



FIRE AND RESCUE ANNUAL REPORT 2023



DNV.org/FireAnnualReport

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District of North Vancouver Fire & Rescue Services (DNVFRS) provides our community with essential emergency response, public education, and support services.

We are committed to protecting life, reducing property loss due to fire and promoting public safety through community education and outreach campaigns.

This report is a concise summary of our work and achievements in 2023.

Thank you to Silvester Law for contributing many photos that appear in this report.

A WELCOME FROM CHIEF BRIAN HUTCHINSON

We at the District of North Vancouver Fire Rescue Services (DNVFRS) are pleased to provide you with our annual report for 2023. By all accounts, it was an extraordinary year. During this time, we worked to reaffirm our long-standing partnership with our regional fire service, police service, and search and rescue partners.

This teamwork-focused approach to public safety ensures better communication between different agencies, making our operations more effective. It also ensures that when someone calls 911, they receive prompt and compassionate assistance.

It also enables us to deliver the best possible fire and safety services to our 90,000 residents and over 1 million visitors annually.

The DNVFRS remains committed to the process of fire service accreditation. As one of only nine fire departments in Canada (312 globally)



DNVFRS Fire Chief, Brian Hutchinson MA, CEM®, ECFO, CFO

accredited by the Commission on Fire Accreditation International/Center for Public Safety Excellence, we demonstrate leadership in our profession.

We are proud that our Fire & Rescue Services team remains one of North America's most highly trained, innovative, resilient, and compassionate emergency service agencies.

We hope you enjoy reading this Annual Report and that you learn more about the people who serve this community every day.

Respectfully,

Brian Hutchinson, MA, CEM®, ECFO, CFO

RETIREMENT MESSAGE

On March 1, 2024, Fire Chief Brian Hutchinson retired after eight years of dedicated service with DNVFRS. Chief Hutchinson has been a committed and invaluable member of our team, contributing significantly to the department.

Under his leadership, the DNVFRS achieved remarkable progress in various areas, including fire suppression, medical response, technical rescue, fire prevention and public education.

Notably, Chief Hutchinson led the DNVFRS to accreditation by the Commission on Fire Service Accreditation, making us one of the

nine fire departments in Canada to attain this prestigious status.

His collaborative and inclusive approach has helped shape the DNVFRS, providing a strong foundation for our future endeavours. We will continue to build upon his accomplishments and strive for excellence in all aspects of our work.

Please join us in expressing gratitude for Chief Hutchinson's leadership, dedication, and service to the DNVFRS and the community. We wish him all the best in his well-deserved retirement.

Mike Danks, Fire Chief

1. LEARN MORE ABOUT THE DNVFRS



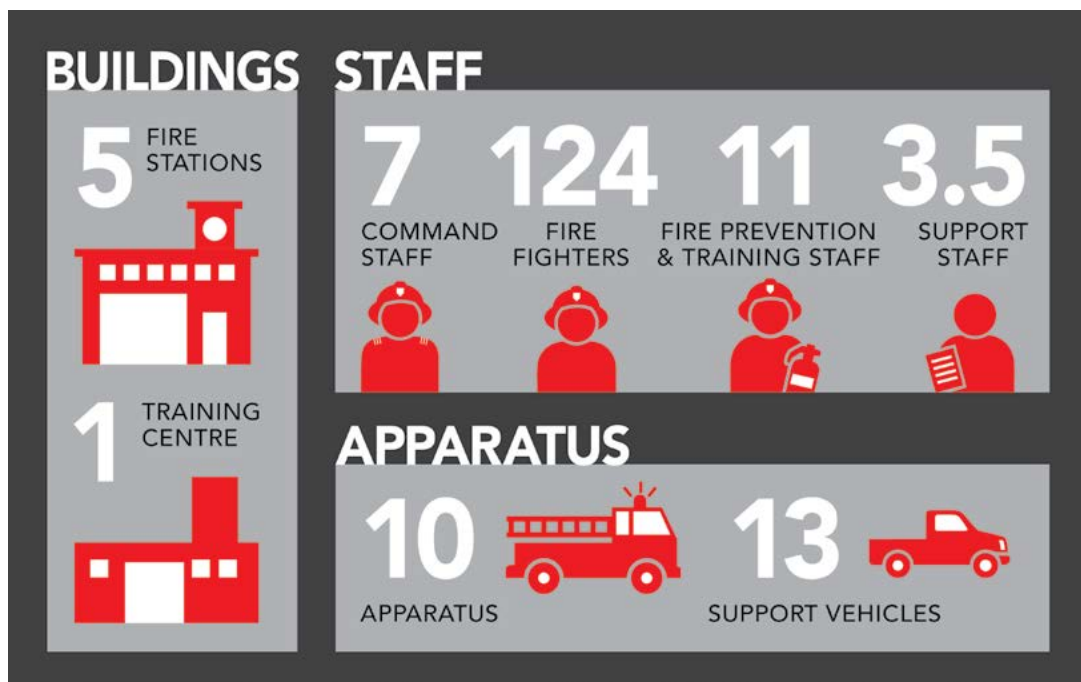
DNVFRS is a mission-oriented emergency services agency focused on the safety and well-being of our community.

Our members provide caring and compassionate fire, rescue, and emergency medical services to our citizens and visitors.

We deliver services through an integrated approach encompassing emergency response for fire, rescue, life safety and community risk reduction through public safety programs, including risk-based inspections, fire investigation, and public education.

YOUR DNVFRS AT A GLANCE

With 142 uniformed personnel, including firefighters, command, training, and support staff, we serve the District's 91,767 residents and 160 square kilometres of urban and wilderness land from five strategically located fire stations and a training centre.



WHAT WE BELIEVE

OUR MISSION

We proudly serve our community by providing exceptional fire suppression, medical aid, technical rescue, fire prevention and public education services.

OUR VISION

To be an inclusive and progressive leader that consistently provides our community with excellent service.

OUR VALUES

- **Community** — Treat people with kindness and respect
- **Integrity** — Do the right thing
- **Wellbeing** — Foster physical, mental, and emotional well-being
- **Innovative** — Drive change for the good



PART OF A REGIONAL FIRE AND EMERGENCY SYSTEM

An exceptional emergency response partnership thrives on the North Shore. We work alongside West Vancouver Fire and Rescue and the North Vancouver City Fire Department under a Cooperative Fire/Rescue Services agreement. This groundbreaking agreement was initially signed in 2017 and was reviewed and re-signed by all three departments in 2022.

As a participating agency, the DNVFRS has agreed to eliminate jurisdictional borders for fire and rescue responses to support a timely and effective response. This agreement directly enhances the effectiveness and efficiency of responding to calls for assistance within the District and across the three municipalities. Our approach continues to be seen as a model within British Columbia and across Canada.

2. REDUCING RISK



A primary focus of the DNVFRS is mitigating the impacts of fire and reducing the number of fires that start in the first place.

We pursue this goal by investigating fires to determine cause and origin and working with builders and developers to ensure that measures are in place to limit fire risk. We also regularly inspect commercial, industrial, and multi-family buildings to check for compliance with all fire codes and standards. Below are some highlights of our work in 2023 that helped minimize fire risk in the District.

FIRE INVESTIGATIONS

We act as Local Assistants to the BC Fire Commissioner, which means we investigate fires in our municipality to determine whether the fire was due to accident, negligence, or design flaw.

We investigated 98 structure, vehicle, and outdoor fires in 2023.



PRE-FIRE PLANNING AND MOBILE INSPECTIONS

We've linked the mobile computers and digital devices on all fire engine apparatus to a new mobile software program launched in 2021 that allows for real-time updates and access to pre-incident plans. These plans provide essential details about buildings and properties and help to ensure the safety of our firefighters.

Work continues to update information on our existing buildings in the District and to expand the program to include high-risk construction sites and communities at the highest risk of wildfire. Our crews follow a regular schedule to inspect properties for accuracy and update the plans as necessary. As new buildings are completed, the new pre-incident plan is uploaded from the Fire Safety Plan.

COMMUNITY RISK REDUCTION

Our Captain of Public Safety and Community Risk Reduction is focused on increasing public engagement, reviewing and revising our programs, and identifying new ways to reach at-risk groups.

This position helps DNVFRS develop a comprehensive assessment of the specific risks to our community and create a community risk-reduction plan. We aim to develop focused public education programs for our community and stakeholders, including updating our traditional educational programs by using innovative technology.

In 2022, we developed and launched a new high school CPR program that provided students with lifesaving training from certified fire service personnel. In 2023, through partnerships with the school board and North Vancouver City Fire Department, we expanded the CPR program to reach every Grade 10 student in North Vancouver. Approximately 500 students will earn a Red Cross CPR Level C certificate annually through this program.

Our public education programs provided 226 presentations ranging from fire station tours to FireSmart information meetings and campfire safety talks with Girl Guide groups in 2023. These sessions provided over 286 hours of educational content that reached 6,504 people.

FIRE INSPECTIONS

Our Public Safety Officers routinely inspect public buildings, industrial, commercial and multi-residential buildings and lodging houses.

In 2023, we conducted 4,673 inspections, generating \$2,025 in cost recovery from non-compliance and re-inspection fines. Starting in January 2024, we've adjusted our inspection schedule to prioritize high-risk properties using a new risk management software program. By analyzing our response data, we will be able to report conclusively on the success of this new program.

As a result of the most recent upgrade of the Fire Data Records Management System (FDM), the Public Safety Division has shifted to a fully mobile inspection program that saves time, improves data entry and enhances our customer service to the community.



