



# HANOVER FIRE DEPARTMENT

## 2023 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 2023 Annual Fire Department Report to Council.

As we reflect on the past year, I am honored to share the progress and accomplishments of Hanover Fire Department (HFD) in this annual report. Our dedicated firefighters have worked tirelessly to ensure the safety and well-being of our community.

Throughout the year, we faced various challenges, but with unwavering commitment and resilience, we overcame them together. Our training programs have been robust, empowering our team with the skills and knowledge needed to respond effectively to emergencies. HFD completed over five thousand, two hundred (5200) 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 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 thirty-two (32) certificates awarded. Completing this training at home with HFD instructors and with our equipment ensures all members are certified, have knowledge of the use of HFD equipment, and saves the municipality thousands of dollars in training costs.

HFD achieved many accomplishments in 2023, a few which are highlighted below:

- Response to 214 emergency calls. A total of fifteen (15) more calls than 2022, the highest in HFD history.
- A total of over 2300 on scene personnel hours;
- Average response of six (6) minutes and thirty-nine (39) seconds within the Town of Hanover from 911 call. A reduction of thirty-six (36) seconds from 2022, reduced by seventy-eight (78) seconds from 2021;
- Donations and grants to HFD totaled over \$20,000 from various businesses, government and personal sources.

I want to express my deepest gratitude to the entire community for your continuous support. Your involvement and cooperation have played a pivotal role in our success. Together, we have implemented proactive measures to mitigate fire risks and enhance overall safety.

In addition to emergency response efforts, community outreach and education have been integral aspects of our mission. We've conducted alarmed for life visits, inspections, drills, and awareness campaigns to empower residents with the information they need to stay safe and prevent potential hazards.

Looking ahead, we remain steadfast in our commitment to excellence. The community's trust is our driving force, and we will continue working tirelessly to uphold the highest standards of service. As we move forward, let us remember that fire safety is a shared responsibility, and by working together, we can create a safer and more resilient community.

Thank you to council for their support of HFD. I look forward to another year of collaboration, growth, and community safety.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "J. Dentinger".

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 2023;
  - 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 thirteen (13) youth with information and practical experience with a variety of firefighting skills for an entire week during the summer months.
  - Thirty-nine (39) public education events totaling ninety-five (95) hours were held. An estimated one thousand, six hundred and fifty (1650) 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 two hundred and fourteen (214) emergency calls for service. The highest amount in HFD history.
2. Continued support of the Grey County Training Association, Grey County Regional Training Centre, and Grey County Chiefs Association.
3. Many operational changes were implemented to improve efficiency and response protocols.
4. A community risk assessment was updated by staff for the Town of Hanover, assisting to guide HFD services.
5. Began testing for technical rescue certification as a result of being approved by the province to challenge test.



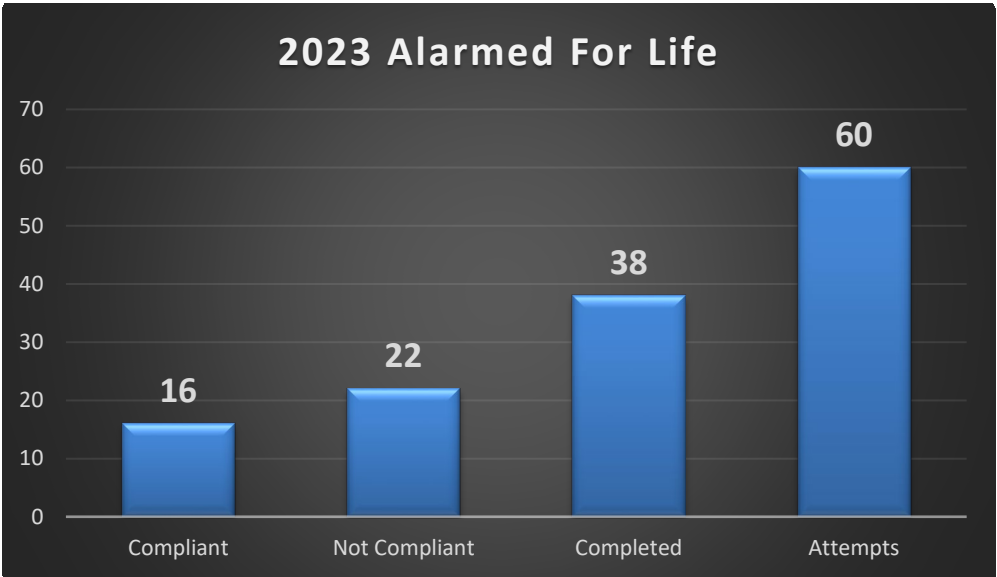


# EDUCATION AND PREVENTION



During 2023, 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 2023 indicate a forty two percent (42%) 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 twenty five percent (25%) in 2021, and thirty seven percent (37%) in 2022. The trend of increasing compliance is positive, but there is still work to be done.



During October's Fire Prevention Week HFD staff spent time completing public education sessions. The focus was to increase knowledge and awareness regarding "Cooking safety starts with you", which was the 2023 Fire Prevention Week theme.

During Fire Prevention week HFD also hosted their annual Recruit Information Session for prospective applicants to learn about the role HFD plays in the community, the expectations of HFD firefighters, training requirements, response requirements and much more. The goal of this session is to inform potential firefighters of the many requirements to ensure they are informed before applying for an HFD position.



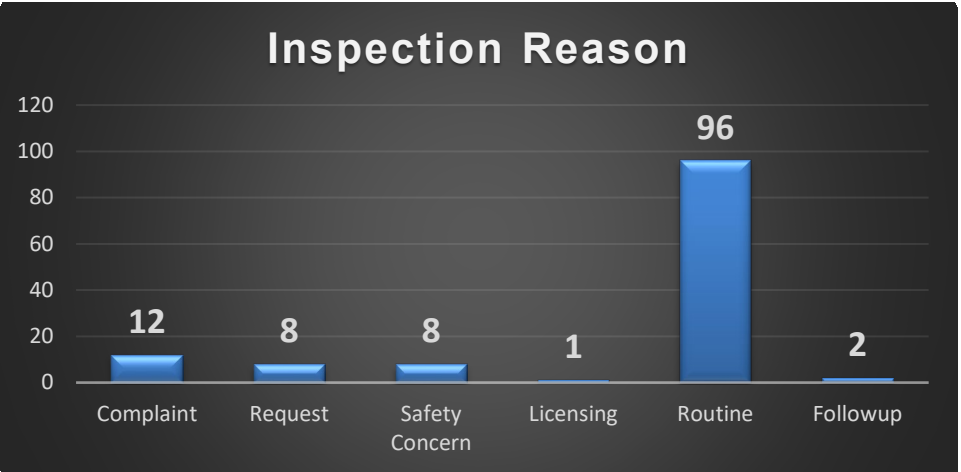
# FIRE SAFETY STANDARDS AND ENFORCEMENT



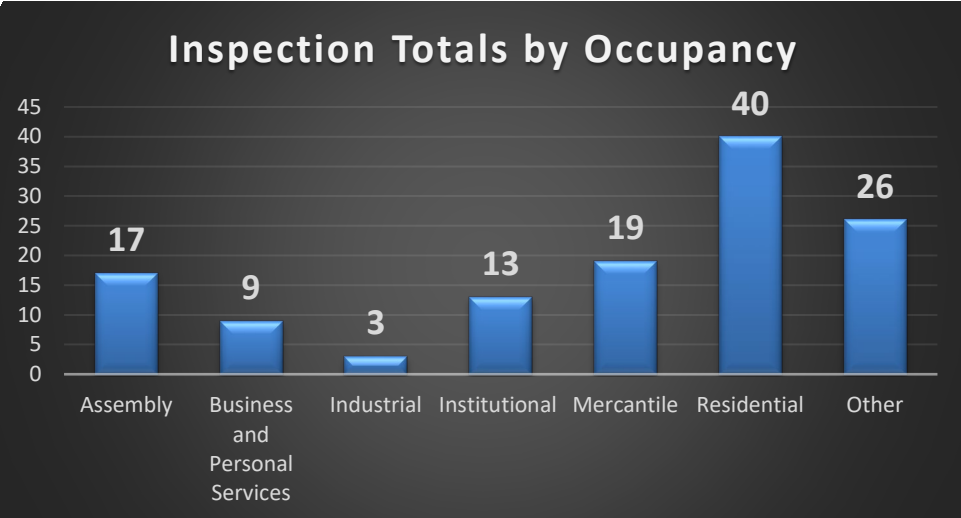
FPO Hagan continues to provide ongoing inspections in a proactive manner to ensure adherence to the Fire Code. He works with commercial, industrial and residential interests on an ongoing basis to ensure fire safety and protection measures are in place.

