

"Protecting Our Nation's Capital with Pride"

WORKING FIRE



Ottawa Fire Services Newsletter
Volume 7 • Issue 3 • December 2016



Chief's Message

By Gerry Pingitore, Fire Chief



Quality time with friends and family is on the horizon as the holiday season closes in. This also means the end of the calendar year is just around the corner, and there's no better opportunity for reflection and future planning for the year ahead.

Over the last few months we've seen a lot of change in the organization. I acknowledge that change isn't always easy, but I'm proud that our Service has remained resilient and continues to provide the excellent service residents and visitors expect. The post-realignment transition process is underway and although the adjustment process will take time, one thing is for sure, Ottawa Fire Services is a 24/7 service that protects our city, keeps its residents safe, and provides the best service it can.

As part of the tri-service it is our responsibility to have each other's backs, to work together to achieve a common goal and find solutions collaboratively. It's through change that we are provided opportunities to find solutions to chal-

lenges and improve processes.

I encourage you to reflect on the year that's past and think about where our organization needs to go over the next year. If you have suggestions and or questions you can always email the OFS E-Mailbox at ofsmailbox@ottawa.ca.

I also want to make an exciting announcement about our Fire Underwriter's Survey (FUS) results. For those of you who are unaware, the FUS is an organization that provides data to program subscribers regarding fire protection for fire insurance evaluation. The FUS recently performed a performance evaluation of our fire defence areas and provided a grading and classification for each.

OFS is pleased to report that it equaled, and in some areas, exceeded their previous scores. Scoring very well in the fire suppression categories; Fire Department Water Supply, and Emergency Communications. There were no areas of concern in either hydrant or non-hydrants areas and insurance costs should not be impacted negatively. All that to say that we are leaders in the Province once again and each and every one of you are to be congratulated on a job well done.

I wish you and your family a wonderful holiday season.



Times they are a changin'- and we're no exception!

By John Gillissie, Deputy Chief Community Standards and Communications

As of the writing of this article, Donald Trump is now the President-Elect in the United States, the Chicago Cubs have won the World Series for the first time in 108 years, the great Canadian artist Leonard Cohen has passed away and the OFS has gone through a major organizational restructuring...wow, times they really are a changin'.

As the Deputy Chief of Community Standards and Communications I have seen my portfolio change as well, from one of Community Standards and Fire Prevention to one that also includes the Communications Division and Ottawa 2017. I have had to jump in with both feet in order to bring myself up to speed as quickly as possible and the Division Chief of Communications has helped me do just that on the Radio Project, AVRR, Clear Comms and P25 to name a few. I can tell you that Division Chief Woolsey, Assistant Division Chief Del Bianco, Training Officer Stoparczyk, Maintenance Division Coordinator Matt Golden and the entire Communications Division are excellent representatives for the OFS and their subject matter knowledge is beyond reproach. Any project they take on is in good hands!

I've also been taken through all of the main events that will be happening in the City during 2017 and Fire Prevention Officer John Poirier is doing an amazing job representing OFS in SEAT meetings held across the City, with people from every department and at every level. He ensures that our voice is heard and our needs as a Fire Service are brought to the table. 2017 will be a very busy year for the City and the OFS will be front and center for many of the events that will be taking place.

Change is the only constant in life and I look forward to tackling the challenges that the most recent changes will present. No one person can lead the entire Fire Service through change but if we look forward with purpose I am confident the leaders we have in place, from the Fire Chief to the officers in the stations to the officers within each Division, will provide the guidance needed to ensure we remain the most effective, efficient and progressive Fire Service in the Province.

In closing, Christmas and the holiday season are upon us, I would like to take this opportunity to wish each and every one of you a very joyful holiday and a healthy new year.

All the best. Stay safe.



The Evolution of Leadership

By Kim Ayotte, Deputy Chief Urban Operations

In the last edition of the Working Fire, I listed several strategic initiatives that we are involved with at the Deputy level. Our organization has changed since that article but I would like to re-assure you that we are still committed to moving forward with many of those initiatives. With our new structure, we are looking at building strong foundations by tapping into the talents of our personnel. We have done this many times in the past with great success. Many of the programs we currently have were built and created from those who are on the floor, in the field and immersed in these operations daily. These include: Hazmat/CBRNe/FSO, Strategy and Tactics manual/Operational Guide for First-Arriving Company Officers, PIA, RIT, Wellness & Fitness, Mental Health, MDTs, Tech Rescue (Water/Ice Rescue, Rope, Confined Space, Structural Collapse and Trench Rescue), Urban Search and Rescue, just to name a few. I suspect that some of you may be reading this and thinking “Yes my program has immense potential to be great but it needs the right personnel behind it to take it to that level I agree with you whole heartedly. We need to align our skilled and dedicated staff with the project they are most passionate about. We have been in a state of flux for some time now waiting for the corporate changes to take effect, and now that they have, we can start to move our programs forward again using our greatest assets... **our people!**

“Leadership” is a term often used synonymously with “management”. Since most of you know the difference, I don’t need to explain, however I will use the difference in explaining my vision of moving forward.

Historically, when OFS personnel come up with brilliant ideas and/or programs, they developed business cases and presented them to management requesting approval to proceed. Management would consider the proposal through a level headed, organizational and practical lense by conducting a detailed review. In addition, management would consider the goals, objectives, budget implications, resource requirements, efficiencies, processes and results. Further analysis was often required to justify the project using internal and external data and analytics. Once a project/program/idea was approved, the execution and implementation often became the biggest challenge. The requirement for detailed project plans with tasks, processes, timelines, budget and expected results, required management control and oversight. This linear thinking is very detail oriented and meticulous, the tasks are the driving force rather than the people, and the people are the conduits to completing the objective. While all of these functions (and this is just the tip of the iceberg) are important, some of you may be thinking “How do we ever get anything done? How are any new ideas approved?”

The key question remains, “How do we move forward?” This may sound simplistic, but it primarily involves trust as well as a bit of lateral thinking. In non-emergency situations, such as project/program management, I believe that **people are more important than the task** and that **people are the reason we are great**. My job is to provide you with a frame of reference and guidance through the bureaucracy to ensure that you are successful and celebrated.