PLANS REVIEWED AND FEES COLLECTED

FIRE SAFETY PLANS

Our staff also processes fire safety plans as part of fire inspection work. In 2023, we processed 50 fire safety plans and collected \$16,536.00 in fees to offset staffing costs for buildings that meet these minimum requirements:

- Buildings that the BC Building Code requires to have a fire alarm
- Demolition and construction sites
- Storage areas
- Where flammable liquids are stored or handled
- Where hazardous processes or operations occur
- Buildings that have assembly, care, treatment, or detection uses

BUILDING PERMIT REVIEWS

In 2023, we separated our Building Permit reviews from our Construction Fire Safety Plan reviews. This allows us to demonstrate the different approaches and tasks our Public Safety staff take in managing development and construction activity within the DNV.

During a project's design-and-build phase, Public Safety staff work directly with developers to ensure that new buildings comply with the BC Building Code and the BC Fire Code and meet fire department operational requirements while under construction, during an occupancy inspection, and over the building's life. In 2023, we provided 30 detailed permit reviews and received \$229,756.00 in fees to offset staffing costs.

CONSTRUCTION FIRE SAFETY PLAN REVIEWS

Our Public Safety Division staff work directly with developers during a project's design and build phase to ensure that all new construction is carried out safely and that the project's surrounding areas are protected. This process allows us to engage with the contractors and owners to ensure that new buildings comply with the BC Fire Code and meet fire department operational requirements while under construction.

In 2023, our Public Safety members reviewed 13 detailed plans and collected \$2,156.70 to offset staffing costs.

PRE-INCIDENT FIRE PLAN REVIEWS

Our staff maintains a database of building details and plans for properties in the DNV, and we're working on updating an online access program. The building database supports fire department operations with timely access to information during an emergency.

In 2023, developers submitted 51 plans to DNVFRS personnel for review and implementation and paid \$8,460.90 in review fees. We also created 27 new building preplans, updated 158 existing plans through our company inspections.



DIRECT FEE/COST RECOVERY

The Public Safety Division provides other services directly to the community. In 2023, these services resulted in a total cost recovery of \$23,866.00.

These services include the following:

- Fireworks permits purchased and issued fines
- False alarm recovery
- Property information requests

3. FIRE SERVICE ACCREDITATION



Our journey toward fire service accreditation began in 2018. Since then, we've advanced through various process stages under the guidance of the Commission on Fire Service Accreditation International (CFAI).

In 2022, DNVFRS received formal accreditation from the CFAI. Accreditation highlights our commitment to cultivating a proactive fire department culture.

We are proud to be one of only nine fire departments in Canada to achieve this status, joining the ranks of the 312 accredited agencies worldwide. Interestingly, accredited agencies currently serve 18% of the Canadian population.

WHY BECOME AN ACCREDITED AGENCY?

Our department prioritizes continuous improvement and aims to provide the community with an innovative, forward-thinking fire and rescue service that exceeds expectations.

Accreditation demonstrates our dedication to excellence and fosters a culture of ongoing improvement. An external agency validates this annually, providing tangible data for our elected officials and stakeholders.

- Emphasize our dedication to excellence**
- Establish a culture of continuous improvement**
- Receive independent validation of our work**
- Provide tangible data for our elected officials and stakeholders**

GOALS AND PERFORMANCE

The goals and performance of the DNVFRS are detailed in the three companion documents of accreditation:

- Community Risk Assessment /Standards of Cover, 2020-2025 (CRA/SOC)
- Fire & Emergency Service Self-Assessments, 2021-2026
- Strategic Plan, 2020-2025

Learn more at [DNV.org/FireAccreditation](https://www.dnv.org/FireAccreditation)



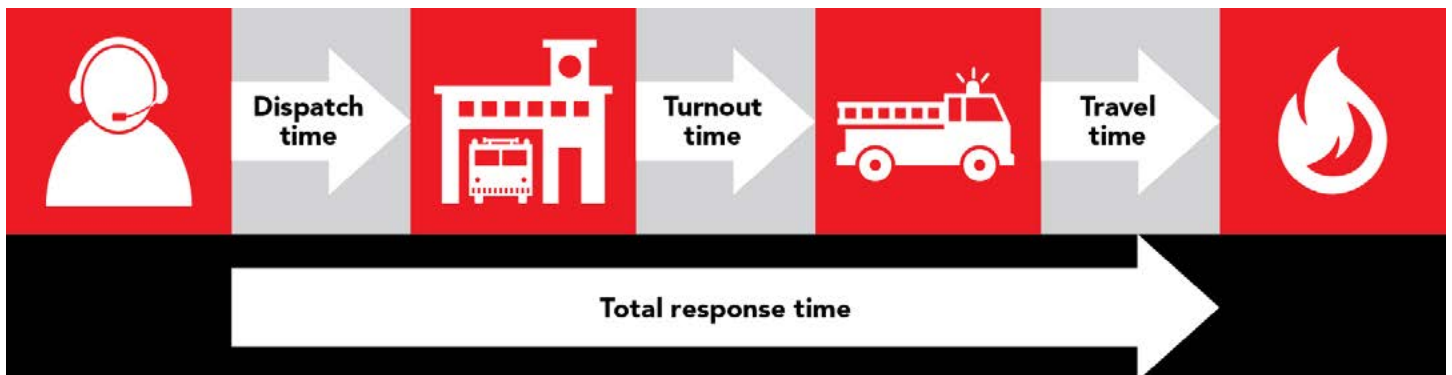
4. RESPONDING TO INCIDENTS



Our highly trained firefighters respond to a wide range of incidents, including vehicle accidents, rescues, medical emergencies, and fires of all types — from structure blazes to fires in vehicles and boats.

HOW WE MEASURE TURNOUT AND TOTAL RESPONSE TIMES

What is 'Total Response Time'? — This is the time elapsed from when the 911 call is answered to when the fire engine arrives at the street address and includes call processing time, turnout time and travel time.



2023 CATEGORIZED INCIDENT CALL OUTS

INCIDENT CALLOUTS

46% MEDICAL AID



16% ALARMS RINGING



12% PUBLIC ASSIST



12% FIRES



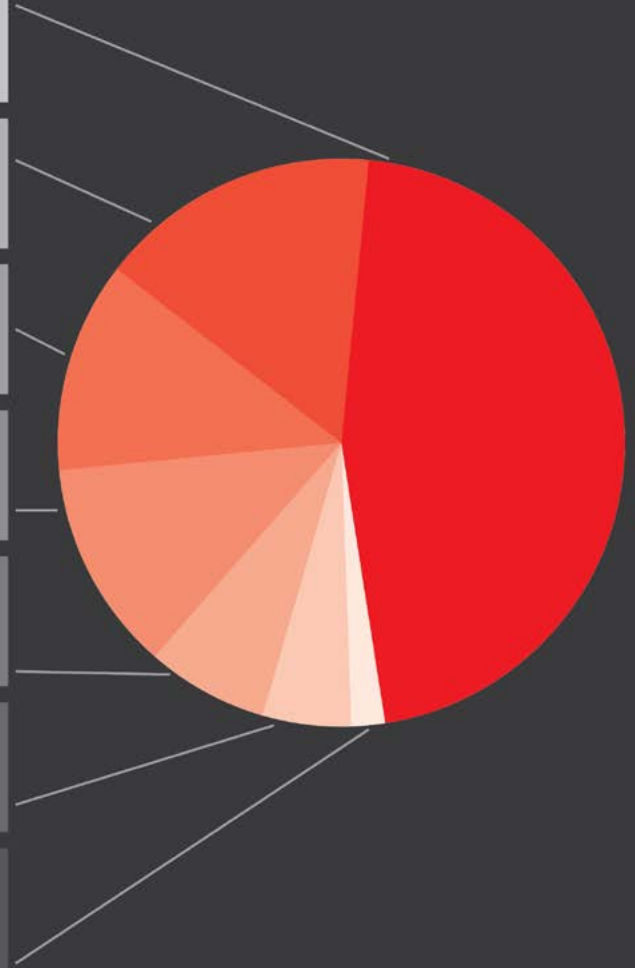
7% OTHER



5% VEHICLE ACCIDENTS



2% RESCUES



DISPATCH PERFORMANCE

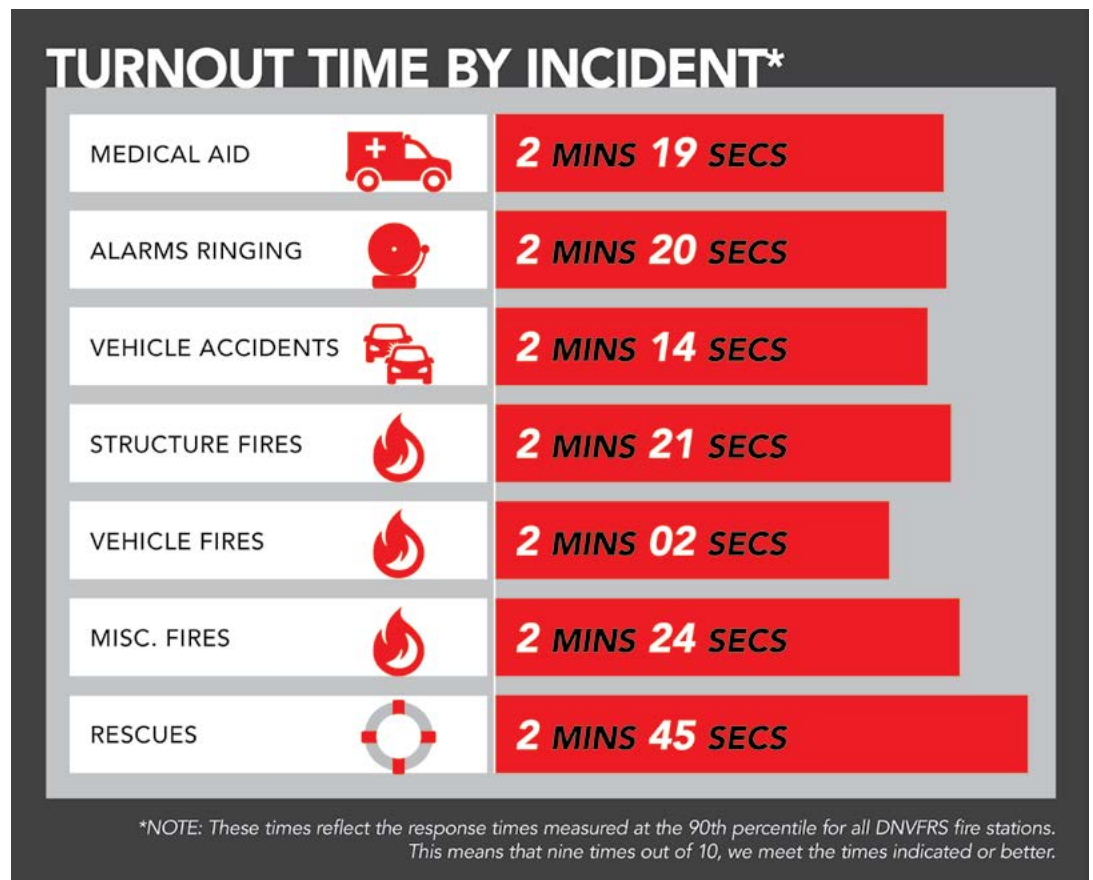
The Surrey Fire Regional Dispatch Centre continues to provide top-quality service to the DNVFRS and District residents. The graph below demonstrates how Surrey Dispatch’s call processing and dispatch times have continually met and exceeded service expectations over the past five years.