During 2023, HFD received twelve (12) complaints regarding potential code violations. All complaints were investigated and closed successfully. In total, one hundred and twenty-seven (127) inspections were completed. This was a decrease from the one hundred and fifty (150) inspections completed in 2022.

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

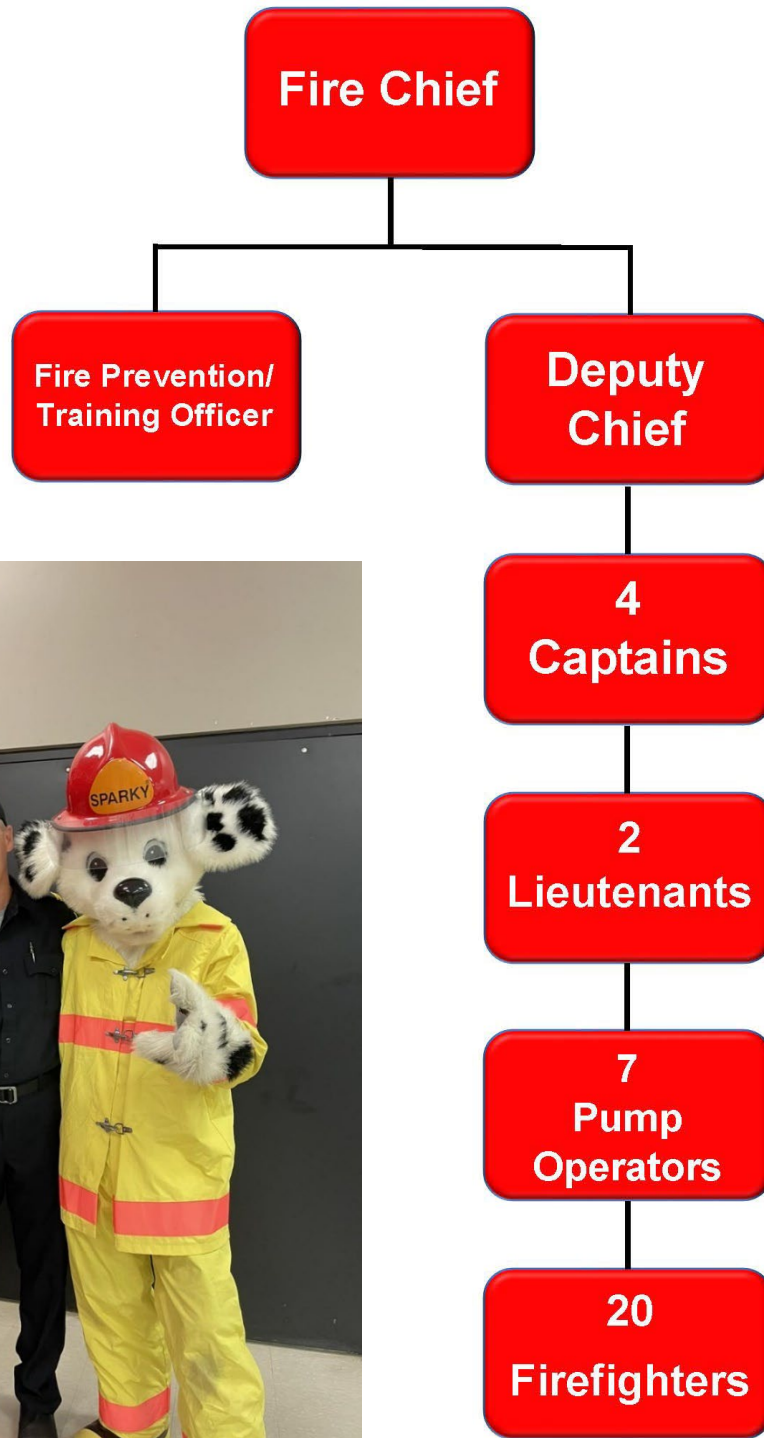


A further breakdown of inspection data below, indicates the type of occupancy inspected.



The department issued on-line fire permits again this year. This was a very successful activity for HFD with a total of three hundred and nine (309) permits approved and paid. The total revenue received exceeded twelve thousand dollars (\$12,000). 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.

# ORGANIZATIONAL CHART



At full complement, HFD has thirty-five (35) members total. 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.

In July HFD said goodbye to retired Deputy Chief (DC) Joe Schlatman. DC Schlatman served HFD for over thirty-five (35) years from 1967 to 2002. HFD had the privilege to provide DC Schlatman an honour guard and a last ride to his final resting place. HFD members and retirees understand the sacrifices that DC Schlatman made over his thirty-five (35) year volunteer career. They came together, with the support of West Grey Fire, to acknowledge DC Schlatman's devotion to this community, and HFD.



## APPARATUS



**Squad 903** (2021 Half Ton Pick-up truck) – Decontamination, drone operations, fire prevention, support, towing vehicle for HFD rescue boat, command apparatus

**Squad 901** (2002 One Ton 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

**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

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

**Rescue 941** (18' Enclosed Command/Rehabilitation Trailer) – Used as a command location for long duration calls, for rehabilitation of personnel, carrying equipment, and operating the drone.

