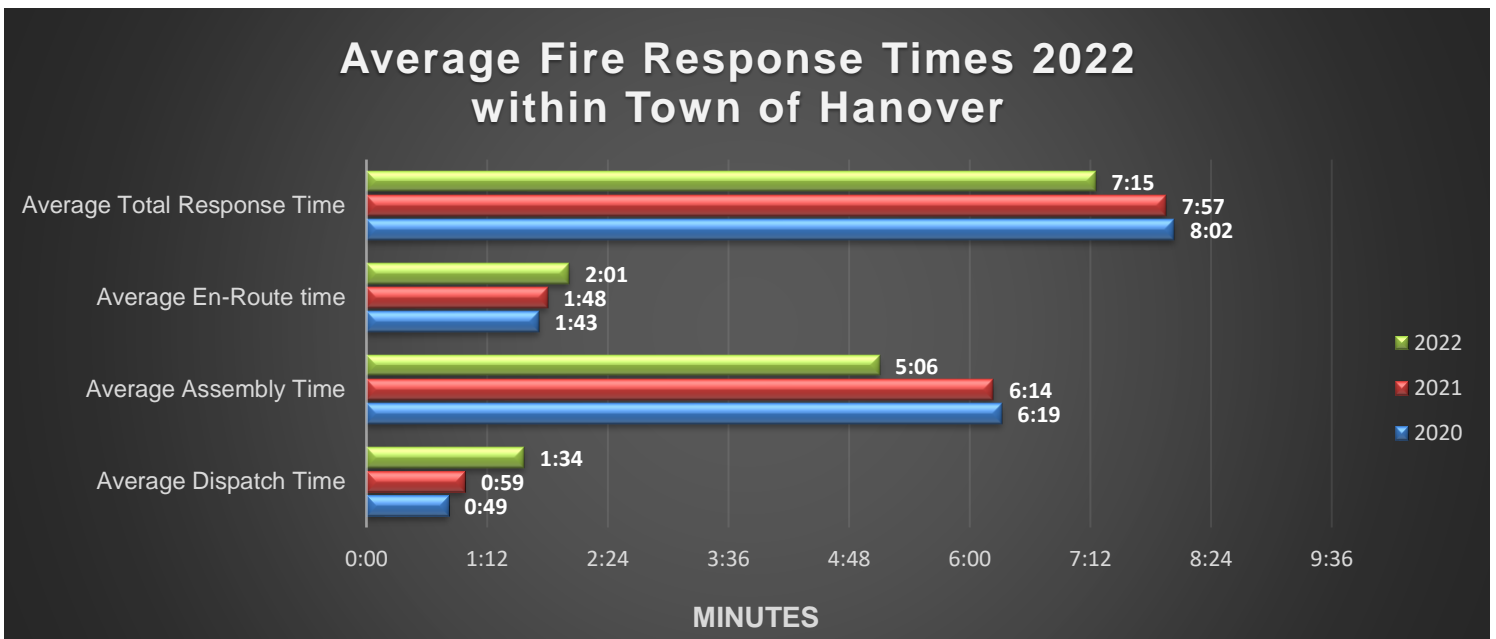
To compare HFD responses to other municipalities of similar size, the chart below indicates numbers of emergency calls from 2021 data. 2022 data is not yet available from the Office of the Fire Marshal. As a result, historical data must be utilized. As can be seen from the graphical representation, Hanover's overall response numbers are the second highest. In addition, HFD is tied for the second lowest fire/explosion totals. While medicals represent the highest type of call for HFD, the percentage of medical call responses (for comparison) is very similar.



HFD is comprised of paid on-call firefighters. As a result, firefighters are paged for emergencies and attend the station to obtain personal protective equipment, then respond to the scene in fire apparatus. Firefighters must leave work, home and other locations to respond to calls at all hours of the day and night. The following graph outlines the times in which emergency calls originated in 2022, with a comparison to 2021 and 2020. The peaks for emergencies in 2022 are; 16:00 to 17:00 and 13:00 to 14:00.