The leadership of the OFS has great faith in your ability to deliver top quality service at all levels. We know that you care about the people that we serve and the people that you work with. As we have done in the past, we will give you the latitude to be creative and innovative with your programs. Great ideas are just that, the challenge then lies in the execution of the program. That is fundamentally the test of success... ***your help and leadership will be the key to our collective success!***

Communications

By Nancy del Bianco, Assistant Division Chief Communications

You came to see us....

*now we're coming to see **YOU!***



Last year Communications invited other divisions to come visit us to see how we operate, the tools we have and the various software we use to perform our duties. Numerous stations booked their tour with us and we give thanks to Platoon Chiefs, Sector Chiefs, District Chiefs and Station Officers for realizing the value of this initiative. While meeting the faces of those we support was certainly a unifying experience, the information, suggestions and general interest from all those who came was much appreciated. That input will help us to continue to improve our services to both our frontline partners and the general public.

Dispatching is like
reading a best-selling
suspense novel with the
last chapter torn out.
"We are the ears until
the eyes arrive"

Equally important is for Dispatchers to have a chance to witness the "flip side" of OFS operations. Dispatchers often receive much information about an incident but are rarely afforded the opportunity to experience a response with a firefighter's perspective. To this end, a Ride-Along program has been developed thanks to the hard work and dedication of Communications C Platoon led by Supervisor Cassandra Greer. The objective of this program is to ensure that Dispatchers have the continued opportunity to experience the impact that their performance has in relation to suppression response. The program was developed in an effort to improve understanding and promote excellence. Dispatchers will be provided the opportunity to partici-

pate in a ride-along semi-annually.

We thank Comms C Platoon for the development of this program, appreciate FLT's support in approving this opportunity, and most importantly, thank you ALL in advance for welcoming us into your stations.

Kudos

Testimonial from William Hay

Fire Investigator

Office of the Fire Marshal and Emergency Management

Re: Fire on Blake Blvd District 5, Oct 31st (B Platoon)



As I mentioned on the phone, can you ensure you tell the crew their handling of the area of origin was stellar. It left valuable evidence for recovery.

This was also true for the rest of the apartment as we were able to track the victims last movements as he clearly was on the armchair – fell off then gradually migrated down the hallway and eventually arrived in the kitchen. We could trace this by the damage observed along the hallway and recovering the victim's shoes along the hallway and in the kitchen.

Thanks

Rural Fairs

By Chris Burke, Sector Chief

Ottawa is rich in the tradition of Rural Fairs and Ottawa Fire Services is rich in the tradition of supporting the cultural connections to their local communities through various fall Fairs.

Carp, Metcalfe, Navan and Richmond are four of the traditional agricultural fairs which hold lasting connections to the citizens of each community. Their roots reach back as far as confederation and while we prepare to celebrate Canada's 150th Anniversary our Rural Fairs have since passed that milestone.

While most Fair's mandate is to celebrate agricultural roots, Ottawa Fire Services is proud to celebrate and share our knowledge of public fire safety with residents of each community. An opportunity to provide the knowledge and tools required to prevent fires at home or on the farm is entrenched in our long history.

In the past decade OFS has increased its presence at Rural Fairs providing an opportunity to educate and inform local communities of the services we provide, including;

- Farm Safety
- Superior Tanker Shuttle
- Get a working Smoke Alarm
- Carbon Monoxide Education
- Fire extinguisher training
- Escape planning
- Auto Extrication
- Children's Fire Activities

Congratulations to all OFS personnel who assisted with spreading the message in 2016 at your local Rural Fair.



Public Thank You's

P56 & RE12 — A Platoon

Champlain CCAC-4200 Labelle St., Ottawa Monday September 19 at 4 pm.

On Monday, 11 of our employees were stuck in an elevator and some were starting to feel unwell. The Fire Department was called and I wanted to say how impressed I was with the rapid response time of the crew to the scene and how quickly they were able to extract the people from the elevator. Great job!!!

STN 41 – C Platoon

Good morning,

I just wanted to take a moment to send a huge thank you to a an amazing firefighter who spent almost an hour showing our toddler his fire truck on Tuesday evening while his colleagues were visiting the homes our street. I unfortunately did not get his name, but I have attached a photo of him. I believe he was from Station 41 on Eagleson.

This man was swarmed by three fire truck loving toddlers and he was kind and patient and completely at-ease with all of them. He showed us the truck and the equipment firefighters use, explained how and why they are used and even flashed the lights for us. I had an awesome time and learned a lot too! He was enthusiastic, entertaining and knowledgeable and demonstrated a lot of pride in what he does. Three days later, my 2 year old is still talking about how he got to sit in a real fire truck. :)

It is really great to see such fantastic community outreach! Thank you!

Geneviève Parisé
Community resident



North Gower 4th Annual Thanksgiving Food Drive

By Maddie Whalen, Station 83

On Sunday October 2, 2016, Station 83 firefighters and family members held their 4th Annual Thanksgiving Food Drive to support the North Gower and Area Outreach Program. It fills their shelves to get them to Christmas and they are most appreciative. This year we almost doubled our collection from last year! Going door to door from 12:30 pm - 4:00 pm, our firefighters and their family members collected 2,118 non-perishable food items and \$228 in cash all going to the North Gower and Area Outreach Program. We are most thankful to all the residents of North Gower Village and the rural subdivisions for their generous donations. Thanks to Captain Andy Fenton for manning the BBQ for our lunch. Thank you to the family members who helped us and thank you to Firefighter Kevin Thorpe for organizing this event again.



Bring Your Kid to Work Day—2016

By Erik Leicht, Lieutenant 54-C

On Wednesday November 2nd 2016, Grade 9 Students of Ottawa Fire Services members were invited to participate in a day of OFS related activities. A total of 22 students and 17 parents took part in the day. The activities started at the Training Center at 09:00, with a welcome by Deputy Chief Kim Ayotte. The plans of the day and the expectations of the students were explained before getting into a number of OFS and personal vehicles.

First Stop was at the Communication Center. Dispatch Supervisor Ruth King, explained how the communication center dispatches the right OFS vehicles to the large variety of calls that they receive.

