

A bit of history.....

With the purchase of new fire trucks, building of new fire stations, and hiring of new firefighters, it is important to us to remember how we got where we are today as a fire department. With the building of our new fire station to take place in 2009, we have an area dedicated to the history of our fire department, to be right inside the reception area of the new station. See the picture below taken in the early 1920's and see if you know any of the firefighters of years gone by.



Left to Right:

Arch Stover, Allan Collard, Bill Yake, Charlie Ward, Geo. Courtney, Joe Gayman, Ornsby Lehman, Cecil Shakle, Dawson Davis, Everton Smith, Ernie Button, Joe Mertons
Seated: Wilmot (Casper) Stover, Bert Tait

Public Education- Fire station tours

An important part of the fire prevention program at the Whitchurch-Stouffville Fire & Emergency Services is public education. Our department prides itself on informing the public of vital fire and life safety information. A common event that we conduct is fire station tours of both our downtown and Ballantrae station. Station tours are great events for childrens groups, school classes, clubs and community groups. During most station tours, firefighters review age appropriate fire safety tips, home escape planning, smoke alarms and 9-1-1 usage. During our tours, videos with fire safety messages are shown as well as demonstrations of the protective gear firefighters wear. Of course, everyone loves sitting in the back of the fire trucks, as well as the handouts for everyone to take home. Sparky the Fire Dog sometimes even makes a surprise appearance.

If you are interested in scheduling a station tour, please contact:
Jeff Bignell- Fire Prevention/ Public Education Officer
(905) 640-9595 Ext-226
jeff.bignell@townofws.com

**For additional information on any of these topics please contact:
Whitchurch-Stouffville Fire and Emergency Services- (905)-640-9595**

Information in this brochure is a summary only. Please refer to actual by-laws and regulations for exact wording.
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Whitchurch-Stouffville Fire & Emergency Services

NEWSLETTER

Fall/ Winter 2008

This newsletter provides information on some of the recent changes and initiatives made by both the Fire Department and the Town of Whitchurch-Stouffville.

Your Fire Department voted #1 in Customer Service Excellence!

From January 28 to February 22 2008, DPRA Canada, a third-party research firm conducted a random telephone survey of 591 residents representative of the overall Town population by age cohort, gender and ward. For residents who were not contacted as part of the telephone survey but who wished to provide their input, mail-back and online surveys were made available. In total, 29 mail-back and 23 online surveys were submitted. What this survey found was that you are very happy with the level of customer service excellence displayed by the members of the WSFES. In all the departments within the Town, the fire department has the highest rating for customer service excellence. This means we are doing something right! WSFES prides itself in this accomplishment and we strive to continue serving the people who live, work, and play in the Town of Whitchurch-Stouffville. Please contact us if you have an idea on how we may serve you better, or if we have done something you like.

Send your comments to Deputy Fire Chief Rob McKenzie at rob.mckenzie@townofws.com
or by phone at (905) 640-9595 ext. 226

Junior Firefighter-Great Escape

Each year, elementary students within the Town have the opportunity to take part in the Junior Firefighter-Great Escape program established by the Whitchurch-Stouffville Fire & Emergency Services Fire Prevention division. Students who complete the Great Escape win a pizza lunch for their class. One lucky contestant even wins the title of Junior firefighter for Fire Prevention Week. This winner gets surprised in their class by the on-duty fire crews, and gets their picture taken with the fire truck. This year's winner is Grade 4 student Carolyn Campbell of Oscar Peterson Public School.



Watch for Carolyn at special events through-out town during Fire Prevention Week!
Congratulations Carolyn!

What's new at the Whitchurch-Stouffville Fire & Emergency Services

As in most business and industry, we need to remain current to be able to most safely, efficiently and effectively serve the community of Whitchurch-Stouffville. In recent months, the department has taken ownership of three new custom fire trucks. A rescue-pumper located out of station Ballantrae as well as a pumper tanker and a heavy rescue both located out of our downtown station.



Also in 2008, Council approved the construction of a new fire station to be built behind Sobeys on Weldon Road. Site preparation is currently taking place and hopefully all is to be complete in the fall of 2009. Upon completion, the current Main street hall will be relocated to the new building. Our staffing levels continue to grow with the town to better serve the residents. In late 2008, two additional full-time firefighters are to be hired to enhance our full time staffing to 16 suppression staff, as well as an additional 22 volunteer firefighters hired to complement current staffing levels in both stations. Training for these new recruits is due to start by the end of September, with the first class to be on the trucks sometime in early 2009.