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

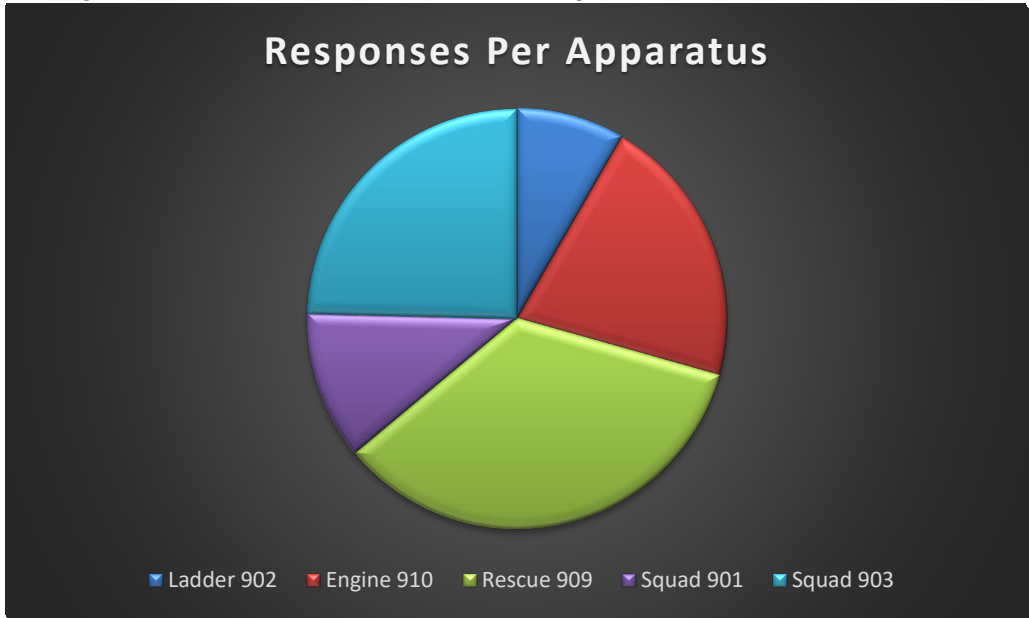




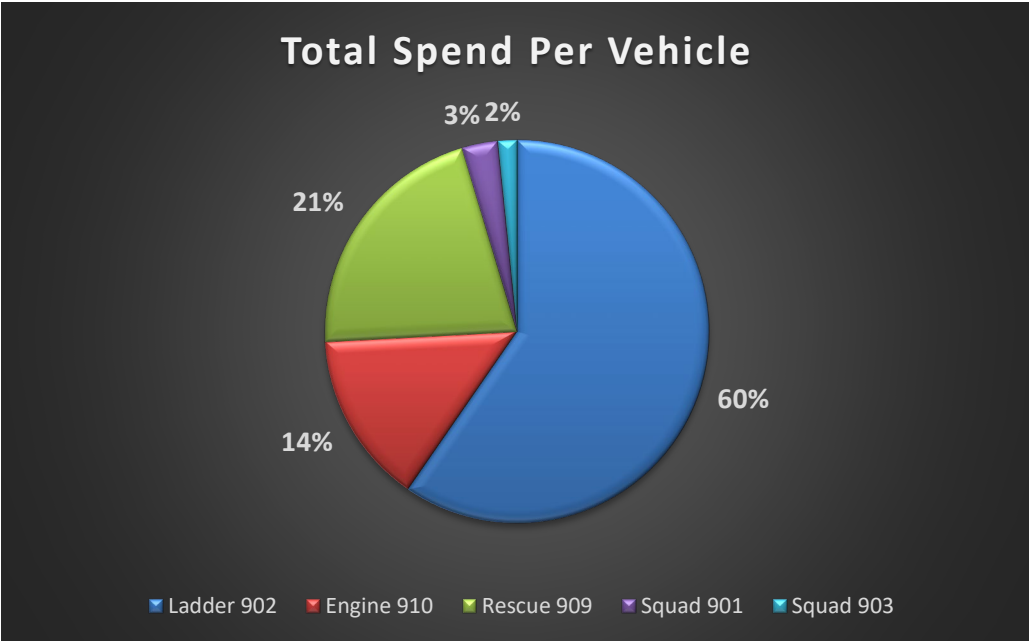


## APPARATUS COST

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 total operation cost based on fuel consumption and repairs.





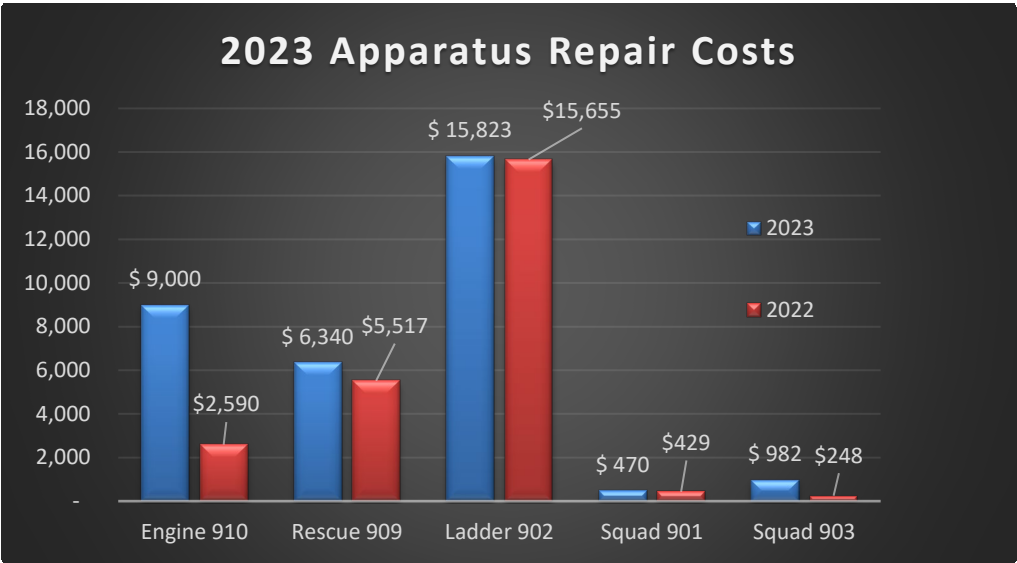


# APPARATUS REPAIRS

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. Costs are associated with both required tests of the vehicle (annual pump tests, annual service tests, annual ladder tests) as well as necessary repairs to keep the apparatus functioning.



The table below illustrates the total amount of repair and inspection costs for each apparatus.



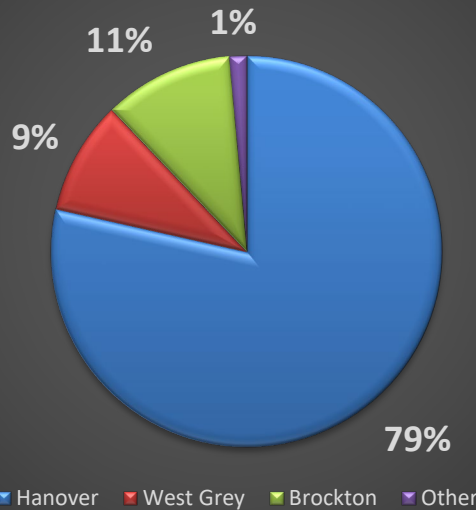


## EMERGENCY RESPONSE

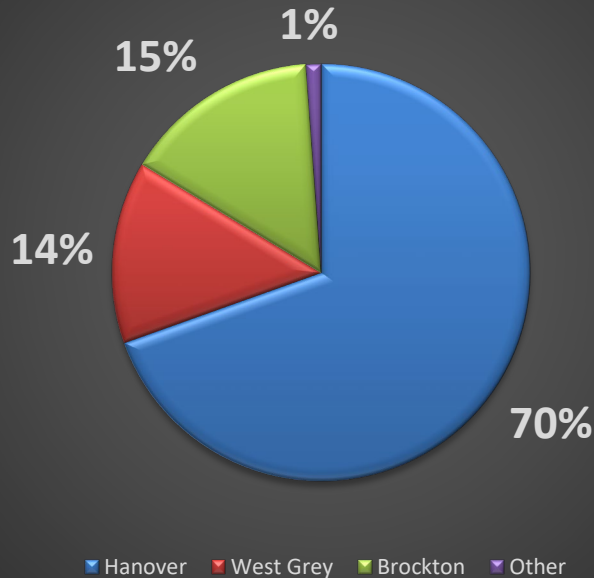
The Hanover Fire Department responded to two hundred and fourteen (214) total emergencies during 2023. The highest number of responses in HFD history. This included emergency responses within the municipalities of Brockton and West Grey as per Fire Service Agreements, and for specialty rescue services outside of these municipalities. The bulk of emergency calls and hours are initiated from the Town of Hanover.