Second Stop was at City Hall. Mayor Jim Watson and City Manager Steve Kanellakos both addressed the group. Our group was joined by many other students at City Hall with their parents. Mayor Watson invited the group in to see the Mayor's office and Boardroom, and then addressed the whole group in the Champlain Committee Room.

Third Stop was at Fire Station 53. The kids had a chance to see a Pump, a Ladder, a Rescue, a Pumper Tanker and a Water Rescue Unit. "A" Platoon was on duty at 53 and provided the whole group with a fantastic chili lunch. Including our group and the station crew, they made lunch for 50 people. They transformed the training room into a dining room for our group.



Fourth Stop was at Fire Prevention East at Station 55. With two demonstrations planned the group was divided into two. Half went through the Bullex Fire Demonstration Trailer while the other half were shown the Fire Investigators Vehicle. Once everyone had the opportunity to participate in both demonstrations we headed to our final stop. Thank you to Fire Prevention Officers Herlihey, Montone and Pazdzior.

Final Stop was back at the OFS Training Center where each student put on a bunker coat and helmet. Instructor Mitchell, assisted all participants with advancing a hose line and applying water to the Propane Vehicle Fire Simulator.

Thank you to the great Grade 9 Participants, thier parents, the Communication Division, the Training Division, the Prevention Division, Station 53A crew and Fire Management for creating an educational and memorable Grade 9 Bring your Kid to Work Day. Hope this can be an annual event for future Grade 9 Students and maybe future OFS members.

Ottawa Fire Services Mental Health Initiatives gaining positive momentum

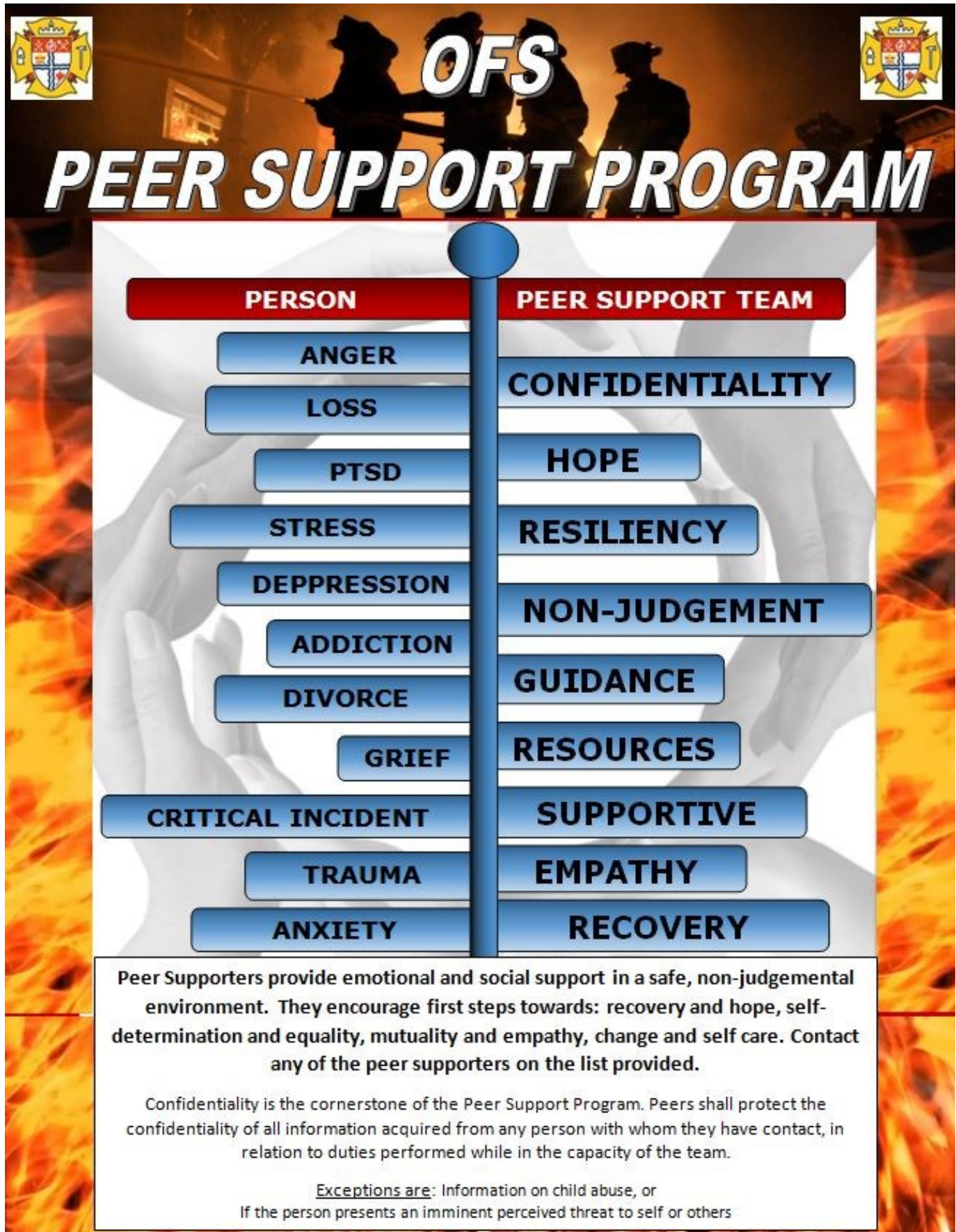
By Gerry Pingitore, Fire Chief

As Chief of Ottawa Fire Services I realize that as OFS personnel you face many risks in your day to day operation. There are some risks that have consequences on not only your physical health but also your mental health.

In an effort to improve our processes and to keep personnel safe from harm, I have made a personal and organizational commitment to include mental health in our priorities. Firstly, I would like to welcome and thank the men and women who have been trained for the OFS Peer Support Team. After a number of steps including interviews and training, this group is ready to offer support to their colleagues. I would encourage you to speak to those men and women before you need their support so you can better understand their role. They have made a commitment and I have full confidence in their abilities and dedication to improved mental health. Thank you for choosing to be a member of the OFS Peer Support Team. You are all agents of change.