The average response rate of HFD to emergency scenes within the Town of Hanover continues to be very low to all corners of the municipality. The response equates to just over seven (7) minutes from the 911 call. 2022 results indicate a reduction of 0.42 minutes from 2021. This result is a two (2)-year reduction in response times that equals 0.47 minutes. Based on the NFPA and Fire Underwriters Standard (FUS) standards Hanover is classed as an urban population base. As a result, the standard indicates HFD is required to have fifteen (15) people on scene within nine (9) minutes, 90% of the time to fire emergencies. In 2022, the standard was met 38% of the time, which is an improvement of over 20% from 2021. For Structure fires, HFD met the standard 67%, which matches 2021 results. Time of call, availability of volunteer staff, road conditions, and many others will have a bearing on the ability for the department to provide fifteen (15) staff within the short time frame allotted.





TRAINING AND CERTIFICATIONS

In 2022, HFD operated NFPA 1001 Firefighter Level I/Level II as well as NFPA 1072 Hazardous Materials Awareness and Operations training. When training is completed, Ontario Fire Marshalls Office, Academic Standards and Evaluation Branch, attends to complete the skill assessment and testing of firefighters. This provides our firefighters an opportunity to learn at home with HFD staff and equipment, exceed the provincial standard for information provided, ensure all information is specific to Hanover, and test here at home. This saves the department thousands of dollars in travel and training costs, but also ensures that all staff are certified for the work they do at fire scenes.

In total, over 10,300 hours of training, meeting and administration time was logged in 2022 for HFD staff, which incorporated one hundred and eighty one (181) training/meeting sessions. This is a commendable level of commitment for HFD staff as this was in addition to full-time jobs, family responsibilities and other community commitments. Instead of training on one night a week only, firefighters spread their training over three (3) to four (4) nights a week, allowing for smaller groups. Specialization was achieved by establishing training for each of the positions within HFD (recruits, firefighters, pump operators, officers).

HFD continues to have **100%** of HFD members either certified NFPA 1001 Firefighter Level I and Level II, or working towards certification.

In addition, 100% of the officer group are certified to a minimum of NFPA 1021 Fire Officer I and NFPA 1041 Instructor I.

The training indicated below was obtained in 2022 through the use of personal vacation time or during evenings and weekends. In most cases, there was also considerable personal time spent completing both pre-course and post-course activities to obtain the certification listed.



Name and Role	Certification
Captain Chris Karcher Captain Rob Hagan	NFPA 1041 Instructor II
Captain Mike Bieman	NFPA 1021 Officer II
Operator AJ Grant Operator Jeremy Kraft	NFPA 1002 Pump Operations
Firefighter Quinten Beggs Firefighter AJ Smith Firefighter Gordon Walmsley Firefighter Kyle Ermel	NFPA 1001 Firefighter Level I NFPA 1001 Firefighter Level II
Operator Jeremy Kraft Firefighter Colin Hertzberger Firefighter Christina Schnell Firefighter Codey Cooke Firefighter Andrew Lomas Firefighter Quinten Beggs Firefighter AJ Smith Firefighter Gordon Walmsley Firefighter Kyle Ermel	NFPA 1072 Hazardous Materials Awareness and Operations
Fire Chief Jeff Dentinger Deputy Chief Craig MacArthur Captain Chris Karcher Captain Don Crispin Captain Mike Bieman Captain Rob Hagan Pump Operator Andy Smart Pump Operator Ben Plakholm Pump Operator Matthew Marshall Pump Operator Vince Wand Pump Operator Doug Graham Pump Operator Jeremy Kraft Pump Operator AJ Grant Firefighter Marc Dillon Firefighter Mitchell Crispin Firefighter Colin Hertzberger Firefighter Christina Schnell Firefighter Codey Cooke Firefighter Andrew Lomas Firefighter Anne Klages Firefighter AJ Smith Firefighter Gordon Walmsley Firefighter Kyle Ermel Firefighter Quinten Beggs	CPR Health Care Practitioner Level First Aid



ACCOMPLISHMENTS

With support from Hanover Council, HFD is able to provide an exceptional level of service to the municipality.