Location of emergency call	2023 calls	Percentage of calls	2022 comparison
Town of Hanover	168	79%	163 calls
Municipality of West Grey	20	9%	20 calls
Municipality of Brockton	23	11%	13 calls
Other	3	1%	-

### 2023 Emergency Calls



### Total Firefighter Hours Per Location

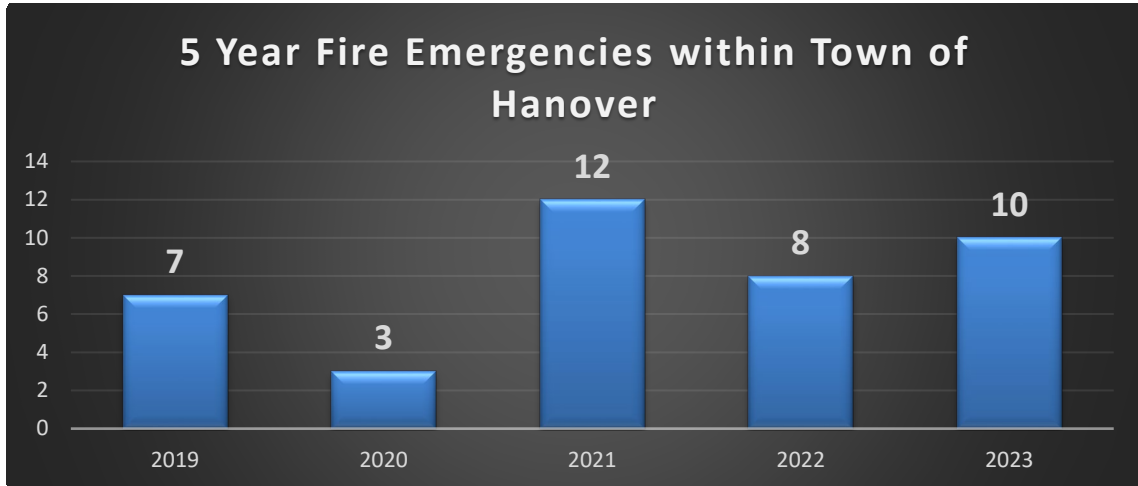




## STRUCTURE FIRES

A total of ten (10) fire incidents and thirteen (13) pre-fire incidents occurred during 2023 in the Town of Hanover with an estimated dollar loss of \$32,100.00. Fires/explosions and pre-fire conditions account for fourteen percent (14%) of the overall calls within the municipality.

Of the ten (10) fire incidents, six (6) were structure fires and four (4) were outdoor fires which resulted in no dollar loss.

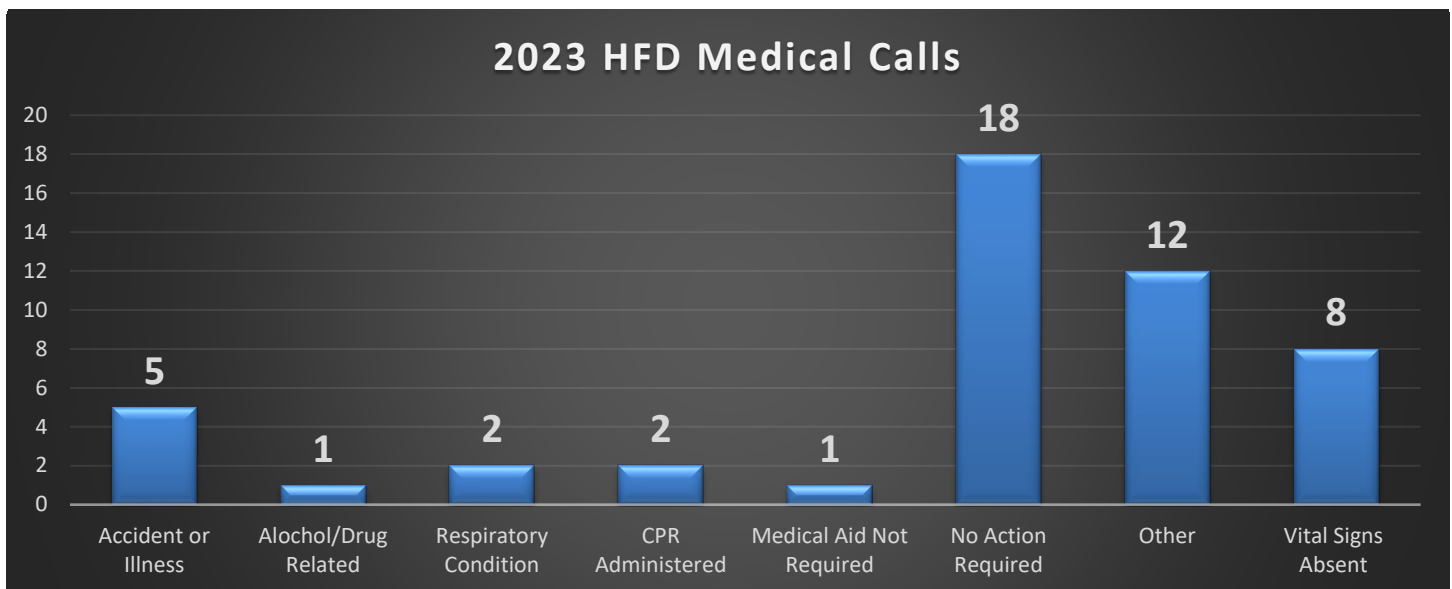


## OTHER RESPONSES

In 2023, HFD responded to one hundred and sixty-eight (168) emergency calls for service within Hanover, an increase of five (5) emergency calls from 2022.

The highest percentage of emergency response was for medical assistance at thirty percent (30%) (fifty (50) incidents), a decrease of eleven (11) incidents from 2022. 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 one (1) occasion in 2023, 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 2023:



The second highest number of incidents are generated by false fire alarm activation at twenty-one percent (21%) (thirty-six (36) incidents), an increase of five (5) incidents from 2022.

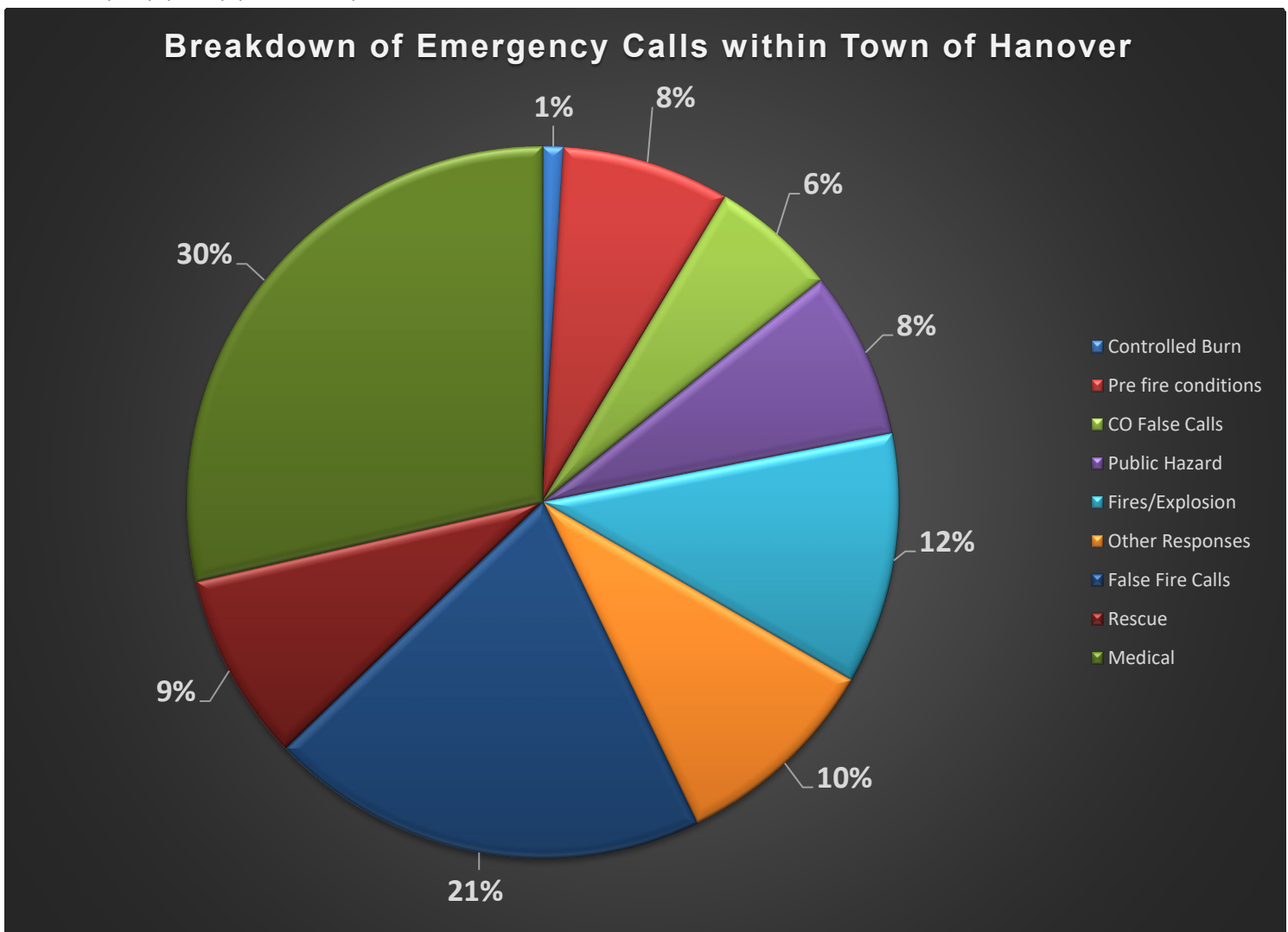
Other calls equated to ten percent (10%) (seventeen (17) incidents) including situations such as; assisting other fire departments, cancelled on route, and other public service emergencies, an increase of eight (8) incidents from 2022.