In an effort to stay informed and better understand the complexities of trauma in our workplace I attended the “Badge of Life” Conference on Friday, November 4th. I was in good company with leaders from agencies like the Ottawa Police Service and the Ottawa Paramedic Service with whom we work closely. Everyone agreed that to move forward positively we must “Stand, Work & Serve Together” be that with our operations or for our mental health initiatives. This particular conference had engaging speakers who shared their stories of surviving trauma as well as offering suggestions to build resilience in the workplace. Other leaders in first responding services have also expressed their strong commitment to protect and support their staff suffering from Operational Stress Injuries. Please know that we are taking steps to ensure that there is a positive shift occurring in our services.

Emphasizing our words with actions is what drove the OFS Leadership Team to attend in strong numbers on November 10th at the Cabela’s 22 Push Up Challenge. We had an opportunity to continue the conversation while not only networking with personnel at that event but also by working as a group in completing those 22 Push Ups. Chiefs, Captains, Lieutenants and all level of personnel were shoulder to shoulder for this event. It showed great teamwork and true collaboration which will be paramount to the success of future initiatives surrounding Mental Health. Thank you all for continuing to be passionate about your work. Thank you all for fostering a strong sense of family at OFS. Thank you all for keeping each other safe from risks that could endanger you physical health but also your mental health.



Peer Support Team Contact Information



OFS PEER SUPPORT TEAM



OFS Peer Support Team Coordinator: Alain Pellegroms

As of Nov 1st 2016

First Name	Last Name	Phone Number	Area of Residence	Division	Station	Years with OFS	Area of Experience Dealing with someone with:
Genna	Mcmillan	613 - 612 - 9410	Manotick	A Platoon	13	6	Health & Safety/PFT/suicide Intervention, Bereavement
Jacob	Pecore	905 - 922 - 2379	Ottawa (Leitrim)	A Platoon	13	2	Military Experience, Front Line homeless shelter worker, Suicide Intervention, Victim Support
Jason	Smith	613 - 794 - 0147	Ottawa (St Laurent)	A Platoon	47	17	PTSD, Policing, Paramedic, Bullying
Shawn	Dandy	613 - 295 - 4937	Metcalfe	A Platoon	13	8	Kinesiology, WFI,
Ryan	Guillemin	613 - 371 - 6530	Russell	A Platoon	11	13	Home related stresses, Previous CISM Team Member
Victor	Dillabaugh	613 - 889 - 3490	Kanata	A Platoon	21	26	Addiction, Depression, Divorce, PTSD
Brad	Maclean	613 - 983 - 5190	Kanata	B Platoon	41	7	Panic, Anxiety Disorders, Depression
Cheryl	Hunt	613 - 978 - 3660	Pakenham	B Platoon	22	13	MHFA, Suicide Intervention
Louise	Hine Schmidt	613 - 791 - 5483	Ottawa (Lincoln Heights)	B Platoon	22	17	Diversity, Depression, Anxiety
Scott	Miller	613 - 327 - 8220	Kanata	B Platoon	13	28	MHFA Instructor, WFI, PTSD
Tim	Stuempel	613 - 612 - 6054	Ottawa (Blossom Park)	B Platoon (SO)	23	17	Cultural diversity, suicide, PTSD, separation/divorce, depression, anxiety
James	Bowman	613 - 619 - 4114	Kenmore	C Platoon	32	30	Bereavement Support, Family Loss, PTSD
Jim	Cockram	613 - 444 - 0123	Richmond	C Platoon	23	37+	Many OFS Critical Incidents
Joe	Clark	613 - 552 - 2644	Ottawa (South)	C Platoon	53	18	PTSD, Divorce, Suicide Intervention, Addictions, Bereavement
Steve	Brabazon	613 - 371 - 8787	Ottawa	C Platoon (SO)	23	34	General Mental Health, Health and Safety Member
Brett	Wilson	613 - 282 - 2836	Stittsville	D Platoon	42	15	Anxiety, Depression, Resources: psychological services, Outreach programs, Couple and Family services
Dan	Kelly	613 - 222 - 1931	Perth (Tay Valley)	D Platoon	13	17	Bereavement, Divorce, Suicide, Depression
JF	Caron	613 - 266 - 6758	Navan	D Platoon	11	12	OFS Critical Incidences.
Tracey	Shields	613 - 875 - 0857	Hammond	D Platoon	35	17	Dispute resolution, Diversity, Addictions, Family Stress
John	Poirier	613 - 223 - 6304	Ottawa (Uplands)	Prevention	33	20	General Mental Health
Gwen	Lewis	613 - 868 - 0905	Osgoode	Prevention		15	General Mental Health, PTSD, Stress, Critical Incident
Brad	Bezaire	613 - 795 - 9760	Metcalfe	Rural	91	6	MHFA Instructor, Psychology Degree, Behavioural counseling with special needs
James	Brough	613 - 229 - 3286	Osgoode	Rural	92	9	Family Long term illnesses, Family Loss
Neil	Hillier	613 - 878 - 4068	Ottawa	Rural	82	6	Anxiety, Depression, addictions, MHFA, PTSD, Ex Medic/Nurse
Serge	Langlois	613 - 240 - 8591	Woodlawn	Rural	63	9	PTSD
Richard	Stoparczyk	613 - 808 - 3505		Training	16		General Mental Health
Shantel	Kenny	613 - 816 - 8555	Nepean	Admin(HQ)	HQ	2	Addiction, Dependancies, Divorce
Joe	Pedneault Roussel	613 - 323 - 4023	Sarsfield	Admin(Prevention)		3	Fitness, Personal Image
Eva	Mackaroon	613 - 617 - 1053	Ottawa(Orleans)	Communications		14	Suicide Intervention
Martin	Gervais	613 - 276 - 7625	Ottawa (Orleans)	Communications		5	CIS, PTSD, Harassment, Separations, Addictions, Stress, Anxiety, Depression
Michael	Caverly	613 - 286 - 9721	Ottawa(Alta Vista Area)	Communications		5	Addictions, Sexual Assaults, Stress, Anxiety, Domestic Dispute/Violence, Sudden/Tragic Death (Family Loss), Volunteer FF Experience
Ruth	King	613 - 407 - 9091	Barrhaven	Communications		25	Family loss, stress, suicide intervention

OFS Peer Support Program

By Alain Pellegrons, Training Officer and Peer Support Program Coordinator

As of Nov 1st 2016, the OFS now has a Peer Support Program. There are 32 trained volunteers comprised of a mix of ranks, men and woman, civilian and firefighters, Urban and Rural, representing every Division and Platoon within the OFS.