SUPERIOR TANKER SHUTTLE

On October 28th, 2006, Fire Underwriters Survey conducted a test of our ability to flow a minimum of 900 litres of water per minute for a duration of 2 hours. This is a minimum standard used to gauge a fire department's ability to fight a structure fire where there is no available municipal water source such as fire hydrants. With the help of neighboring municipalities such as Pickering and East Gwillimbury, who provided personnel and tankers for the test, Whitchurch-Stouffville Fire and Emergency Services was actually able to maintain a flow of over 2,000 litres per minute, earning us Superior Tanker Shuttle Accreditation. Since the original test, WSFES has demonstrated this tanker shuttle to numerous neighboring fire departments to rave reviews.



What this means for you:

- A special insurance rating for rural areas without fire hydrant protection.
- Residents within 8 km of a fire station may obtain significant savings on insurance premiums. Not all insurance companies recognize this certification, shop around.

Fire and Emergency Services has demonstrated the ability to transport and provide a sufficient water supply to rural fire responses throughout our community

Not all insurance companies recognize this rating. Shop around!
For more information regarding this rating, please consult either our website @ www.townofws.com
Or by phone (905) 640-9595

HARD TO FIND.....HARD TO HELP

Please make sure your property or street number is posted in a visible location so emergency services can find you quickly and easily.



In accordance with By-law Number 90-103, a by-law to provide for the street numbering of properties in the Town of Whitchurch-Stouffville, every property owner shall ensure a street number is affixed to a wall of a building, or other location, to ensure clear visibility of the number at all times from a public highway.



If there is no building within 30 metres of the public highway, the owner is responsible for posting the street number on a reflective plate and affixing it to a supporting post at the end of the driveway. The reflective plate must be situated perpendicular to the public highway. Reflective plates may be purchased from the Town Offices by calling 905-640-1900 or 905-895-2423.



TIME WASTED SEARCHING FOR A POORLY MARKED OR UNMARKED ADDRESS CAN HAVE DISASTEROUS RESULTS!!!

Carbon Monoxide- The "Silent Killer"

Exposure to carbon monoxide (CO) can cause flu-like symptoms such as headaches, nausea, dizziness, burning eyes, confusion, drowsiness and even loss of consciousness. In severe cases, CO poisoning can cause brain damage and even death. The elderly, children and people with heart or respiratory conditions may be sensitive to CO. Proper placement of a CO detector is important. In general, the human body is most vulnerable to the effects of CO during sleeping hours, so a detector should be located in or as near as possible to the sleeping areas of the home. Where sleeping areas are located in separate parts of a home, a detector should be provided for each area. WSFES recommends that trained professionals install and conduct regular servicing of all solid fuel burning appliances. In the event that you feel you are encountering the effects of CO poisoning, or your alarm activates, dial 9-1-1 immediately.

Internet based phone service-(VoIP)

Considering buying, or already purchased Internet-based telephone service? There are certain technical 9-1-1 limitations you should be aware of. Voice over Internet Protocol (VoIP) is a telephone service that connects calls to the Internet as a means of communicating with other phones.

The traditional 9-1-1 system, which is based on the use of landlines, provides that your emergency call will go to the correct 9-1-1 Centre and provide automatic address and telephone number information to ensure help will find you even if you are not able to verbalize your location or nature of the emergency. This is known as Enhanced 9-1-1 (E9-1-1). The enhanced 9-1-1 service is not guaranteed with Internet-based telephone technology.

VoIP has two types of telephone services: Nomadic (no fixed address) and Non-nomadic (having a fixed address linked to the telephone). Some technical 9-1-1 related limitations of VoIP services during an emergency are:

- Nomadic phones calling 9-1-1 must connect to the VoIP service provider's call centre (possibly located in a different city or country) and the call centre must then re-direct it to the appropriate 9-1-1 Centre.
- The VoIP service provider's call centre may be sending your emergency call to a non-emergency telephone number. This will result in delays, which could mean the difference between life and death in an emergency.
- Also, if a caller is non-verbal or if the call is disconnected, the call centre may not be able to determine the address of the emergency.
- When using nomadic VoIP services automatic location information is not provided to the 9-1-1 Centre

Also remember that 9-1-1 Service is not available if your Internet connection is down or if there is a power failure.

If you are considering buying, or have already purchased Internet-based telephone service, please contact the VoIP telephone service provider to clarify the options and restrictions of their products pertaining to access to 9-1-1.

For further information visit the News page at: www.oab911.ca.