



CITY POLICY

POLICY NUMBER: C523A

REFERENCE:

Alberta Safety Codes Act
(Revised Statutes of Alberta 2000, Chapter S-1)
National Fire Protection Association
Commission on Fire Accreditation International

ADOPTED BY:

City Council
July 17, 2012

SUPERSEDES:
C523

PREPARED BY: Community Services Department

DATE: July 9, 2012

TITLE: **Fire Rescue Service Delivery**

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Policy Statement:

Edmonton Fire Rescue Services delivers an essential public service, helping make Edmonton a safer place to live, work and play. These services are essential for responding to fire, rescue and emergency situations, fire prevention and public education, and in responding to life threatening emergency medical situations.

The City of Edmonton will strive to meet or exceed National Fire Protection Association standards as outlined in the [Fire Rescue Master Plan](#) and will continue to maintain the accredited agency status as granted through the Commission on Fire Accreditation International, subject to budget approval.

1) To help guide decision making, the following four goals and seventeen accompanying principles have been established for Edmonton Fire Rescue Services:

Goal 1: We will provide service excellence to make Edmonton a safe and secure community where people choose to live, work and play.

1.1 Edmonton Fire Rescue Services shall have fire response service level targets that guide the effective and efficient allocation of resources.

1.2 Edmonton Fire Rescue Services shall have personnel service level targets that guide the effective and efficient allocation of resources.

1.3 Edmonton Fire Rescue Services shall annually review the strategic placement of fire stations, fire apparatus and deployment models to pro-actively plan for changing population patterns in coordination with the City's strategic plans.

1.4 Edmonton Fire Rescue Services shall have fire apparatus preventive maintenance and life cycle programs to guide the effective and efficient management of resources.

Goal 2: We will value employee growth, involvement, and development.

2.1 Edmonton Fire Rescue Services shall implement inclusive recruitment practices that reach out to the entire community and utilize hiring standards that attract and select the best and most qualified candidates.

2.2 Edmonton Fire Rescue Services shall ensure personnel possess the required core competencies, maintained and upgraded through ongoing training, education and certification.



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2.3 Edmonton Fire Rescue Services shall provide safety, health and wellness programs that contribute to the long term wellbeing of its personnel.

2.4 Edmonton Fire Rescue Services shall develop collaborative strategies to enhance communication and feedback opportunities throughout the entire organization.

Goal 3: We will continue to strengthen, develop and enhance stakeholder partnerships.

3.1 Edmonton Fire Rescue Services shall have a City Council approved and Alberta Safety Codes Council endorsed Quality Management Plan.

3.2 Edmonton Fire Rescue Services shall use a community risk assessment and management approach to build a safe community.

3.3 Edmonton Fire Rescue Services shall develop educational and community based programs that target at risk populations and help foster community involvement and ownership.

3.4 Edmonton Fire Rescue Services shall enhance relationships with the community at large, and as an integral regional service partner work closely with other front-line agencies, neighbouring municipalities and our national and international peers.

3.5 Edmonton Fire Rescue Services is committed to the City of Edmonton's Working Relationship Agreement principles and will continue to partner with the Edmonton Firefighter's Union through a collaborative approach to problem solving, decision making and negotiation.

Goal 4: We will ensure that services are comprehensive, effectively integrated and sustainable.

4.1 Edmonton Fire Rescue Services shall monitor, report and evaluate its progress towards the *Master Plan* goals and business plan initiatives in support of the City of Edmonton's Strategic Plan *The Way Ahead*.

4.2 Edmonton Fire Rescue Services shall be open to the assessment of future opportunities that enhance revenue streams and improve efficiencies while maintaining appropriate levels of essential services.

4.3 Edmonton Fire Rescue Services shall follow an integrated approach to ensuring community safety through fire prevention, public education, emergency response and rescue services, medical aid, environmental protection and emergency preparedness planning.

4.4 Edmonton Fire Rescue Services shall research innovative programs and partnership opportunities that help continuously improve overall service delivery, build capacity and enhance community ownership.

2) Recognizing that communication is an integral part of implementation, an accompanying *Fire Rescue Master Plan (2012)* document will be developed that more effectively communicates and conveys the breadth of additional information needed by various internal and external audiences.

3) City Policy C523A will be reviewed at least every five years and revised as necessary to reflect potential changes: in Council priorities or direction; City of Edmonton strategic plans; legislative requirements; industry standards; and community expectations.



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The purpose of this policy is to:

1. Ensure alignment with the direction set by City Council in *The Way Ahead*.
2. Ensure that legislative requirements are met, which include that a Quality Management Plan is in place as required by the *Alberta Safety Codes Act*.
3. Ensure that industry standards and benchmarks are met, which include the National Fire Protection Association, and the Commission on Fire Accreditation International.
4. Reflect the expectations of fire rescue services partners, stakeholders and the general public.