When the first call for volunteers was sent out this spring, we have had an overwhelming response of people willing to be part of the team. Most of them have had responded by saying “this is long overdue”. We decided to start with 32 members and shall continue to monitor the numbers and composition of the team.

This is a voluntary program that all OFS personnel can take advantage off. Members are able to contact any of the volunteers on this team to speak to them about any incident, whether it’s on duty or off duty related. The team members are a great resource that will be able to guide you in the right direction, while providing emotional and social support in a safe, non-judgemental environment.

This team is comprised of a dynamic group of people with various backgrounds and previous experiences. They have just completed a 2 day Peer Support Training Workshop, lead by Stephen Kennedy (OFS Wellness Consultant), which was very well received.

In the week following his training one of our Peer Support Team members reached out to a OFS member that was exposed to a “bad” call. He stated that this training couldn’t have been at a better time, as he is feeling more confident in knowing how to assist personnel in need. The member contacted was supported and not left to deal with the impact of this call alone.

These volunteers have had to apply, fill out surveys and have gone through an interview process before being considered to be part of the team. They have all had to agree to a commitment of confidentiality, which is taken very seriously. If you would like to contact any of these volunteers, you can find the list with contact information and past experiences by your station wall phone or other visible space.

The Peer team will also be available for any support to firefighters and or crew, who have just had a “bad” call. The peer team shall also be activated a few days following a traumatic incident. A meeting is scheduled and members are given the opportunity to discuss what happened and if they need support. If required, additional resources are brought in.

In previous years, the OFS has had several different types of programs including the CISM Team. For the last couple of years, many challenges were faced into the development of a new program where the latest studies showed using a different model of support. New concepts and studies have showed positive results with using the “Peer Support” methodology. The development of this new program and the hard work and contributions of T.O. Milligan in coordination with Stephen Kennedy (OFS Wellness Consultant) has to be recognized. I would remiss if I didn’t acknowledge the contributions of the volunteers which have supported and assisted OFS personnel in the past with its programs.

This program is in its infancy and therefore will be evolving in order to deliver the best OFS customized program that you will be able to take advantage of. Feel free to contact the Peer Support Co-ordinator for any additional information or feedback.

Team Morgan

By Gary Shaver, 35-A

September 25th, saw a dedicated group of over 130 runners take part in the first ever OFS Relay Run for CHEO. Teams of runners ran a 50 km relay all in support of children's cancer research at CHEO. Thanks to the efforts of all the runners and volunteers who made the run possible a cheque totalling \$36,069 was presented at the post run party. For pictures of the event, please go to www.morganwall.org.

Thank you,
Team Morgan



District 6 Make A Wish

By Bill Bell, A/Sector Chief, Car 60

On Tuesday August 23rd of this year, Firefighters from District 6 put down their axes and picked up their golf clubs to ensure a wish was granted for a very young and special lady in the West Carleton area. The funds raised to grant the wish was made possible from a donation from each Firefighter in the District. These individual donations, along with Ottawa Fire's partnership with the John Shouldice Memorial Golf Tournament provided a backdrop for an unbelievable day of both fun and contributions. In fact, the day raised enough money to grant at least 2 wishes for children as the Make a Wish Foundation received \$30,000 in total. This was all made possible through the annual tournament that provides an opportunity for participants, corporate sponsorships and key partners such as Ottawa Fire's District 6 Firefighters to help the Children's Wish Foundation grant wishes for very sick kids. Our friend Tysen was on hand during the day and he was very happy as well as his project "Tysen's Mission to a Million" received a big boost from the funds generated. Thank you to Captain Paul Shouldice for his work in putting on this tournament, as well as to each Firefighter in District 6 for their donation to this most worthwhile effort.



<https://makeawisheo.ca>



<http://missiontoamillion.ca/>

The Phoenix Knight

By Bill Bell, A/Sector Chief, Car 60

Chivalry ~ the sum of the ideal qualifications of a knight, including courtesy, generosity, valor, and dexterity in arms. This word should help set the context of this small story which all started with a horrible house fire in District 6. When the first crew arrived, the fire was already through the roof a defensive attack was the only option left.

As noted on my 360 a sign hung outside the car port stating "Fire Fighters Place". This home belonged to one of our own. After the flames were put out, salvage operations began. However, there was something that caught the glimpse of an eye, a small spear sticking out of the debris field. The sea of soot gave way to the shoulders up and head of what appeared to be a small knight.

Fire Fighters delivered it onto the salvage tarp. It was in rough shape, but structurally intact. It looked like it certainly fought its toughest battle!



Standing with Doug the following day looking over the salvage, he stated "I am so glad you guys saved that knight". Doug went on to tell me that the statue was carried all over Europe during WWII by Tania's (Doug's wife) Grandfather. He flew in a Lancaster Bomber and brought this object back after the war. This hit me personally pretty hard, as my Dad flew a B-24 Liberator in WWII and I know, although a material thing, that some objects connect us to our past, to our loved ones and to our family history. That week dropped by the fire site and ran into Doug's step son and asked if I could take the knight to see if I could clean it up.

How to do this, I had no idea. Should I grind it, Dip it, Paint it? I was in over my head. I knew who to go to- Firefighter Kyle Burke, his skill in being a Tinsmith and seeing his past work I knew he could help.

"Kyle – what do I do now? How in the world can this metal statue so badly burnt and caked in soot and dirt get cleaned up?" Kyle's response to me was simple as he took the Knight from me: ***"Chief, leave it with me..."***

A few weeks went past and eventually Kyle brought the statue back to Station 66 to show me what he had done. I could not believe it. After 15 hours of work; cleaning, grinding, polishing, painting and coating, the Knight was back in full glory. Kyle worked on this project at night and weekends. He was determined to restore this object for both Doug and Tania alike, knowing the sentimental value.

We placed a bronze plaque at the base of the Knight which reads *"The Phoenix Knight"*. Appropriate for a Knight that literally rose from the ashes, as well as symbolizing the resolve of Doug and his family to rebound from a devastating fire.