Rescues (motor vehicle accidents, technical rescue calls, and general rescue situations) equated to nine percent (9%) (sixteen (16) incidents), a decrease of one (1) incident from 2022.

Public Hazard emergencies (spills, gas leaks, power lines down or arcing) totaled eight percent (8%) (fourteen (14) incidents), a decrease of one (1) incident from 2022. This group also includes carbon monoxide emergency calls. In 2023, carbon monoxide emergencies totaled three (3) incidents where levels were present in the home/business, which is an increase of one (1) incident in 2022. 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.

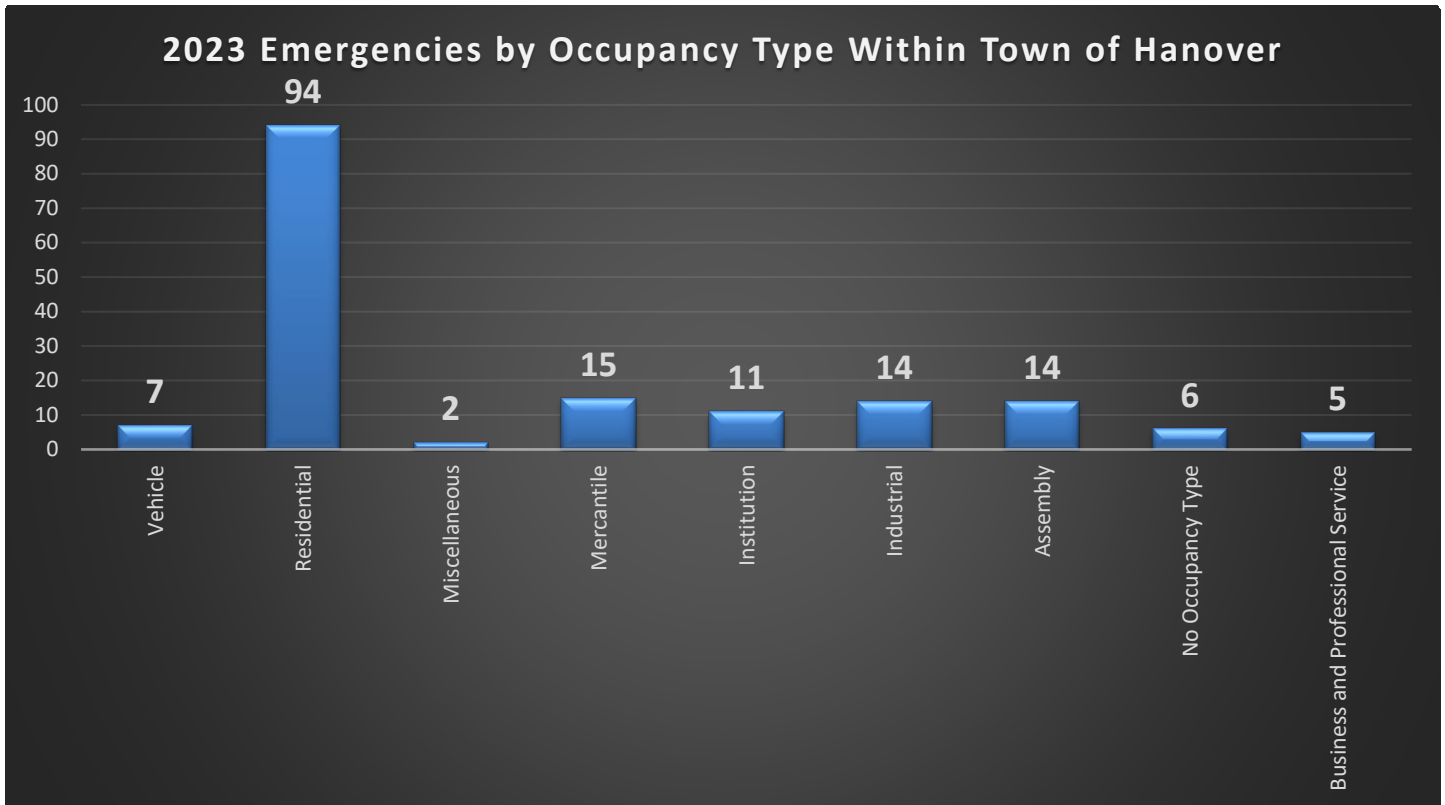
Carbon Monoxide false calls totaled six percent (6%) (ten (10) incidents), an increase of two (2) incidents from 2022.

Pre-fire conditions (pot on stove, overheat conditions, other cooking without fire) represented eight percent (8%) (thirteen (13) incidents), an increase of four (4) incidents in 2022. Controlled burn emergencies were one percent (1%) (two (2) incidents), the same number of incidents as 2022.