Dispatch performance is based on call processing, which captures the time between the call for service being received and fire/rescue resources being alerted and assigned to the incident. As described previously, the 90th percentile means that nine times out of 10, we meet or exceed the times indicated.



TURNOUT TIME BY INCIDENT

Turnout time measures the firefighters’ ability to stop what they are doing, get to the appropriate fire engine, put on their personal protective equipment, board the fire engine, and safely secure themselves for travel to the emergency.

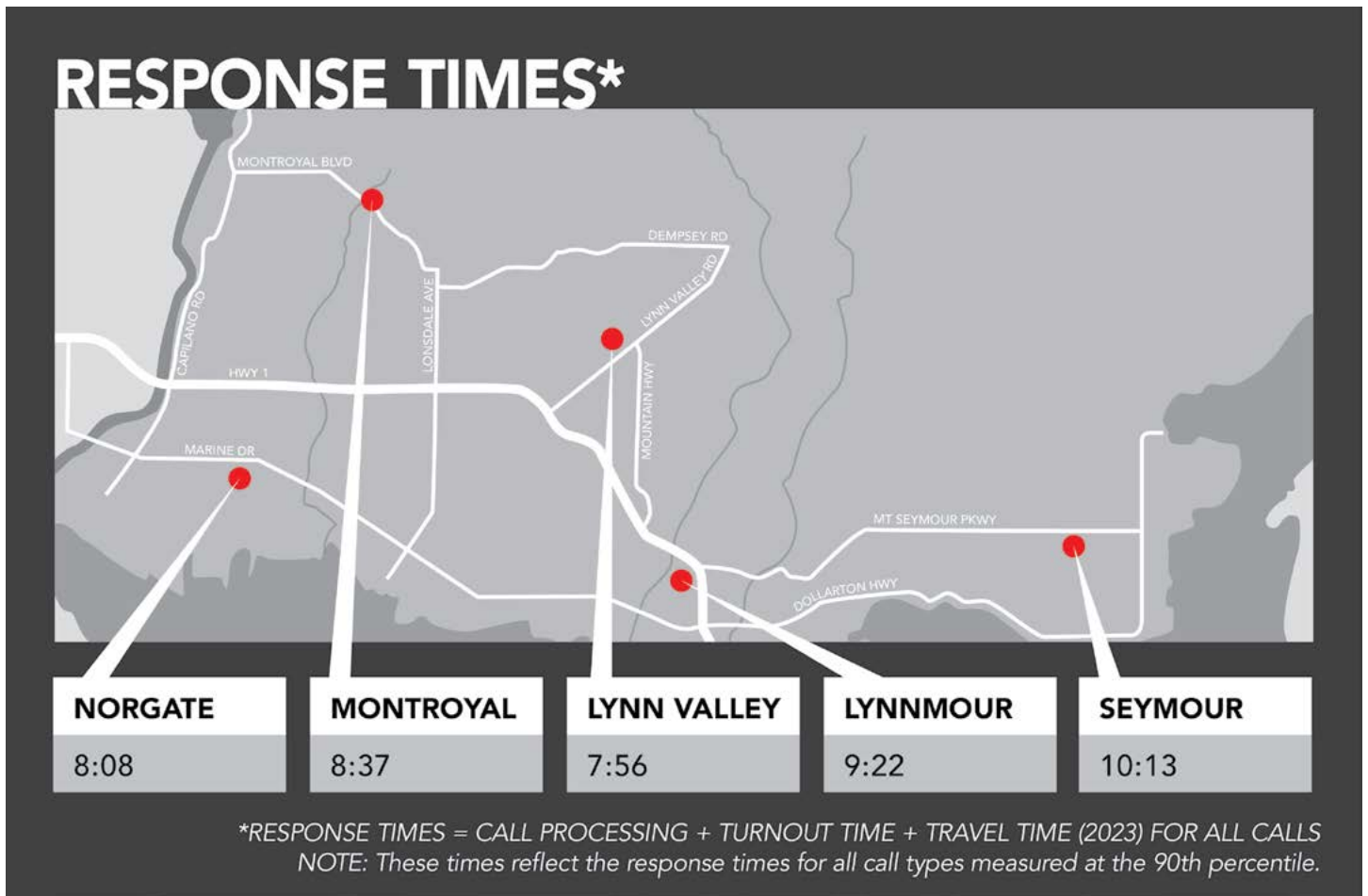


RESPONSE TIME BY FIRE STATION

Our firefighters respond to incidents from one — or more — of five strategically situated fire stations, depending on the emergency’s location and size.

Response time is the time that elapses between when the fire department receives a call and the first arrival of firefighters on the scene.

Today’s homes are filled with synthetic materials that include modern plastics, glues, and hydro-carbon based products that produce 200 times more smoke and burn eight times faster than homes from 50 years ago. What used to take 30 minutes to engulf a room in fire now takes three minutes, underscoring the importance of strategically placed firehalls for timely response and the emphasis on fire prevention education.



RESPONSE TO MEDICAL EMERGENCY SERVICE ASSISTS (MESA)

DNVFRS responds to numerous Medical Emergency Service Assists (MESA) every year. Our members are well equipped with the proper personal protective equipment (PPE) for the various situations they encounter. All DNVFRS members are trained in first aid at varying levels depending on their role in the department.

DNVFRS members also respond to many Motor Vehicle Incidents (MVIs) on local streets and the portion of Highway 1 that runs through North Vancouver.

Since 2020, BC Emergency Health Services (BCEHS) has used its Clinical Response Model for Medical Emergency Service Assists (MESA) calls, as outlined below. This change was made to ensure the patients with the most challenging medical conditions were better prioritized. This new system also aligned first responders and fire departments to provide patients with the most appropriate care and utilize resources effectively. These colour-coded medical call categories are also explained in the diagram below.