Kyle and I met Doug and Tania and presented the Knight. Doug did not know what to say. We both stated that it was something that had to be done. In the spirit of compassion for Doug's family during this time of loss, Kyle's comments "leave it with me" echo the spirit of the "Fire Family".



Firefighter Kyle Burke, Firefighter Doug Alward with wife Tania.

Gabrielle swoops in for her big day as Chief of Ottawa Fire Services

By Editorial Staff

Gabrielle was attending the Fury game with her family in October of this year when she met the Fire Prevention team. Fire Prevention Officers had a display table there to launch Fire Prevention Week. First Alert had generously sponsored the event and also the “Chief for a Day” contest. Gabrielle’s younger brother and sister had also entered the contest that day but Gabrielle’s name was the lucky one that was chosen out of the ballot boot.



We contacted Gabrielle’s parents to start arranging the “Chief for a Day” events and it all came together seamlessly on Thursday, November 24th. Our guest Chief arrived after battling snowy driving conditions but quickly assumed her role for the day. Chief Pingitore met Gabrielle at the Training Centre and passed the baton to the keen 9 year old.

The first item on the day’s agenda was watching the Recruit class complete their first “live fire” exercise. Training Officer Tolle took the time to show Chief Gabrielle the burn building before the training began

and even introduced her to some of the equipment firefighters use.

It was exciting to watch the smoke rise from the building and recruits complete their training but with a full schedule Chief Gabrielle had to move along quickly. Her next activity was to visit Station 23 for an informal inspection and get settled into her office upstairs.



The crew from 23 C were tremendous Station ambassadors when Chief Gabrielle arrived. She not only had an opportunity to see the rigs and tools but even had the chance to try her hand with the extrication tools. All those big tools sure helped Chief Gabrielle work up an appetite. This welcoming crew had also taken the time to pull together a spaghetti feast for our guest complete with rice crispy squares for dessert. After 3 big helpings of dessert it was time for Chief Gabrielle to return to work. Chief Cockram enlisted her assistance to help set up the “boards” for the next shift.

Next up for Chief Gabrielle was some physical training with the crew from 11 C. Lieutenant Blondin organized some circuit training for our guest. She had the opportunity to run some stairs, hoist some hose and work under pressure all while having fun with the encouraging firefighters. She was rewarded with a great view in one of the fire trucks while wearing some cool gear.



Thank you to everyone who enthusiastically interacted with Chief Gabrielle during her visit. You are all great ambassadors of Ottawa Fire Services and were all instrumental in making this day a very memorable one. Being a role model isn’t always an easy task but I hope that you all found the day rewarding with Chief Gabrielle’s abundant smiles. Thank you again! Merci!



Chief Don Smith's Bravery Award

On September 26th, 2016 Retired Chief Don Smith was awarded the Royal Canadian Humane Association's Bronze Medal for Bravery at the Royal Canadian Humane Association's Awards Investiture ceremony. The event was held at Queen's Park, in the Lieutenant Governor's office. The Lieutenant Governor of Ontario, The Honourable Elizabeth Dowdeswell, was on hand to present the awards that were the results of Chief Smith's action during the Caldwell Fire on December 5th, 2015.



Here is the Chief's testimony about receiving this honour.

The ceremony was incredible, and I was very humbled to be in the company of so many brave and selfless people. Hearing the brief description of each of their actions, was to say the least awe inspiring and very moving. The youngest and most inspiring recipient was an 11 year old young man named Gaius Stroud. His mother lost control of their car near Edmunston NB, rolled down a 40 foot embankment, rolling at least 8 times. Gaius regained consciousness to find he was hanging from his seat belt upside down. Despite his injuries, (fractured collar bone, severe head and leg lacerations and many contusions), he released his belt, and got his 2 younger brothers safely out of the car, giving them his coat for warmth and protection from the driving rain. He then went to his mother who was unconscious, and forced the door open and got her

out. She soon came around, but could not recognize her son due to a head injury, she also had numerous other injuries including 2 broken ankles. He then assessed his step father who was initially unconscious, but came around, but had no feeling in his legs. He decided not to move him, and then decided he had to crawl back up

the long steep embankment to try to get help, as no one would see them where they were. When he reached the top, he flagged down a passing jogger who called 911. Everyone recovered with the exception of his step dad who is now paralysed. In speaking with Gaius and his family after the ceremony, this extremely mature young man, down played his actions by saying he just had to help his family. What an amazing young hero!



The final picture, is Lieutenant Governor Elizabeth Dowdeswell along with my best friend, wife and light of my life, Andrée Boisvenu-Smith, with the "Thorn" between these two "Roses". My wife and I spoke with her Honour for about 10 or 15 minutes, and she was extremely kind and generous with her time.

Congratulations again Chief Smith on receiving this award and for being an exemplary ambassador, even in retirement, for the Ottawa Fire Services.



22 Push Up Challenge

By Danielle Cardinal, Public Information Officer

When I received the call from Lieutenant Mike Booth, I wasn't quite sure what the 22 Push Up Challenge entailed. I had been challenged personally but wasn't aware that whole organizations were being nominated by others. So I proceeded to view the video from Ottawa Police Service which was released on October 3rd with its very comedic nomination 'Ottawa Fire, let's see if you can do more than just pose for calendars.' I thought Ottawa Fire Services could not only meet the challenge that was extended to them but raise the bar and raise some additional awareness for this worthy cause.



After meeting with the partners from 22pushups.ca we better understood the campaign and its goals. I knew Ottawa Fire Services could respond in a big and beneficial way, so opted to reach out to Cabela's for a collaborative approach. Many meetings and messages later we found ourselves meeting the Executive Director of Wounded Warriors Canada. Scott is a very personable and passionate spokesperson. We were invited to a special event with one of Wounded Warriors top supporters. It was at this event that we became more familiar with Wounded Warriors' Mission and its expansion to include first responders and their families in addition to military and veterans.

It was inspiring to be in this room with organizations that are making a difference in the lives of uniformed men and women who have suffered from an Operational Stress Injury. From then on it was clear that the 22 Push Up Challenge event had to be great. The greater goal was to make this an inclusive event. Not only would it include those who challenged us, Ottawa Police Service, but it would also involve other agencies we work closely with during our day to day operations. Lastly, we wanted to extend the invitation to members of the general public who wanted to show their thanks and support the men and women who serve their community and country.