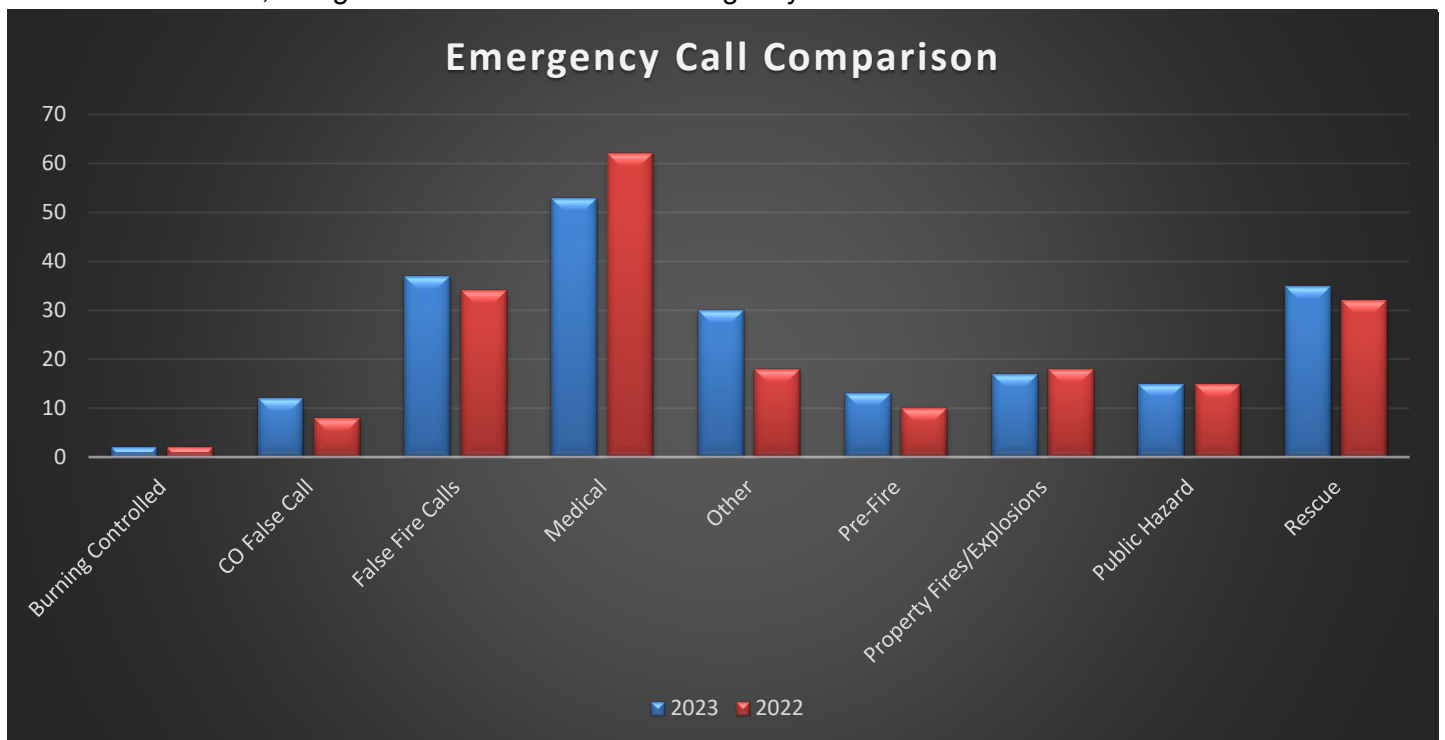


The type of occupancy associated with responses within Hanover are varied. The following graphical illustration indicates the type of occupancy where the emergency originated. The highest percentage of calls are to residential locations as this occupancy type makes up the majority of buildings within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



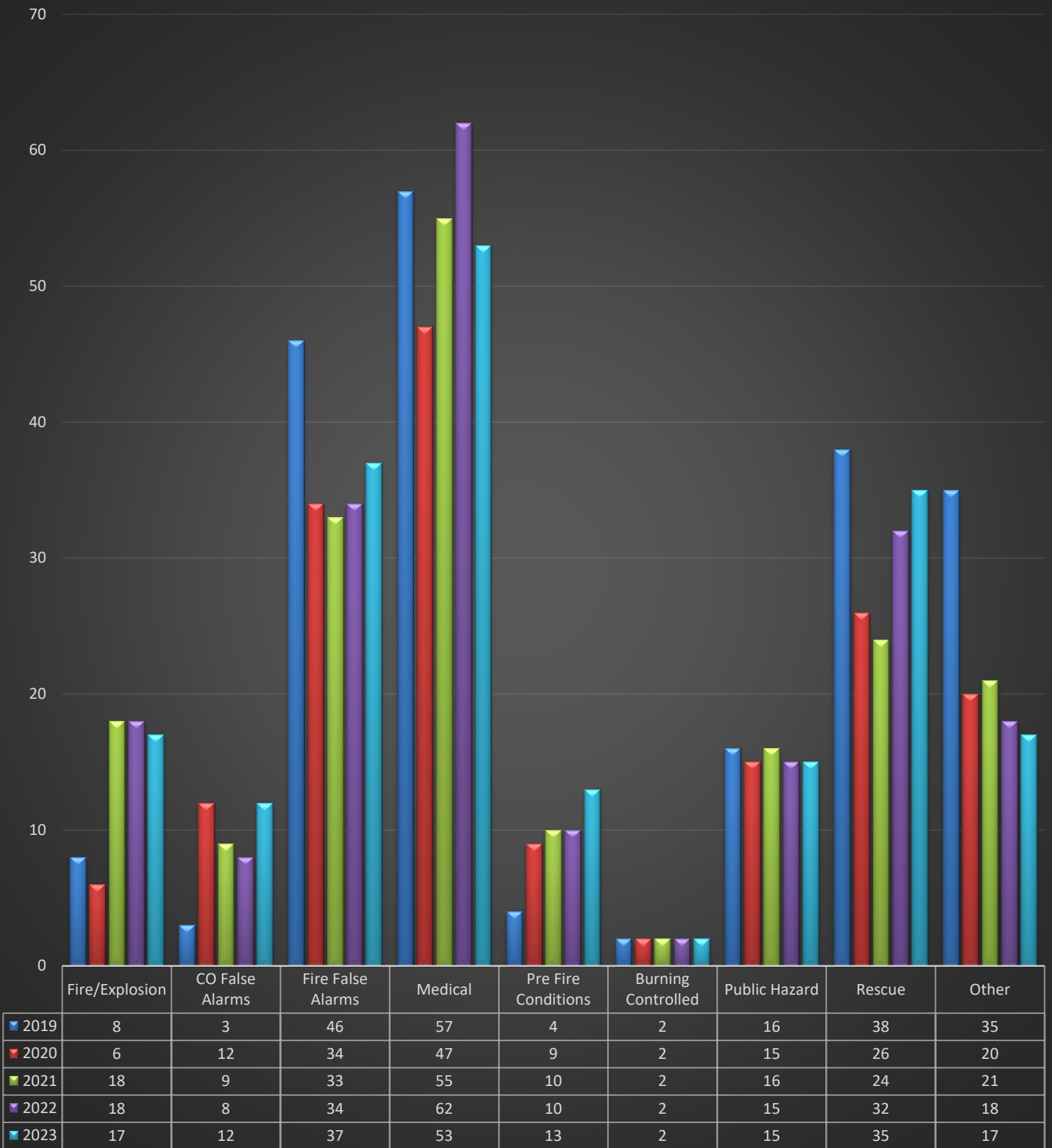
### ALL RESPONSES

2023 saw a slight increase to the overall number of emergency incidents for its response region with a total of two hundred and fourteen (214) received. The following graph illustrates the entire call volume for 2023 and 2022, along with the reason for the emergency call.