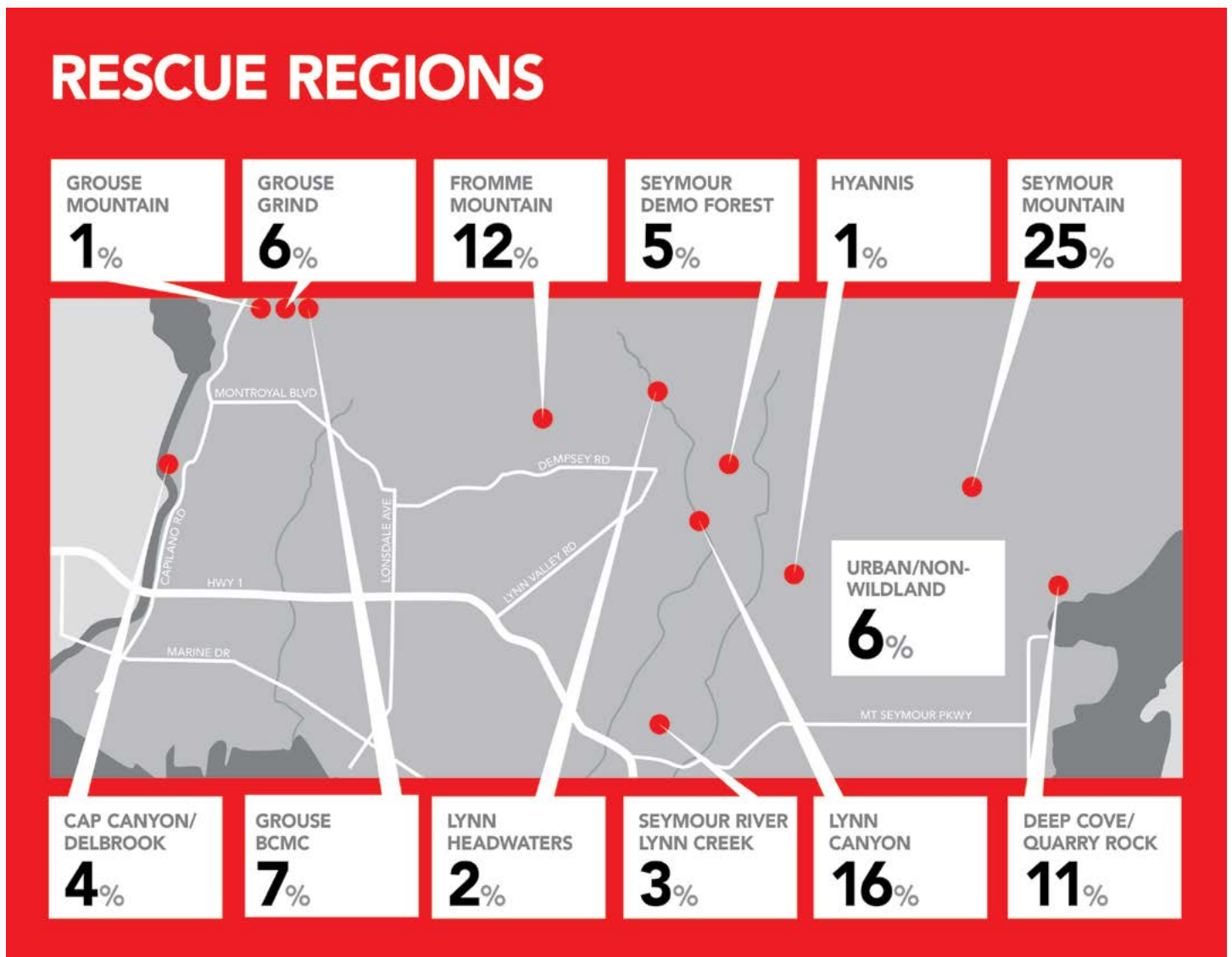
A CLOSER LOOK AT TECHNICAL RESCUES

Unsurprisingly, the District is a popular outdoor playground for visitors and locals alike.

Our community's urban core is surrounded by hundreds of square kilometres of rugged mountain wilderness, etched with a vast network of hiking and mountain biking trails and fast-moving rivers.

We're also home to Grouse Mountain and Seymour Mountain ski operations and the Grouse Grind, BC Mountaineering Club and Baden Powell trail systems. The DNVFRS team has honed specialized skills due to the number of highly technical rescues we conduct each year and developed a close mutual support relationship with the all-volunteer North Shore Rescue (NSR) team.

In 2023, we attended 81 rescue incidents, 53% of which occurred on Mount Fromme, Mount Seymour and Lynn Canyon.

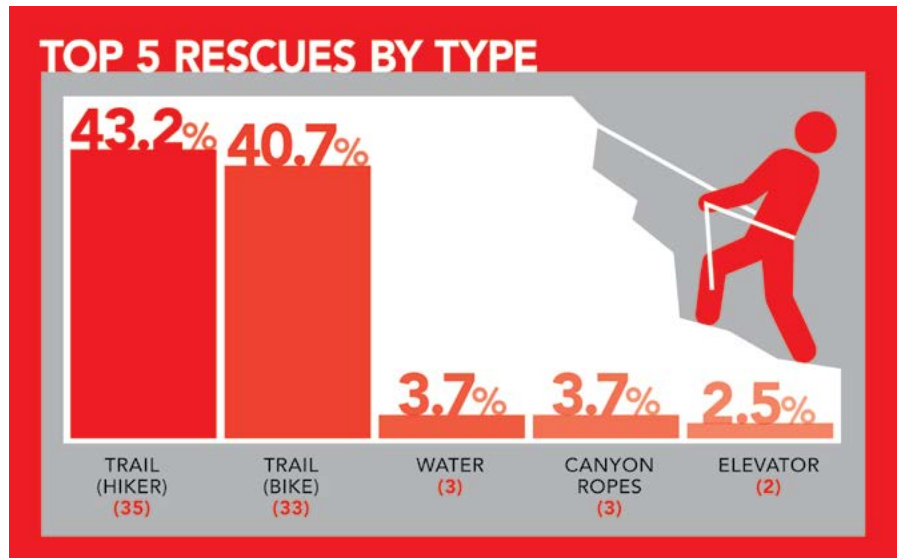


TYPICAL RESCUES OCCURRING ON THE NORTH SHORE

In 2023, outdoor recreation-related accidents and emergencies in our forested area involving hikers, mountain bikers, swimmers, kayakers and other users dominated rescue calls at nearly 88%.

Technical rope rescues were next at 4%. DNVFRS firefighters are trained to meet and, in many cases, exceed industry standards in high-angle rope rescues and swift-water rescue techniques, which are used every summer in Lynn Canyon, Capilano Canyon, and Quarry Rock in Deep Cove.

In response to the volume and complexity of rescue calls in recent years, we have equipped our three new wildland trucks with rescue equipment and medical gear to respond effectively to outdoor recreation-related emergencies.



RESPONDING TO MARINE EMERGENCIES WITH ROYAL CANADIAN MARINE SEARCH AND RESCUE



We are fortunate to have dedicated volunteers from the Royal Canadian Marine Search and Rescue (RCMSAR) serving the North Shore community. We work closely with RCMSAR in incident response and proactive training operations. Our collaborative efforts include:

- Transporting firefighters and equipment to remote or boat-only access locations
- Offering water-based support for shore-based emergency operations
- Conducting water rescues in areas inaccessible to firefighters

Our approach to information sharing and joint training capitalizes on the unique strengths of each agency. This collaboration involves preplanning and preparation for accessing communities like Cascades, Sunshine Falls, and Woodlands along the Indian Arm. Our proactive planning allows us to respond to specific events within our distinct geographical environment.

For more information about North Vancouver Royal Canadian Marine Search & Rescue, visit rcmsar.com.

WORKING WITH NORTH SHORE RESCUE

Our close partnership with North Shore Rescue (NSR) enables us to leverage the expertise of both organizations to ensure that community members and visitors to our municipality receive optimal care during emergencies.

In late 2023, we collaborated with North Shore Emergency Management (NSEM), North Vancouver RCMP, West Vancouver Police, and our local fire departments to develop a comprehensive response area map for wildland incidents.

This initiative aims to provide British Columbia Emergency Health Services (BCEHS) and Fire Dispatch with clear delineations of responsibility. By streamlining this process, calls are quickly directed to the appropriate agency, facilitating collaborative responses among neighbouring agencies and response areas during critical emergencies.



Our partnership with NSR has been strengthened with the introduction of a new mapping app, CalTopo. This a platform offers a collaborative mapping tool that is accessible online and offline, enabling responding agencies to use a shared map.

As crews from DNVFRS and NSR react to an incident, our teams will appear live on the shared map. This ensures that both Incident Command and field response teams know their progress in real-time, enhancing staff safety during incidents and enabling us to provide more precise estimates of arrival times and patient extraction timelines for BCEHS.

You can read more about the life-saving services that North Shore Rescue provides at northshorerescue.com.

5. PLANNING FOR EMERGENCIES



Our fire department prioritizes helping prepare for, respond to, and recover from major North Shore-wide emergencies.

The comprehensive Major Emergency Operations Plan and our Pandemic/Infectious Disease Plan are living documents that are continually updated to stay relevant and practical.

All three North Shore fire departments, along with our partner agencies, strive for continuous improvement in our approaches to emergency management, focusing on organizational and community resiliency.

We achieve this through committed agency collaboration, ongoing training, and simulated event exercises to ensure we remain operationally ready for emergencies now and into the future.

ACTIVE THREATS

Our fire department trains for many types of emergencies, including active threats.

While these situations are rare, being prepared is essential. Our active threat program is a joint initiative with the two other North Shore fire departments, the North Vancouver RCMP and the West Vancouver Police Department. It has included cross-training with the Vancouver Police Department.

Our training aims to minimize casualties in an active threat situation by providing life-saving critical care and moving injured patients out of harm's way as quickly and safely as possible with aid from the police.

To help provide life-saving care for victims and protect our firefighters, we have purchased specialized medical backpacks, ballistic vests, and helmets for use during active threat situations.

URBAN SEARCH AND RESCUE

In 2023, our Urban Search and Rescue group continued to develop and increase its capabilities, including outfitting a second USAR support trailer, increasing training for the USAR team and expanding to include general crew training.

This depth further supports our efforts to be ready to respond to a disaster.

Along with ongoing training with Vancouver's Canada Task Force 1 (CANTF-1) Heavy USAR Team, we joined their team for a training exercise in Penticton, which gave our seven-member team valuable experience.



The three-day exercise involved a fully coordinated response with CANTF-1 to various complex disasters, including a landslide, house collapse, concrete parkade collapse, and a water response to a houseboat — all real-life scenarios that could play out in the District.

Working alongside some of Canada's Heavy USAR Teams ensures we operate at our highest capabilities and improves our interoperability and interagency relationships. Our proactive and progressive approach to USAR better positions us to help the community.

MARINE FIREFIGHTING

DNVFRS is an active partner alongside West Vancouver Fire & Rescue, North Vancouver City Fire Department, and Vancouver Fire Rescue Services when responding to marine emergencies.

In 2023, 16 additional North Shore firefighters completed Shipboard Firefighting for Land-Based Firefighters. This training was to prepare for, respond to, and recover from various emergencies on the water. As a result of the latest training, 100 North Shore firefighters, including 90 from DNVFRS, are qualified to this standard.

The Justice Institute of British Columbia (JIBC) delivered this training program hosted by our partners at Seaspan Vancouver Shipyards. In addition, the DNVFRS trained three in-house instructors for future training opportunities.

The programs are a model of interagency collaboration, with the following agencies participating in each session:

- Royal Canadian Marine Search and Rescue (RCMSAR)
- Royal Canadian Mounted Police Marine Unit
- Vancouver Fire & Rescue Services Fireboat
- Vancouver Police Department Marine Unit
- Port of Vancouver



NORTH SHORE EMERGENCY MANAGEMENT

North Shore Emergency Management (NSEM) is the emergency management department for the City of North Vancouver, District of North Vancouver and District of West Vancouver. This tri-municipal program is responsible for emergency planning and preparedness, response and recovery activities, partner engagement, volunteer management and other activities.