It all came together rather quickly and with the viral nature of this awareness campaign it felt like an adrenaline fueled whirl wind. Then on Thursday, November 10th I arrived at Cabela's at 7h30 to get the day started with firefighters, store staff and family members who were lending their support. Participants and guests arrived after 10h30 and when it was time, over 200 people collectively did 22 Push Ups in the shadow of the large Canadian flag flown to honour the fallen. Along with his encouraging words, Chief Pingitore also extended the 22 Push Up Challenge to ALL Fire Services in our great nation. It was an impactful event that we hope will help 22pushups.ca raise \$100,000 or more for Wounded Warriors Canada. Thank you to those who took the time to participate in the event. Thank you to those who also donated \$22 or more to this worthwhile cause.

Visit the Ottawa Fire Services' Blog to watch Chief Pingitore's Nationwide Challenge video!

<http://www.dailymotion.com/ottawafireservices>

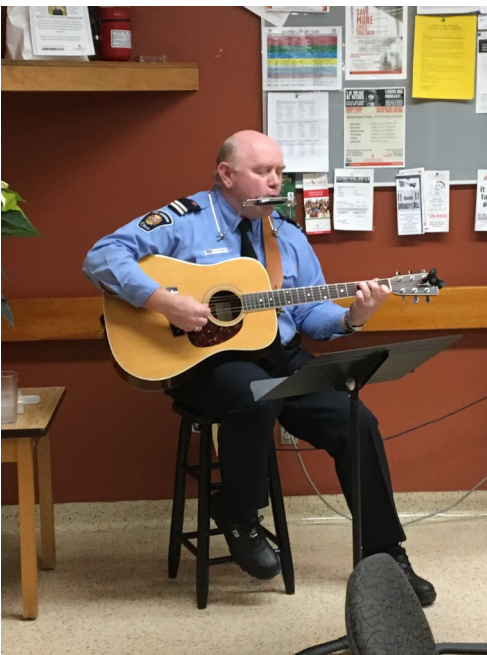
Charity Dinner—Obstacle Course and Main Course!

By Editorial Staff

It was a hot auction item at September's Firefighter Memorial Fundraising Event. The price continued to climb as the bidders were persuaded to consider the awesome adventure that awaited them if they were successful. And there it was! The winning bid came from Laurie Shusterman and her running group and the cheers erupted. Fast forward to Sunday, November 20th and the group of women who perhaps wondered "what exactly have we gotten ourselves into?!" It was indeed going to be a unique experience. The snow and sleet didn't deter the participants and the team from the Training Centre didn't let the weather diminish their spirits either. This was going to be a stellar experience no matter what Mother Nature had in store.

First came the safety briefing and gear fitting then came 'show time'. Car fires, soaring to the sky in the bucket of a ladder and playing with firefighting tools were all part and parcel of the experiential package. The participants worked up an appetite and had appetizers to help their hunger. More activities followed and then the ladies were happy to shed their bunker gear for the next portion of the activity. Their next destination was Station 23 where the main course was being prepared by Ottawa Fire firefighters. Acting Division Chief Garry Trombley did a remarkable job serenading and entertaining our guests. The Chiefs assisted with the schmoozing part of the evening to ensure participants were enjoying their experience. The food was great and the company was even better. A great day capped off by a delicious meal and excellent company.

We would like to extend a special thank you to Laurie Shusterman and her running group for your adventurous spirit, your good humour and your generous contribution. The day proved to be a success on many fronts and eye opening for the participants. Laurie thought she was well versed in everything "fire" because of being the supportive wife and mother of Ottawa Fire Services staff. However, the day opened her eyes to the complexity and difficulty of the work her husband and son have chosen as their career. Overall, she gained a better understanding of the "fire life" and appreciated the opportunity tremendously. Thank you as well to the Ottawa Fire Services personnel who pieced together this brilliant experience and made it a memorable event.



PIO Cardinal heads to Quebec

By Danielle Cardinal, Public Information Officer

In a continuous effort to keep getting better at what I do, I thought I'd take an opportunity to mix business with pleasure on a recent trip to Québec City. I reached out to 'Service de protection contre l'incendie' (SPCI) to see if there might be an opportunity to meet with someone who does a similar job to mine in the capital of the province of Québec. Not only did I get a quick response but I also received an invitation to spend the day with the Media Relations team in Québec City. This was an offer I could not refuse and I was excited to meet some francophone peers. So on Friday, September 30th I spent the morning visiting the SPCI Headquarters and chatting with 3 of the 5 members of the PIO team.



The group does a combination of media and prevention type messaging that consists of 'in office' and 'in the field' duties. All PIOs alternate being 'on call' in order for someone to be available to attend all incidents 24 – 7 and use Twitter as their main social media tool. During day time hours other staff responds to media requests, build content and promotion materials while also attending fairs & events to disseminate prevention messages. Québec is a Francophone city and only recently has the need for an Anglophone team member prompted

ed them to hire a bilingual person. Jean-François is the Chief of the Communications, Media and Public Education Department and he was also my official host for the day. In addition to chatting with a Media and Prevention Officer in the office, I also saw France in action that afternoon during a structure fire at a garage. I was lucky to have an actual working fire and watch how SPCI manages their fire ground. There were some interesting differences with OFS's protocol such as: Chiefs were identified by their red bunker gear, the helmets worn by personnel are a different style than ours, paramedics wore their own bunker gear and SPCI's apparatus.

This was a great experience and networking opportunity. Although our services are very different in certain ways there are also strong similarities. SPCI has specialized operations such as: hazardous materials, water rescues, brush fires, high angle rescues and collapse. In addition, they protect historical and parliamentary buildings in a city that is often flooded with tourists.

In closing, this visit gave me a 'behind the scenes' look at how the Media Machine works in another Fire Service. It was an insightful and informative day that I will remember fondly as a great day in my career. Merci beaucoup SPCI pour votre merveilleux accueil. Venez nous visiter à Ottawa n'importe quand! I look forward to hosting Vancouver's PIO, Jonathan Gormick in February to extend a warm welcome like the one that I received in Québec City.