The following accomplishments occurred in 2022:

1. Observed staffing milestones;
 - Pump Operator Vince Wand – 10 years
 - Pump Operator Matt Marshall – 10 years
 - Pump Operator AJ Grant – 5 years
 - Pump Operator Ben Plakholm – 5 years with HFD, 20 years as a firefighter
2. Funding of over \$18,000 for a new state of the art DJI Matrice 30T drone was received from Firehouse Subs Public Safety Foundation. The drone has thermal cameras comparable to a fixed helicopter system, has a flight time of over forty (40) mins, and can fly in almost all weather conditions.
3. Response time within the Town of Hanover reduced by forty-three (43) seconds to 7:13.
4. Successfully contained a large downtown fire leading to no loss of life or injuries reported.
5. Worked with Hanover Police Service to successfully manage a bomb threat at the Hanover Hospital leading to no injuries reported.
6. Completed HFD's first round of NFPA 1072 hazardous materials provincial testing for HFD members to the Awareness and Operations levels.
7. Responded to the second highest annual call volume in HFD history.
8. Completed live fire training with eleven (11) fire suppression staff in partnership with Bruce Power, and an additional live fire training for twenty-eight (28) firefighters with the OFM's Mobile Live Fire Training Unit.
9. Created two (2) new Lieutenant positions and one (1) new pump operator position.
10. Completed a Community Risk Assessment for the municipality.
11. Observed an increase in alarmed for life compliance.
12. Increase NFPA 1041 Instructor Level II certified members by two (2), and NFPA 1021 Fire Officer Level II by one (1).
13. Completed annual training for all technical rescue specialties (swift water rescue, static water rescue, ice water rescue, high angle rescue).
14. Completed a 2022 recruitment drive which resulted in over twenty (20) applications for nine (9) positions.
15. Continued the use of Twitter, Facebook and Instagram to increase fire safety awareness and create public relations opportunities.
16. Received over \$25,000.00 in funding and donations.
17. Implementation of a digital radio system with all Grey County Fire Departments, supported by the County of Grey.
18. Successfully created a county wide truck numbering system with other Grey County Departments.



LOOKING AHEAD

OPERATIONS

In 2022, the department handled a variety of calls ranging in severity and duration. A large downtown fire required mutual aid from five (5) other local fire departments and the utilization of specialty equipment such as HFD and Brockton drone, HFD and West Grey aerial apparatus, Grey County Air Support Unit, and more. Fire crews fought the blaze for over thirty (30) hours to bring it under control and ensure that damage was halted as soon as possible. During this fire, many members went the entire holiday weekend with little sleep attending the fire scene, work, then back to the fire scene. Utilization of specialty equipment such as the HFD drone assisted in minimizing damage from the fire. Crews will spend time in 2023 training on the use of the new and upgraded drone equipment, ensuring we are ready for the next emergency where it is needed.

In 2023 HFD members will spend time continuing to train for ever changing emergency response. Utilizing the Community Risk Assessment completed in 2022 as a guide, preparation for increasingly complex and significant emergencies will ensure that crews are prepared no matter what emergencies exist in the municipality.

Staff will also begin working on the design of a new net-zero fire station. In 2023 the design will be completed and the build is scheduled to begin by early summer. It is anticipated that the building will be ready for use by mid-2024. Fire Department members will work with the design team to ensure that the station is built for the future emergency and training needs of the municipality.

FIREFIGHTERS

In July HFD said goodbye to Deputy Chief (DC) Terry McDonald. DC McDonald served HFD for over twenty-seven (27) years from 1984 to 2011. HFD had the privilege to provide DC McDonald an honour guard and a last ride to his final resting place. DC McDonald had a level of dedication and commitment to this community that few will understand. HFD members and retirees understand the sacrifices that DC McDonald made over his twenty-seven (27) year volunteer career and came together, with the support of West Grey Fire, to acknowledge DC McDonald's devotion to this community, and HFD.

The Town of Hanover continues to be supported by paid on-call firefighters who are willing to respond to emergencies at any given time, with no notice, and no schedule. Firefighters respond without hesitation when pagers are activated. This group of dedicated individuals are intently focused on the needs of the community they serve. HFD is fortunate to have thirty-two (32) individuals who put their community first.

2023 will bring new challenges and situations that will push HFD firefighters to their limits. HFD firefighters will attend, they will strive for excellence, and they will overcome. The Town of Hanover remains in very good hands, with experts ready to respond to emergencies whenever required.



Deputy Chief McDonald Final Ride 2022





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