The North Shore Emergency Operations Centre (EOC) is located at the NSEM offices and is maintained and managed by NSEM staff.

The following is an overview of the collaborative work between DNVFRS and NSEM:

- NSEM facilitates coordination calls for North Shore municipalities and partners to discuss current risks and preparedness tactics during the wildfire season, extreme weather and emerging events.
- The Disaster and Climate Risk and Resilience Assessment is a core plan developed by NSEM with hazard-specific contributions made by DNVFRS.
- Emergency Social Services is a core operational program managed by NSEM staff and supported by dedicated volunteers who provide immediate support to evacuees.
- NSEM has led the development of the District of North Vancouver Active Threat Playbook and facilitated a strategic tabletop exercise that included tactical participation from DNVFRS.
- NSEM provides self-paced and facilitated training for all functional EOC roles.
- NSEM led North Shore-wide participation for Exercise Coastal Response – a provincial EOC exercise specific to a seismic event.
- Supporting resilience and disaster risk reduction through grant-based projects like the North Shore Extreme Heat mapping project.

PROFILE: RYAN MCMURRAY – URBAN SEARCH AND RESCUE INSTRUCTOR

DNVFRS firefighter Ryan McMurray didn't always understand what the thick-accented Australian firefighters were saying, but he still returned home with valuable knowledge and experience about urban search and rescue (USAR).

"The Australians have lots of different terms. If they can shorten something, they will. Or if they can add a "y" or bring it down to one syllable, they'll do it. Big fans of the acronyms for sure," he says.

In 2017, McMurray did a one-year exchange to study and train with Australia's renowned Heavy Urban Search and Rescue (HUSAR), an internationally accredited team, and bring home lessons learned to share with DNVFRS.

Living near a tectonic fault line sparked his interest in urban search and rescue. If an earthquake strikes, the closest HUSAR team is based in Vancouver, and they may not be able to help. The next-closest team is in Calgary. His question: What do we do in the meantime?

After his stint down under, McMurray continued USAR training and is now an instructor. When he returned, Fire Chief Brian Hutchinson encouraged him to assemble a team of DNVFRS members and municipal staff trained and equipped to respond to emergencies such as earthquakes.

Last year, DNVFRS completed outfitting two response-ready structural collapse/USAR trailers and has grown the team to 18 members. They have also begun training all crews to support USAR.

"I am proud to say we have the capacity for medium-level USAR operations as per Public Safety Canada guidelines, meaning we can break through concrete, shore up a building and do limited search capabilities," says McMurray. "We are in a better place to help the community."



6. IN THE COMMUNITY



DNVFRS takes great pride in the work we do to care for, connect with, and give back to our community.

COMMUNITY EVENTS AND OUTREACH

You will often see our DNVFRS members at annual community events like Lynn Valley Days and other local celebrations. We are proud to be part of the fabric of our community and welcome the opportunity to meet our neighbours and share fire safety tips.

When the weather warms up, our crews set up at local parks with our fire engines to spray water for kids to play and have fun. During these Hot Summer Nights events, kids and caregivers can cool down, meet the firefighters, ask questions and get some safety tips.

In 2021, we started a new event that has become a popular permanent fixture: we stop by local elementary schools with our firetrucks to help kids celebrate the last day of school with a bit of a cool-down from our trucks.

Our training division hosts firefighter career days for Indigenous communities and high school students. These active and fun days run participants through training scenarios wearing full gear, offering a glimpse into what it is like to be a firefighter. Other popular community programs include fire extinguisher training and firefighter recruitment.

Promoting the BC FireSmart program - designed to help residents protect their homes and communities from wildfires - is also important to us, and we regularly visit various neighbourhoods within the District,

Firefighters are also out and about in our community in various other ways, such as assisting seniors with smoke detectors, educating the public and businesses about fire safety, teaching CPR at high schools, and visiting all kindergarten classrooms annually, to name a few.

DIVERSITY AND INCLUSION

Women and visible minorities represent a small percentage of the total DNVFRS staff. We continue to reach out to the community and encourage everyone to consider the benefits of a career in the fire service.

Recently, we developed a recruitment and outreach program to attract potential future firefighters from our local high school and post-secondary student populations.

At the DNVFRS, we strive to create an inclusive working environment by actively valuing the differences that diversity brings because everyone is welcome on our team.

HERE ARE SELECT EVENTS WE HELD OR ATTENDED IN 2023:

- Camp Ignite — An annual camp for young women between 16 and 18 who want to learn firefighting skills and techniques. We sponsored a local high school student and hosted an orientation session with the 2023 participants from West Vancouver and the City of North Vancouver at our Training Centre.
- JIBC Informational Workshop — This year, we participated in workshops with our Training and Public Outreach Divisions and students currently enrolled in the Justice Institute of BC's Career Firefighter Technologies program.
- Career Fairs — North Vancouver School District's career fairs showcase and outline what a career in the fire service and opportunities with DNVFRS look like.
- FNESS Youth Bootcamp — DNVFRS was honoured to host a First Nations Emergency Services Society Firefighter youth bootcamp at our training facility. Partnering with FNESS, North Vancouver City Fire, West Vancouver Fire and School District 44, we hosted local First Nations students for a three-day immersive Fire Academy with instructors from our three North Shore departments and FNESS. Students learned about our protective gear, equipment and emergency vehicles while applying that knowledge to firefighting techniques and scenarios. A significant focus of the weekend was spent on firefighting as a career and potential career paths for the students.

CAREER OUTREACH – WORK EXPERIENCE OPPORTUNITIES

Throughout the year, we enjoy giving local young people an inside look at the challenges and rewards of a firefighting career. This includes a “behind the scenes” look at a day in the life of DNVFRS through the following programs:

Bring Our Kids to Work Day — Grade 9 Students spend a day participating in firefighting demonstrations and activities, along with learning about careers in local government service.

Work experience program — During our New Recruit Onboarding Training Program, we invite students from the local high schools and Capilano University to participate in all activities. The training is over 12 weeks from January to March, and we had 20 students gain experience and information on a career with the District.

GIVING BACK

DNVFRS firefighters contribute hundreds of off-duty volunteer hours annually through the DNV Firefighters Charitable Society IAFF Local 1183. In 2023 to date, we have raised approximately \$275,000.

These funds benefit important causes such as youth mental health, BCPFF Burn Fund, Athletics 4 Kids, Seymour Salmonid Society, Muscular Dystrophy Canada, high school scholarships and bursaries, and other local organizations and initiatives.

Key 2023 fundraising events include:

Initiative	Charity or benefactor	Amount raised
Ongoing Community Youth Mental Health Support	Buddy Check for Jesse	\$27,000
DNV Firefighters Charity Fishing Derby	Seymour Salmonid Society and Athletics 4 Kids	\$80,000
Muscular Dystrophy Boot Drive	Muscular Dystrophy Canada	\$10,000
Pumpkin Drop	The Movember Initiative – Men’s Health	\$2,000
Canyon Lights at Capilano Suspension Bridge	BCPFF Burn Fund	\$6000 (2022-23 season)
SD44 - High School Scholarships and Bursaries	North Vancouver high school students interested in fire or emergency services	three \$1,000 scholarships
Clothing Donation Bins	DNV Firefighters Charitable Society	\$70,000



Camp Ignite



Haul for Hope



Capilano Lights



Fishing Derby

In addition to our larger events and partnerships, donations were made to:

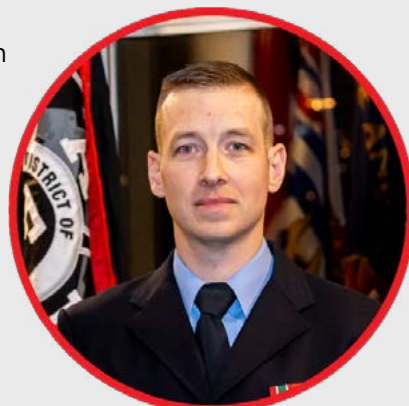
- BC Cancer Drivers Society
- BC Children's Hospital
- BC Lung Foundation
- BCPFFA Burn Fund
- Camp Ignite 2022
- Canadian Cancer Society
- Hope Air
- Lynn Valley Community Association
- Lynn Valley Days
- North Shore Mountain Bike Association
- Parkgate Society
- S.O.S. Ukraine Foundation
- The Harvest Project
- Ukrainian Canadian Social Services Canada

For more information, please visit the DNV Fire Charitable Society at dnvfirecharity.ca.

PROFILE: JARED REYNOLDS – 2023 FIRE FIREFIGHTER OF THE YEAR

Before he joined DNVFRS, Jared Reynolds served in the Canadian military. So, when Russia invaded Ukraine in 2022, he naturally paid close attention.

When he saw media reports about Ukraine’s lack of battlefield equipment and supplies, he got to work. With help from the DNVFRS Charitable Society, Reynolds helped organize a medical supply shipment to Ukraine in July 2022. Four months later, he hand-delivered hundreds of pounds of medical supplies to Poland to expedite delivery to Ukraine.



A month later, he helped organize a clothing drive dubbed “Project Frozen” with the Charitable Society that gathered and delivered two full shipping containers of winter clothing to the war-torn country.

Reynolds later learned that despite growing stockpiles of medical equipment, many of Ukraine’s firefighters and paramedics lacked adequate training to treat combat casualties.

“I felt like if someone needs help teaching this, I have the background and the experience,” he says.

When deployed in Afghanistan, Reynolds was part of a tactical combat casualty care team. At the DNVFRS, he teaches firefighters how to treat casualties during active threats or other traumatic events.

After connecting with a charity called Firefighter Aid Ukraine, run by an Edmonton firefighter assembling a training team, Reynolds entered Ukraine in September 2023.