Jean-François Daigle, France Voiselle & myself in the Media Relations team office space.

Help Santa Toy Parade—A snowball of generosity that gets bigger every year

By Katie Clattenburg, Communications

We couldn't have asked for a better Parade Day! Saturday November 19th brought the most generous crowds, excited participants, and dedicated volunteers anyone could ask for.

The whole route was lined with rows of happy faces awaiting Santa's arrival. They took in marching bands, mascots and some fantastic floats! Cinderella made an appearance in her beautiful horse drawn carriage, Mrs Claus was able to escape the workshop this year, and who doesn't love a hot tub party as part of a parade?!

It's so great to see everyone on Parade day, it definitely brings the community together.

The morning started at 7:30 with the Parade Marshals setting up the staging area, comfort stations being delivered, golf carts arriving, and VIP Bleachers being dropped in place. Before we knew it, participants began arriving, leaving themselves plenty of time to decorate their floats.

Franks Catering donated lunches for the early risers to keep them fueled for the day!

Before we knew it, 11am rolled around and it was time to step off.

The parade took about an hour to reach City Hall, where the crowds were lined in rows all the way to the Laurier Bridge! It was unbelievable!!



Participants made their way to the Cartier Drill Hall for some light refreshments and the awards ceremony. Santa was piped in by a piper from the Caledonian Pipe & Drum band.

Shuttle buses carried firefighters and their families back to The Prescott, where we enjoyed some post parade Christmas cheer and delicious pizza!

We raised over \$20,000 along the parade route and received so many toys!!

Thank you to all volunteers, firefighters, sponsors, participants and onlookers for an incredible

day!!! We couldn't do it without the Help and support of everyone involved.



Happy
Holidays



Kindness of Strangers

By Editorial Staff

“All dolled up” is all about kindness & compassion

Lisa and Aileen first came to Station 41 with their basket full of bears & toys earlier in the year. The ladies had volunteered numerous hours to complete the toys so that Ottawa Fire Services apparatus could be well stocked. As firefighters will tell you, these toys are invaluable when they are working at incidents involving children. The comfort and reassurance that a simple bear or stuffed animal provides is tremendous. Below we see Retired Chief Muggleton and the Station 41 crew loading up these great gifts.



Lisa and Aileen were quick to return to work and put together another donation. These ladies are generous with their contributions and time. It is always a pleasure to see them arrive with their car full of plush toys. We met again in October at Station 46 and this time the ladies had bags full of elephants, rabbits, bears, cats, geckos, dolls etc.



Thank you Lisa and Aileen for your visits and dedication to the wellbeing of the children Ottawa Fire Services helps at various incidents. These ladies are the personification of kindness and compassion. They may be visiting your Station in the future so feel free to share your toy stories with them. They enjoy hearing how their donations help the little residents of our community.



Photos



*My Daddy is a Firefighter
He works hard all day. In a very special station, not too far away. He
crawls down halls, and knocks down walls, in buildings old and new. To
help save many people's lives, and their belongings too. He doesn't
mind the summer sun, or winter's bitter cold, because it's a firefighter's
job, to be so very bold.*

Above: Levi (6) and Keir (7), sons of FF Tyler Allen 54-D



OFS Colour Guard

Acting Sector Chief Bill Bell, Lieutenant John Sobey and Retired Platoon Chief Denis Gobey.

A heart warming proposal at Stittsville's Christmas Parade

By Editorial Staff

The holidays are a festive time and there are some warm and fuzzy moments that make it extra special for some. An unsuspecting girlfriend was surprised with one of these memorable events on the evening of Saturday, November 26th at the Stittsville Christmas Parade.



Josh Gibeault starting dating his girlfriend Megan in December of 2010 and this year he thought: "How can I propose to this wonderful woman who has enriched my life for 6 years? How can I make absolutely sure she'll say "yes"?" He decided to go big. Go Santa big for his marriage proposal.

Firstly, the firefighter from Station 81 started by enlisting the help of his colleagues. Together they helped Josh organize a large scale, super orchestrated and romantic marriage proposal. Santa even had a part to play in the scheme unfolding flawlessly by calling Megan out of the crowd of parade goers lining the streets in Stittsville. Although there was a slight delay in the parade, it was quickly forgotten when Megan said yes and the firefighters from Station 81 and crowd cheered loudly.

Josh wanted to take this opportunity to thank his peers who helped create this magical moment. "It was a group effort to get the timing and positioning just right. In the end, everything was executed perfectly and Megan said yes." As you can see by Josh's smile in the photo, the planning and coordinating was well worth it.

**Congratulations
Josh and Megan!**



104TH GREY CUP CHAMPIONS OTTAWA REDBLACKS





Name	Years of Service	Division
Brad Beerwort	2004-02-19 to 2016-09-01	Suppression
Jeff Gulis	1995-11-01 to 2016-09-01	Suppression
Andrea MacLean (Thompson)	2006-11-23 to 2016-09-16	Suppression
Wayne Parsons	1994-07-01 to 2016-09-30	Suppression
Eid Youssef	2003-06-24 to 2016-10-04	Suppression
Phil Muggleton	1983-10-31 to 2016-10-05	Administration
Jim Narraway	1986-06-02 to 2016-10-05	Administration
Marian Lane	2001-01-06 to 2016-10-05	Administration
Michelle Gagne	2013-09-16 to 2016-10-05	Administration
Vanessa Nicolson	2004-11-29 to 2016-10-05	Administration
Vittorio Iacovitti	1999-10-12 to 2016-10-31	Suppression
Ross Saunders	1978-09-18 to 2016-11-30	Suppression

Ottawa Fire Services thanks the individuals above for their dedication and service to our organization and our city. Congratulations on your successful career and retirement!

Reassigned within Emergency and Protective Services (EPS)

Andrew Bartlett
Lea Catana
Corey Desormeaux
Julia Ouellette
Jennifer Schnarr

Do you have an idea for **WORKING FIRE**? Send it to OFSNEWSLETTER@OTTAWA.CA

WORKING FIRE — the OFS Newsletter
OFSNEWSLETTER@OTTAWA.CA

Editorial Staff:
Shantel Kenny / Danielle Cardinal / Chief Chris Burke

