



*building communities together*

## **2019 Business Plan Protective Services All Electoral Areas (13xx)**

*Stephanie Masun, Manager of Protective Services*

***Working in partnership with communities, large and small, to make the Cariboo Chilcotin a socially, economically and environmentally desirable region to live, work and play.***

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### **Department/Function Services**

The Cariboo Regional District's Protective Services department provides a range of public safety programs and services throughout the region. These include emergency management and planning, 911 systems maintenance and monitoring, search and rescue and structural fire protection.

### **Business Plan Goals, Rationale & Strategies**

**2019 focus on Volunteer Fire Departments** - The Cariboo Regional District provides administrative oversight to 14 rural fire departments. There are 5 departments in the North Cariboo, 3 in the Central Cariboo, and 6 in the South; with approximately 300 kilometers spanning between the south eastern and north western fire protection areas, and 330 volunteers throughout areas A, B, C, D, E, F, G, H, I and L.

**Goal:** Increase Protective Services staffing level to ensure that all related statutory obligations and volunteer management objectives are met; effectively reducing financial and legal risks by increasing supervision of, and support for, volunteer-based fire protection services across the region.

**Rationale:** CRD Protective Services resources in relation to fire department oversight and administration are currently challenged by

- mounting fire department related administrative tasks including WorkSafeBC documentation, training and compliance monitoring requirements,
- decentralized and fragmented procurement processes,
- increased frequency and duration of emergency operations centre activations, and
- heightened community engagement needs in relation to emergency response, preparedness and recovery.

The CRD Protective Services Department needs to dedicate the necessary resources toward effective fire service management and regular business in terms of monitoring and supporting all volunteer department functions and finances to avoid mounting risks and potential challenges.

To ensure continuous, sustainable and consistent CRD fire service management, it is imperative to minimize the administrative burden on volunteer fire department chiefs and to improve the support and monitoring capacity of the CRD Protective Services department.

This can be achieved through the addition of a Fire Services Coordinator role reporting to the Manager of Protective Services. The Fire Services Coordinator will supervise and coordinate:

- Volunteer fire fighter training to meet playbook and CRD standards requirements ensuring viable and safe fire protection and mutual aid services.
- Record keeping and reporting to meet CRD guidelines including monitoring of purchasing, equipment maintenance, personnel files, occupational health and safety standards compliance in line with industry regulations and CRD operating procedures.
- Continuous improvement of operational guidelines, contracts, service agreements and recruitment and retention approaches to ensure service sustainability and reduce volunteer fatigue.

In addition, this role will support regional emergency planning coordination, 911 systems maintenance, and overall research and policy review to support the CRD in meeting obligations, reducing potential risks and minimizing pressures at the volunteer level.

**Strategy:** Share costs across services: 70% Volunteer Fire Departments, 15% 911 Telephone, and 15% Emergency Planning to ensure an adequate focus on building a sustainable and effective job role to support the regional district's required oversight and management of volunteer departments.

### **Significant Issues & Trends**

The increasing frequency and severity of emergency events such as the 2017 and 2018 wildfire seasons, annual spring floods, and the Mount Polley tailings facility breach have had substantial impacts on staffing and our ability to complete workplans within proposed time frames. This, compounded by increasing community engagement needs with regards to emergency preparedness, requires enhanced cross-service strategic planning and support.