While there, Reynolds and other Canadian firefighters trained over 100 people using a program designed for trainees to become trainers so they could teach life-saving skills to others in their departments when they returned.

Reynolds recently received a video from one of his students teaching the course to another 40 people elsewhere in Ukraine. “So, it’s just multiplying,” he says.

Reynolds says plans are underway to return in 2024 to continue teaching the combat casualty program.

7. WILDFIRE PREPAREDNESS AND RESPONSE



Climate change is causing longer, hotter, and drier summers in B.C., increasing the threat of wildfires, even in damper regions like the North Shore.

Because the District has a significant area where its community meets the forest, which may be especially vulnerable to wildfire damage, DNVFRS has worked diligently over the years to enhance its ability to respond quickly to the threat of wildfire through training, innovation, strategic partnerships, and more.

In recent years, we've added specialized apparatus and equipment to respond to wildfires in the District's interface areas, including the HydroSub-60 mobile water supply units that enable firefighters to battle blazes where fire hydrants aren't available.

During the 2023 fire season, we helped to mitigate the threat of a fast-moving forest fire in our remote Indian Arm communities by establishing a nearby staging area equipped with a HydroSub.

Our training and specialized equipment were utilized locally during the 2023 season as DNVFRS responded to three wildland/wildland urban interface fires on the North Shore. Two occurred within the District and one within the District of West Vancouver. The DNVFRS also provided substantial assistance to BC Wildfire Services and communities threatened by wildfires across the province in 2023.



WILDFIRE DEPLOYMENTS

ON THE NORTH SHORE

- **Horseshoe Bay:** DNVFRS deployed specialized resources to aid West Vancouver in managing and controlling the Horseshoe Bay fire that temporarily closed Highway 99.
- **Lower Seymour Conservation Reserve:** DNVFRS personnel from our Initial Attack Crew (DNV-IAC), a 20-person unit with enhanced wildfire training, responded and assisted Metro Vancouver Watershed Protection crews in extinguishing a fire in the Lower Seymour Conservation Reserve. DNVFRS also provided resources to conduct the fire investigation.
- **Lynn Canyon:** A small fire in Lynn Canyon brought together DNV Parks staff, Metro Vancouver Watershed Protection, and our DNVFRS suppression personnel to quickly contain the flames. For various reasons, including climate change, urban encroachment, and increased public use of wildland areas, there are increasing risks to communities with wildland urban interface (WUI).

AROUND BC

During the 2023 wildfire season, DNVFRS deployed 38 members to fill 62 positions for BC Wildfire Services. Several members deployed multiple times on Fire Engines (Type-5 Wildland Engines and Type-1 Structural Engines), Structure Protection Units, and as single resource command and control positions such as Task Force Leaders, Structure Protection Specialists, and Division Supervisors.

DNVFRS firefighters fought fires in following nine communities this past season:

- Anahim Lake (Pelican Lake Fire)
- Burns Lake (Nadina Lakes Complex)
- Cranbrook (St. Mary's River Fire)
- Fort St. John (Donnie Creek Fire)
- Keremeos (Crater Creek Fire)
- Shuswap Lake (Adams Lake Complex)
- Sparwood (Lladnar Creek Fire)
- West Kelowna (McDougall Creek Fire)
- Williams Lake (Raving Creek Fire)

The 2023 fire season lasted 21 weeks for DNVFRS crews, who assisted with structure defence and structure protection operations across the province.

Our first team of firefighters deployed to Fort St. John and the Donnie Creek Fire on May 15, and our final team to serve returned on September 27 from the Raving Creek Fire outside Williams Lake.

With more than 2.84 million hectares of forest and land burned, the 2023 wildfire season was the most destructive in British Columbia's recorded history.

According to BC Wildfire Services, there are, on average, 1,403 wildfires per year in B.C., and in 2023, 2,245 wildfires burned.

This fire season was emotionally challenging. It will be remembered for the tragic loss of six members of B.C.'s wildland firefighting community who demonstrated remarkable courage, dedication and selflessness. We will continue to honour the memory of Devyn Gale, Zak Muise, Kenneth Patrick, Jaxon Billyboy, Blain Sonnenberg and Damian Dyson.

DNVFRS's foremost priority is protecting and serving District residents, and our provincial deployments are undertaken when we can ensure appropriate personnel and resources remain response-ready for the DNV.

SPECIALIZED WILDLAND TRAINING

We continue to innovate and enhance our resiliency against wildland urban interface fires in alignment with the District's Climate Change and Adaptation Strategy and our Fire Strategic Plan.

DNVFRS firefighters participate in regular annual training to ensure readiness to respond to any wildfire threat quickly. In addition, the DNVFRS seeks out opportunities to innovate, implement best practices in the field, and introduce ground-breaking initiatives. Some highlights from our 2023 training programs and exercises included:



- **Wildfire Resiliency and Training Summit** — DNVFRS collaborated with BC Wildfire Services and FireSmart BC to host the inaugural Wildfire Resiliency and Training Summit in 2023. Senior leaders from BC Wildfire Service and the California Department of Forestry and Fire Protection shared operational lessons learned during the opening days of the event. Following that, over 300 personnel from across the province participated in hands-on training in the District from May 13-14, 2023. In addition to providing several knowledgeable and experienced instructors to instruct other fire departments from across the province, the DNVFRS participated in the following training:
 - **Engine Boss** — This course was designed to provide firefighters with the skills and knowledge needed to perform in the position of Engine Boss. Topics ranged from pre-deployment responsibilities to tactics and safety.
 - **Strike Team/Task Force Leader** — This training focused on wildland structural fire defense, BC Wildfire Service-specific documentation, risk management, tactical operations, and safety.
 - **Strike Team/Task Force Leader Advanced** — Students were evaluated on their presentations regarding decision-making for tactical operations. The assessment was based on specific knowledge gained from the field, safety zones, expected fire behaviour, water supplies, interface environment, available resources, among other factors.
 - **Division Supervisor** — This was a senior leadership course that provided the skills and knowledge necessary to lead Task Force leaders in the field under the direction of a Structure Branch Director.
 - **Large Water Supply Operations** — This session enhanced participants' understanding of using large water delivery systems in the field.

- **DNVFRS Wildfire Engine training** — DNVFRS instructors trained and evaluated all members on using and operating its new Type 5 wildfire engines for the initial attack on fires in the wildland urban interface. We also made further upgrades to these critical pieces of equipment that will increase efficiency and response time to all emergencies.
- **HydroSub-60 Mass Water Supply System** — Specialty instructors received training on the unique, made-in-the-Netherlands technology that allows firefighters to access large volumes of water in areas where fire hydrants are unavailable. These DNVFRS instructors then trained all members in large-volume water delivery.
- **Command staff training** — DNVFRS senior leadership participated in the FDX Wildland Exchange in Lake Tahoe, gaining valuable insight, contacts, and best practices from across North America for fighting wildfires. DNVFRS was the first Canadian fire department to be invited to this conference, and DNVFRS staff were asked to present at the Wildland Urban Interface Conference 2024 in Reno, Nevada.
- **SPP-115 Structure Protection Crew Training for SPUs** — Utilizing FireSmart principles along with sprinkler applications, SPP-115 is a prerequisite for any firefighter to be deployed on structure protection crews.
- **Interagency training** — To ensure more resilient communities and provide a deeper pool of personnel if required, DNVFRS wildfire specialty instructors continue to deliver training to members of the DNV Parks and Operations departments and local neighbouring fire departments.

FIRESMART COMMUNITY PROGRAM

Expanding on our FireSmart neighbourhood recognition program, we introduced a new FireSmart Home Partners program in 2022. Ten of our 25 Local FireSmart Representatives team were trained as Wildfire Mitigation Specialists (WMS). They can now assess individual properties and provide suggestions to homeowners to protect their homes from wildfire.

From January to December 2023, 42 homes received this assessment and detailed report for their property.

We continue to support 15 communities through the neighbourhood recognition process through 2023, with two earning FireSmart certifications. District residents can find more information about FireSmart assessments and apply online on our Wildfire home hazard assessment webpage at dnv.org.

As part of the public education side of the FireSmart program, we attend numerous community events and community AGMs. We also host our own information and education sessions to deliver FireSmart information and tips to all residents in North Vancouver, while focusing on those living in wildland interface areas.

We will continue to partner with the community and other agencies on the North Shore to increase FireSmart awareness and community risk reduction.

This includes meeting weekly with these partners to discuss information about potential fire dangers and preparedness tactics when the fire danger rating reaches high or extreme.



PROFILE: CAPTAIN BRAD INGIMUNDSON – MULTIPLE WILDFIRE DEPLOYMENTS ACROSS BC



During the record-breaking 2023 wildfire season, 38 District firefighters were deployed across BC to help protect communities threatened by fast-moving forest fires.

Several DNVFRS members volunteered for multiple provincial assignments, including Captain Brad Ingimundson.

As an officer in a five-person structure protection unit (SPU), task force leader and Engine Boss of a three-person wildfire engine crew, he battled four wildfires: Burns Lake, Cranbrook, Adams Lake and Twist Lake in the Chilcotin region.

Fighting wildfires across an expansive province can mean long road trips – like the 19-hour drive to Smithers last summer – sleeping in rec centres, being away from your family for weeks, fighting fierce walls of flames in the sweltering heat, and, of course, long hours.

“Depending on the firefight, you might work 18, 19, 20 hours a day,” says Ingimundson.

But Ingimundson doesn’t mind. After his first deployment decades ago, he was hooked.

“It is tough work, but it’s also gratifying to utilize the wildland firefighting skill set I’ve developed over the years,” he says.

It’s particularly rewarding to provide protection to smaller communities that lack resources to defend their properties, like this summer when they helped save a 200-year-old family ranch in Twist Lake.