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

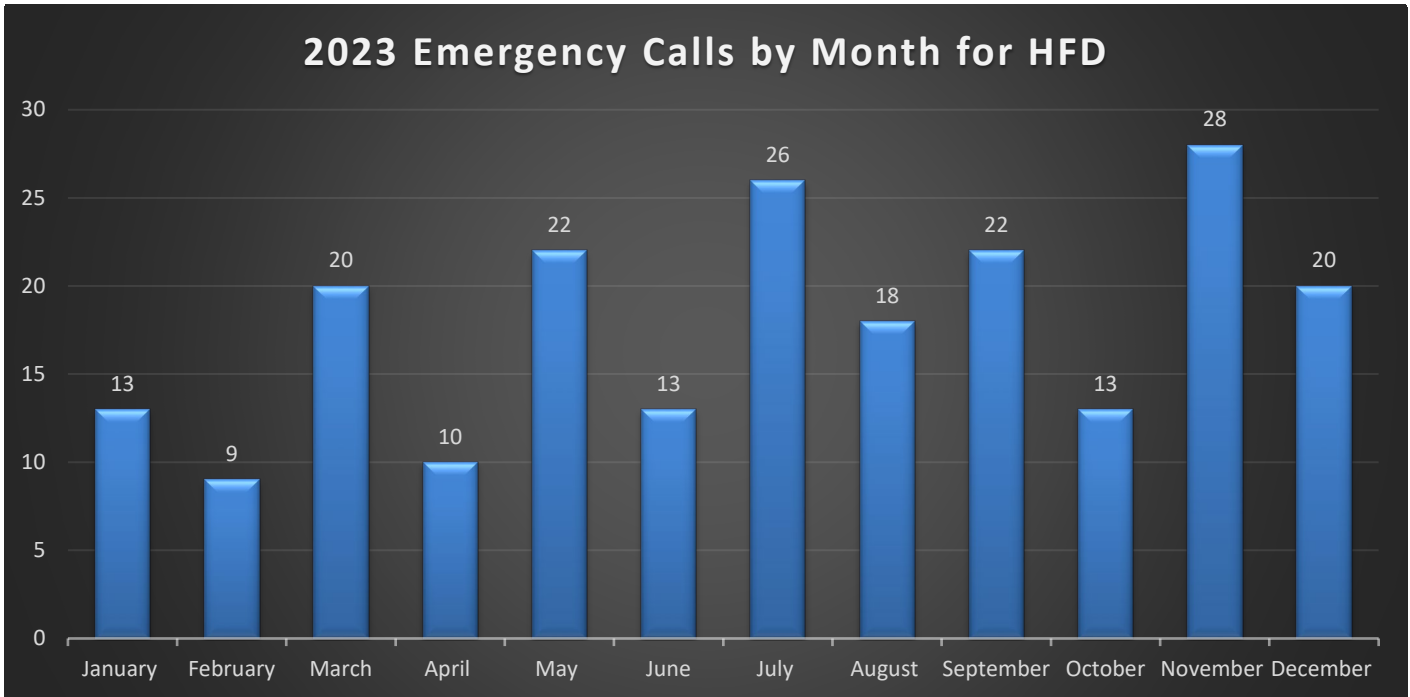
### 5 year call history



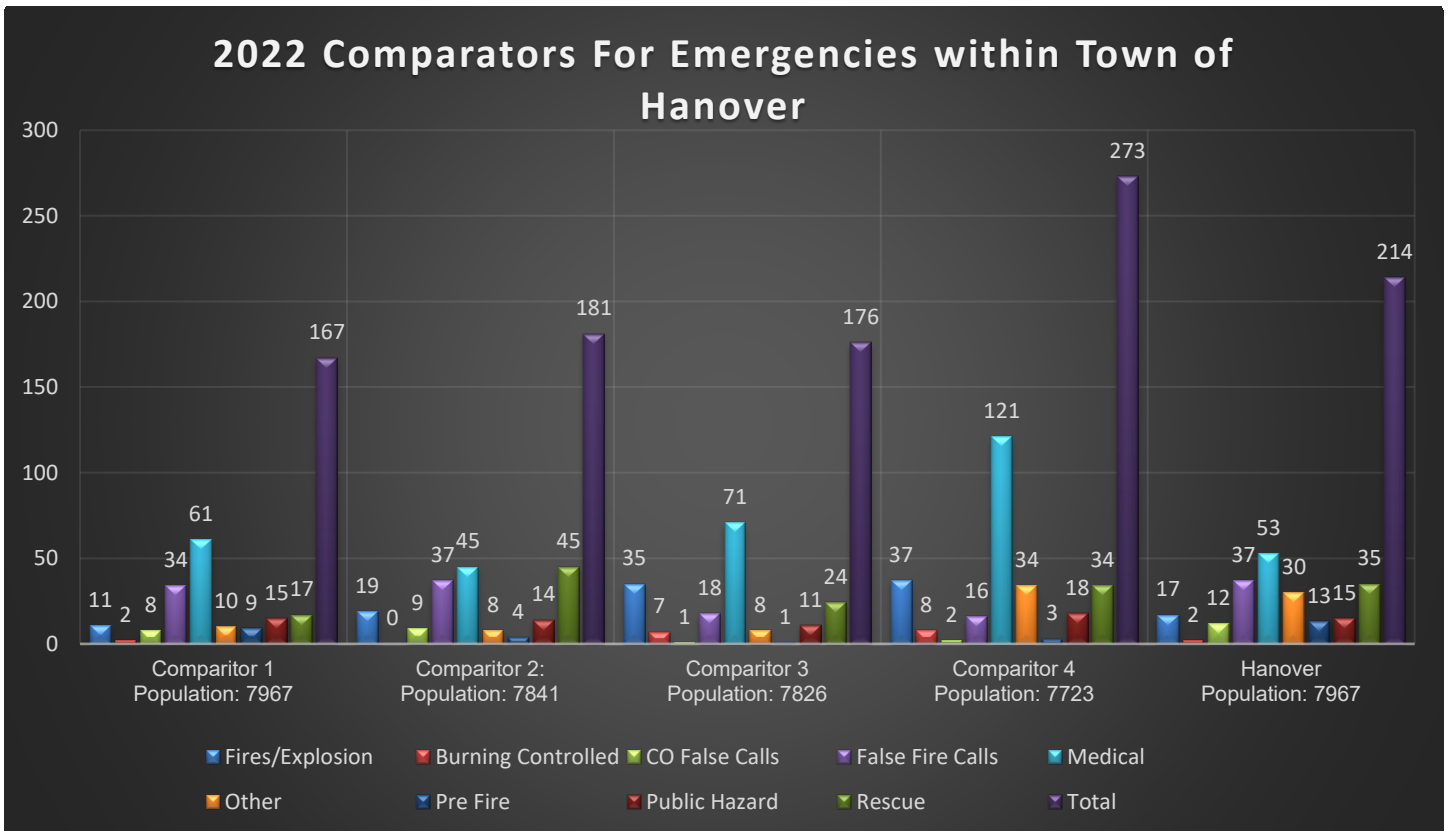
2019 2020 2021 2022 2023



The following graph illustrates the emergency calls for each month of the year in 2023. The most calls were received in November, with July being a close second.