“We made a difference in those people’s lives,” says Ingimundson.

Residents show their appreciation with heartfelt gestures, like providing homemade lunches and refreshments, holding up thank-you signs for the crews or offering to buy a cup of coffee in the local diner.

With each deployment, firefighters gain valuable experience and expertise that they bring back to the DNV. As the length and severity of wildfire season continues to grow, Ingimundson plans to be available for future deployments.

“I became a firefighter to help people, whether in my community or my province. I feel like my skill sets can help people, and I’m willing to step up and do that.”

8. TRAINING



To ensure we deliver the highest level of service that our community deserves, the DNVFRS provides comprehensive ongoing training to its members. In 2023, the DNVFRS training budget was \$443,000, which allowed DNVFRS to provide 10,748 hours of specialized training to 141 firefighters.



SPECIALIZED TRAINING (OVERVIEW)

Each year, DNVFRS provides specialized training in multiple fire and rescue disciplines, including fire behaviour, swift-water rescue, high-angle rope rescue, vehicle extrication, fire ground operations, wildland firefighting, emergency vehicle operator and emergency medical responder.

DNVFRS's professionally certified instructors deliver these sessions, typically at a dedicated training centre or at various offsite training locations within its response area.

DNVFRS trained its firefighters in several new and expanding areas in 2023.

This included expanding the medical care and treatment we can provide as first responders in emergency situations. Our team also participated in enhanced rope-rescue training at the more challenging locations, including Quarry Rock, Lynn Canyon, and Capilano Canyon to improve the safety of the public and responders.

Here is an overview of the specialized training we provided to our firefighters in 2023.

SPECIALIZED TRAINING

10,748

HOURS
TOTAL



76

HOURS PER
PERSON

BUDGET

\$443,000

TRAINING BUDGET



RESULTS

401

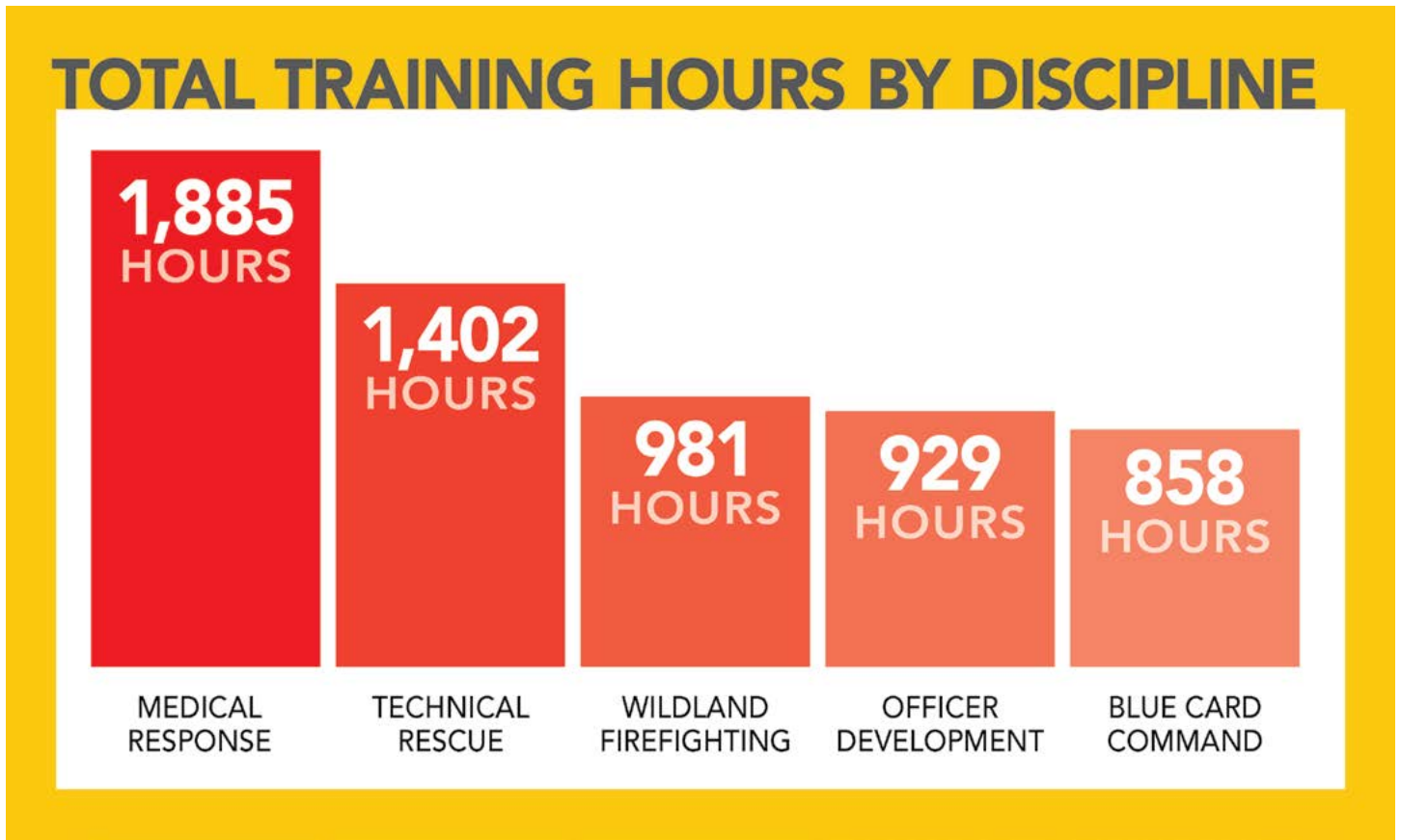
TRAINING
SESSIONS

141

STAFF
TRAINED



SPECIALIZED TRAINING BY DISCIPLINE (TOP FIVE DISCIPLINES)



FOUNDATIONAL SKILLS TRAINING (OVERVIEW)

Foundational skills training supports and maintains fundamental abilities every firefighter must have. The company officers provide this training, which includes ladder operations, incident command training, traffic safety, radio communications, hose deployment, gas and electrical safety, and building construction.

This training ensures DNVFRS firefighters maintain the required competency standards for full-service firefighters, as outlined by the BC Office of the Fire Commissioner in the BC Fire Service Minimum Training Standards (formerly 'the Playbook').

Here is an overview of the foundational skills training we provided in 2023.

TRAINING HOURS BY FOUNDATIONAL SKILL

27,289

HOURS
TOTAL



194

HOURS PER
PERSON

RESULTS

18,828

TRAINING
SESSIONS



141

STAFF
TRAINED

INTERAGENCY TRAINING HIGHLIGHTS

DNVFRS participated in training events with many of its regional emergency partners and regular training initiatives with its fellow North Shore fire departments. Some examples of this training include:

- **Canada Task Force 1 (CANTF1)** — Monthly training with Vancouver Fire Rescue Services, Vancouver Police Department, British Columbia Ambulance Services, and North Shore fire departments.
- **Municipal and Metro Vancouver Parks staff training** — Training includes radio communications, fall restraint, swift-water awareness, wildland firefighting, and emergency medical first aid.
- **JIBC Shipboard Firefighting for Land-Based Firefighters** — Training involving all three North Shore fire departments, Seaspan Vancouver Shipyards, Vancouver Fire Rescue Services, North Vancouver RCMP, Vancouver Police and Royal Canadian Marine Search and Rescue.

JUSTICE INSTITUTE OF BC (JIBC) PARTNERSHIP

The JIBC is a provincially recognized industry leader in emergency service educational programs and training.



In 2020, we initiated a fire training partnership agreement with the JIBC that recognizes DNVFRS as an authorized provider of accredited training courses for the JIBC. This partnership will enable us to work with the JIBC to enhance and improve the quality of fire training programs available to our region's fire service agencies.

In 2023, 12 DNVFRS members and two North Vancouver City Fire Department members completed the Fire Officer Development Course (ODC) under the JIBC and DNVFRS partnership agreement. The ODC provides the professional development curriculum required for the future leaders of the DNVFRS.

NEW MAPLEWOOD FIRE & RESCUE TRAINING CENTRE

In the Master Fire Protection Plan 2009, DNVFRS recognized the potential for increased operational efficiencies and effectiveness by consolidating facilities. In 2015, efforts became more focused, looking at possibly co-locating the current Fire Station #2, the Fire Training Centre, the headquarters and administrative functions, and re-allocating some response assets (Rescue-1 and Tower-1). In early 2018, we began planning for the new Maplewood Fire and Rescue Centre, with a ground-breaking ceremony coming in February 2022.

Early in these discussions, we recognized that combining a fire station, training centre, and administrative functions into one new facility would improve fire response times, create operational efficiencies and optimize the capital investment over the long term.

We anticipate this sustainable, energy-efficient 45,000-square-foot facility will be operational and serving our community by the summer of 2024. Built to post-disaster standards to maintain services in emergencies such as power outages and earthquakes, the new building is anticipated to reduce energy use by 71% and greenhouse gas (GHG) emissions by 92% compared to the existing buildings it replaces.

We look forward to all the opportunities this facility will bring to our fire department, our emergency response partners on the North Shore, and our community.



9. PHYSICAL AND MENTAL WELLNESS



Firefighters face significant occupational stress due to the nature of their work, which often involves responding to emergencies, witnessing traumatic events and dealing with life-threatening situations.

This chronic exposure can lead to mental health injuries. In addition, firefighters face physical injuries on the job from various hazards, including fire, smoke, extreme heat and hazardous materials. DNVFRS recognizes these occupational mental health and physical injuries and proactively takes steps to prevent them and promote a healthy work environment for its personnel.

The DNVFRS Health and Wellness (H&W) Committee built a five-year well-being plan in support of staff to help ensure a positive and healthy workplace for all. We recognize the importance of having a strategy for an organized and proactive approach to injury prevention and rehabilitation and supporting the mental and physical well-being of all DNVFRS staff..

STRATEGIC OBJECTIVES

The H&W committee's mission statement is "Advancing physical and mental health for the long-term resiliency and well-being of the DNVFRS." Two strategic objectives have been identified to guide activities supporting the staff's physical and mental well-being.

STRATEGIC OBJECTIVE #1: SUPPORT PHYSICAL HEALTH AND WELLNESS

The physical demands of the fire service are immense and never-ending. DNVFRS's ability to provide excellent service to its community is connected to our personnel's physical health and wellness.

DNVFRS will support its personnel's physical health and wellness by promoting physical fitness training, a culture of ongoing health screening and assessments, education and information on health and fitness, and access to treatment and rehabilitation services.

STRATEGIC OBJECTIVE #2: SUPPORT MENTAL HEALTH AND WELLNESS

Our firefighters are exposed to a high level of potentially traumatic events impacting their mental health and, in turn, have a statistically higher incidence of mental health injuries than the average population. Workplace hazards include but are not limited to the cumulative effects of shift work, sleep loss, traumatic exposures, and operational and organizational stressors. These hazards can lead to adverse physiological and mental health impacts on DNVFRS personnel.

DNVFRS will promote evidence-based mental health and wellness by raising awareness of the importance of mental health, providing employees with education and information on mental health, facilitating access to culturally competent internal and external support systems, and supporting members through mental health injury and or recovery. DNVFRS is committed to creating a safe and open environment regarding mental health issues by working to reduce the stigma associated with mental health.

STRATEGIES AND PROGRAMS TO SUPPORT STAFF

Strategies and programs to support staff that are underway include cardiopulmonary exercise testing (CPET), participation in the Thompson Rivers University First Responder Resiliency Program, training and support for the critical incident stress (CISM) team, training for Station Officers, Tri-Municipal Family Night, additions to and maintenance of exercise equipment, education about mental health resources, and support for the First Responder Resiliency Program (FRRP).

THOMPSON RIVERS UNIVERSITY PUBLIC SAFETY RESILIENCE PROJECT

DNVFRS is one of three fire departments and three police agencies participating in the Thompson Rivers University study on first responder resiliency. The project aims to promote resilience in fire and police organizations. DNVFRS members completed surveys and gap analysis and then participated in three resiliency courses: individual, family and workplace. Monthly meetings are held with all agencies, and a post-course follow-up meeting is scheduled for all three classes. The program will wrap up in 2024.

TRAINING AND SUPPORT FOR THE DNVFRS CISM TEAM

The DNVFRS CISM team provides trauma debriefings to on-shift crews who respond to traumatic scenes or experience traumatic events. Any staff member can request to engage the team. We support the team by providing annual training from a clinical counsellor with intimate knowledge of firefighter mental health.

TRAINING FOR FIRE OFFICERS

DNVFRS Fire Officers are the front-line supervisors who respond to calls and have direct contact with staff in stations and on the emergency scene. We provide training from a clinical counsellor with intimate knowledge of firefighter mental health to empower them to deliver a positive workplace and enhance workplace well-being.

TRI-MUNICIPAL FAMILY NIGHT

In 2023, DNVFRS hosted a Family Night for Mental Health and invited our partner agencies on the North Shore to attend. Dr. Duncan Shields and Mr. Eric Kussin delivered presentations to staff and their significant others for a supportive evening about identifying challenges in the workplace and solutions to support each other.

EXERCISE EQUIPMENT

Every year, we add to our inventory of exercise equipment. Staff are encouraged to participate in fitness activities to help maintain physical and mental well-being.

EDUCATION ABOUT WELL-BEING RESOURCES

Health and wellness resources are posted for staff in various locations, including the intranet, bulletin board and QR code. Making these resources available in different formats is important to allow for privacy when needed.

SUPPORT FOR FIRST RESPONDER RESILIENCY PROGRAM (FRRP)

The FRRP is an immersive program for first responders delivered by mental health professionals. DNVFRS recognizes this critical program and supports staff when they attend.

CARDIOPULMONARY EXERCISE TESTING (CPET)

DNVFRS engaged Sports Cardiology B.C. to provide CPET testing for all staff. Testing stations were assembled at Firehall #1 for staff to participate in the on-site test. This initiative was in conjunction with the City of North Vancouver Fire Department (CNVFD), whose members also used our site for testing during the two weeks. Staff received detailed reports of results to their private email addresses.



PROFILE: GILLIAN HICKS – 2022 FIRE FIGHTER OF THE YEAR

In 2022, Captain Gillian Hicks earned the DNVFRS Firefighter of the Year award for her contribution to mental health and wellness initiatives.

“Our members are regularly exposed to traumatic events that can significantly impact mental health,” says Hicks. “We want to give them the support they need and reduce the stigma associated with mental health.”

Since joining DNVFRS 20 years ago, Hicks has risen to the rank of Captain and is now lead on the DNVFRS’s critical incident stress team, which focuses on the mental health and wellness of district firefighters.

“We provide debriefings where we have the crew talk about what happened at a traumatic call and offer resources that support our members through mental health injury and recovery,” she says.

Additionally, Hicks helps teach a resiliency program for recruits that raises awareness about mental health issues and offers coping skills and strategies and other resources they may need for dealing with workplace hazards that can impact their physiological and mental health.

Hicks, the second-ever female suppression firefighter to join the DNVFRS after earning a BA in human kinetics and playing soccer at UBC and later professionally, has also joined the department’s new recruitment program to attract potential future firefighters from local high schools and universities.

“We want to increase the diversity of our department,” she says. “There are more and more women applying to become firefighters.”



10. FINANCIAL HIGHLIGHTS



Our 2023 operating budget was \$23,846,451.00. Fire rescue and operations accounted for the most significant piece, at almost 62% of the total budget.

WHAT THE NUMBERS INCLUDE

FIRE AND RESCUE OPERATIONS (61.8%)

- Fire suppression and rescue operations (includes marine firefighting and rescue)
- Prompt emergency and non-emergency response to all incidents
- Other rescue functions such as hazmat response, motor vehicle incidents, and technical rescues (high angle, swift water)

ADMINISTRATION & LOGISTICS (31.0%)

- Maintenance (painting, plumbing, electrical, renovations, seismic upgrades, repairs, lawns and gardens, heating and lighting) of all fire facilities (stations and training/maintenance centres)
- Maintenance, inspection, and repair of firefighting equipment such as turnout gear, forestry equipment, and fire response vehicles
- Equipment procurement process
- All aspects of fire and emergency response communications, including dispatch services and wide-area radio equipment
- Includes the maintenance of all other communications equipment (truck iPads and computers, cellphones)

PUBLIC SAFETY & EDUCATION (4.0%)

- Community risk reduction and pre-incident fire planning
- Fire prevention activities such as risk-based fire inspections, fire incident and arson investigations, fire code and bylaw enforcement, and plan reviews
- Targeted public education for purposes of fire prevention, reducing risks to life and property

FIRE TRAINING (3.2%)

Fire training facility operations and training programs, which range from internal recruit and special operations training to foundational skills training required to meet the competencies of a Full-Service Operations Department, as per the British Columbia Structure Firefighter Minimum Training Standards (2022).



11. LOOKING AHEAD TO 2024



We anticipate 2024 to be another year of change, innovation, engagement, and growth.

Our efforts continue to focus on ensuring that every citizen who calls 911 receives an effective response from our well-trained, well-equipped, and well-supported personnel. We continue to be committed to playing a leadership role within the BC Fire Service. Collaborating with regional and provincial partners and remaining actively engaged with new initiatives and best practices remain core to our approach.

While preparedness, response, and recovery remain a central aspect of all we do, we also recognize that our number one resource is our people. They are the reason we can deliver the high level of service we do.

Ensuring our personnel's mental and physical health and wellness so they can bring their best every day is critical for our success. The reality is all of our accomplishments and achievements as a fire department are due to the dedication and commitment that every one of our members brings to work every day.

We prioritize and provide enhanced training, focus on personal and professional resiliency through robust health and wellness programs, and have the right equipment in place, all of which contribute to achieving our mission. This holistic approach allows us to continue using our expertise and experience to serve our community to the best of our abilities.

CHALLENGES AND OPPORTUNITIES

As 2023 came to a close, inquiries about the 2024 wildfire season began almost immediately. This is just one of the areas that we monitor closely to stay informed about the latest trends and forecasts.

Our climate is changing and weather-related impacts such as wildfire, flooding, landslides, tidal volume, and other hazards are a new reality. We are proactively looking to the future, paying close attention to the changes facing our community.

Many of these potential hazards require us to work closely with various stakeholders, from internally within the District to externally with other municipal, provincial, and federal agencies.

Most importantly, though, we look forward to working in partnership with every one of our community members to ensure that you are safe and that we are all focused on being a resilient community ready to face any challenges.

70TH ANNIVERSARY

Established in 1954, the District of North Vancouver Fire and Rescue Services initially operated with just four fire stations, each operated by a single firefighter and supported by a volunteer brigade.

As we proudly celebrate our 70th anniversary, we reflect on our journey from those modest beginnings to where we stand today. With over 140 dedicated staff members spread across five strategically positioned fire stations, we cover the District's expansive 160 square kilometres, encompassing urban and wildland areas and serving our vibrant community of nearly 92,000 residents.

The timing of this milestone is fitting as we prepare to open our new Maplewood Fire and Rescue Training Centre, which highlights our ongoing commitment to excellence in training and preparedness. As we honour our past achievements and embrace future challenges, we remain steadfast in our mission to safeguard lives and property, continuing to serve with courage, dedication, and compassion.





DNV.org/FireAnnualReport