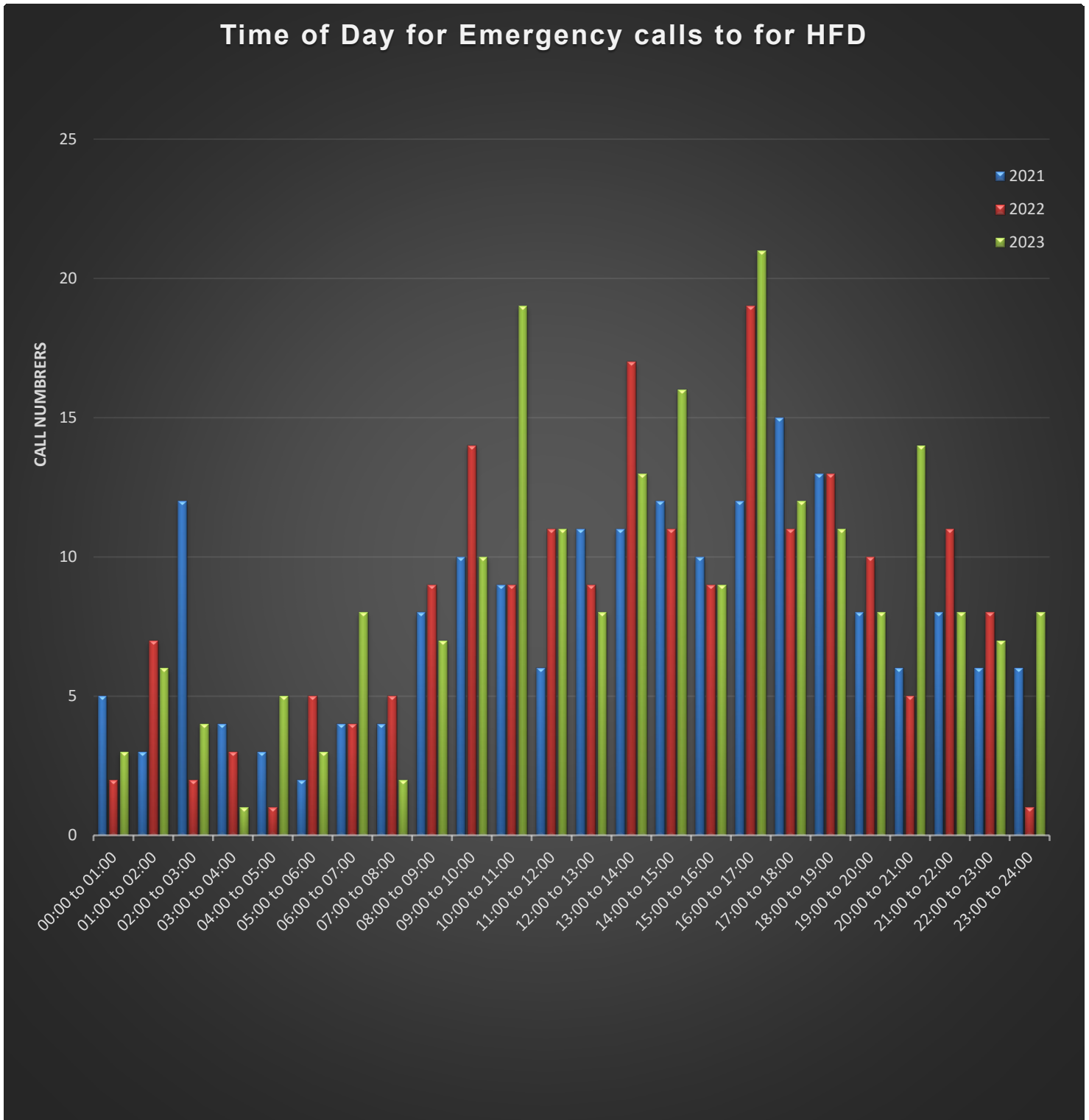


To compare HFD responses to other municipalities of similar size, the chart below indicates numbers of emergency calls from 2022 data. 2023 data is not yet available from the Office of the Fire Marshal. As a result, historical data must be utilized. As can be seen from the graphical representation, Hanover’s overall response numbers are the second highest. In addition, HFD has 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, or lower, when considering the ratio of this type of response to all types.



## RESPONSE TIMES

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 2023, with a comparison to 2022 and 2021. The peaks for emergencies in 2023 are; 16:00 to 17:00 and 10:00 to 11:00.





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 six (6) minutes and thirty (30) seconds from the 911 call. 2023 results indicate a reduction of 0.36 minutes from 2022. This result is a three (3)-year reduction in response times that equals 1.23 minutes.



Based on the NFPA and Fire Underwriters Standard (FUS) standards Hanover is classed as an urban population base. As a result, the standards indicate HFD is required to have fifteen (15) people on scene within nine (9) minutes, 90% of the time to fire emergencies. In 2023, the standard was met fifty percent (50%) of the time, which is an improvement of over thirty eight percent (38%) from 2022. 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 2023, HFD operated NFPA 1001 Firefighter Level I/Level II as well as NFPA 1072 Hazardous Materials Awareness and Operations training internally. When training is completed, the 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 eight thousand, eight hundred and forty (8840) hours of training, meeting and administration time was logged in 2023 for HFD staff, which incorporated one hundred and ninety-four (194) 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).

Training certificates were also obtained through the Regional Training Centre, as well as third party trainers. The training indicated below was obtained in 2023 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 Rob Hagan LT Steve Goode	NFPA 1035 Safety Officer
LT Doug Graham Operator Mitch Crispin Operator Jeremy Kraft	NFPA 1021 Officer I
Firefighter Christina Schnell Firefighter Colin Hertzberger Firefighter Kyle Ermel Firefighter Luke Dentinger Firefighter Simon Andonian Firefighter Matt Krueger Firefighter Chris Meads Firefighter Chris Cormack	NFPA 1001 Firefighter Level I NFPA 1001 Firefighter Level II
Firefighter Colin Hertzberger Firefighter Christina Schnell Firefighter Kyle Ermel Firefighter Luke Dentinger Firefighter Simon Andonian Firefighter Matt Krueger Firefighter Chris Meads Firefighter Chris Cormack	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 LT Doug Graham Pump Operator Andy Smart Pump Operator Matthew Marshall Pump Operator Vince Wand Pump Operator AJ Grant Pump Operator Jeremy Kraft Pump Operator Codey Cooke Firefighter Marc Dillon Firefighter Mitchell Crispin Firefighter Colin Hertzberger Firefighter Christina Schnell Firefighter Andrew Lomas Firefighter Anne Klages Firefighter AJ Smith Firefighter Gordon Walmsley Firefighter Kyle Ermel Firefighter Quinten Beggs Firefighter Luke Dentinger Firefighter Simon Andonian Firefighter Matt Krueger Firefighter Chris Meads Firefighter Chris Cormack Firefighter Tristan Thornborrow	CPR Health Care Practitioner Level First Aid  Medical team also received the following certification: <ul style="list-style-type: none"> <li>• Medical Airways</li> <li>• Blood Pressure</li> <li>• Advanced Trauma</li> <li>• Blood Oxygen</li> </ul>





# ACCOMPLISHMENTS

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

The following accomplishments occurred in 2023:

1. Observed staffing milestones;
  - o Firefighter Mitchel Crispin – Five (5) years service
  - o Captain Don Crispin – Twenty (20) years service
  - o Chief Jeff Dentinger – Twenty-five (25) years service
2. Completed design of new net zero fire station. Construction has begun and will be completed in 2024.
3. Completed first annual awards and promotion event to recognize staff certification accomplishments and promotions within the fire department.
4. Funding of twelve thousand dollars (\$12,000) was received from the Farm Credit Corporation for the purchase of new auto extrication air bags. These updated air bags will ensure safety of crews and patients when attempting to lift large loads when conducting vehicle extrication activities.
5. Response time within the Town of Hanover reduced by thirty-six seconds (36) to six minutes and thirty-nine seconds (6:39) from 911 call.
6. Shared the cost of upgrading the command trailer with Police, Fire and Emergency Management. This upgrade will ensure that Hanover has a mobile base of operations for any emergency, to assist with timely mitigation and successful outcomes.
7. Obtained over forty (40) certifications ranging from Firefighter Level I to Fire Officer Level II. A combination of in-house training and Ontario Fire College attendance ensured HFD increased the number of certified individuals for various roles.
8. Responded to two hundred and fourteen (214) calls for service, the highest annual call volume in HFD history.
9. Completed live fire training with six (6) recruit fire suppression staff in partnership with Bruce Power, and an additional live fire training for six (6) recruit firefighters with the OFM's Mobile Live Fire Training Unit.
10. Updated the municipal Community Risk Assessment.
11. Observed an increase in alarmed for life compliance.
12. Received approval from the Ontario Fire Marshal's office to begin challenge testing technical rescue specialties. This was a result of an audit of our training program to ensure it met provincial standards.
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 the hiring of six (6) new recruit firefighters.
15. Continued the use of Twitter, Facebook and Instagram to increase fire safety awareness and create public relations opportunities.
16. Received over twenty thousand dollars (\$20,000.00) in funding and donations.





## LOOKING AHEAD

This 2023 annual report highlights HFD's commitment to fire prevention, emergency response efficiency, and community outreach. HFD achieved notable progress in training, equipment upgrades, and collaboration with other local agencies. Despite challenges, our dedicated team has ensured public safety and demonstrated resilience. HFD firefighters and officers continued to handle a variety of calls ranging in severity and duration.

In 2024 HFD members will spend time continuing to train for ever changing emergency response. We remain focused on continuous improvement and community engagement to further enhance our fire department's effectiveness. In addition, work will continue on building two new apparatus required in the next one (1) to three (3) years. HFD will also host its first Camp Molly Fire Services Camp, which is designed to show females 15 to 18 years of age that a career in the fire service is a viable and rewarding experience.

Staff will also continue working on the transition and relocation to the new net-zero fire station. The build is scheduled to be completed in summer of 2024. Through innovative design and cutting-edge technology, we have created a fire hall that operates with minimal impact on the environment. From energy efficient systems to renewable energy sources, every aspect of this facility has been carefully crafted to reduce our carbon footprint.

This annual report underscores the remarkable commitment and selfless service exhibited by our firefighters. Firefighters 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 acknowledges the ever-changing landscape of emergency response and are committed to continuous improvement. By embracing innovation, investing in training, and fostering community collaboration, we are poised to meet future challenges head on. HFD's dedication to the safety and well being of residents, and visitors, remains unwavering, and we are confident that HFD will continue to evolve as a beacon of resilience and service.





# Deputy Chief Joe Schlatman Final Ride 2023



Rest easy brother,  
we have it from here!

Deputy Chief Joe Schlatman  
#89



# Live Fire 2023







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