

REGULATORY SERVICES

TITLE: FIRE DEPARTMENT LEVEL OF SERVICE POLICY

EFFECTIVE DATE: July 27, 2026

POLICY NUMBER: RS. 02

PURPOSE OF POLICY:

To establish levels of service for the MD of Opportunity Fire Departments and to establish a process for the review and/or adjustment of the services.

POLICY STATEMENT:

Annually during the budget process, Council shall determine the levels of service provided to its residents by the MD of Opportunity Fire Departments and will consider the criteria listed in section 5, when considering changes to the policy and/or appendix "A".

POLICY:

The MD of Opportunity Fire Services will provide emergency response services according to the provisions of this policy and in appendix "A".

Council recognizes that when a response is provided the service level of that response may be different in various areas of the municipality. A response may differ for a variety of reasons including:

- geographical size, remote areas and layout of the area in a timely manner;
- staff availability and training levels of the emergency response members
- supports from other agencies providing emergency services within the region,
- the differing availability of water for fire suppression purposes within the municipality; and
- adverse weather conditions.

1. Scope

This policy applies to all Fire Department personnel within the MD of Opportunity Fire Services or by virtue of a Mutual Aid Agreement.

2. Definitions:

- 2.1 "Awareness level" means that Fire Department personnel will recognize risks and hazards, adopt a defensive position, secure the area, and call for specialized assistance.
- 2.2 "Fire Department" means Wabasca, Sandy Lake, Calling Lake and Red Earth Creek Fire Department.
- 2.3 "Operations level" means that Fire Department personnel will take action to contain and control the incident and seek assistance from outside agencies/nearest MD fire department equipped to mitigate the incident if required.
- 2.4 "Rescue" means that Fire Department personnel will respond to any emergency request to the level of training received such as, vehicle accidents, still/ice water rescue, rope rescues etc.

- 2.5 "Technician level" means that Responders may initiate a combination of actions to bring the incident under control and to an end.

3. Levels of Service

3.1 Council establishes the following levels of service for the MD of Opportunity Fire Services:

- Fire Emergencies (Structure, Vehicle, Wildland Fires)
- Rescue (motor vehicle collisions, water rescue, ice rescue)
- Dangerous Goods incidents
- Medical Emergencies (assist only to life-threatening).

3.2 Council is aware not all fire departments within the municipality are trained, equipped, or have the personnel to perform each level of service at an operations or technician level. Therefore, **see appendix "A"** for a list of which level each fire department provides.

Emergency Responses

- 3.3 Fire and emergency service equipment shall be deployed for all emergencies as where it is deemed that they are required and practical to do so.
- 3.4 Fire department members that drive any fire apparatus, must hold a valid Alberta Drivers' License with the proper Class for that unit.
- 3.5 At no time will any fire department member respond to a call or operate any fire apparatus under the influence of drugs or alcohol.

Structural, Vehicle and Wildland/Grass Fires

- 3.6 The fire department will provide structural, vehicle and wildland/grass firefighting at the Technician Level.

Rescue Calls

- 3.7 The fire department will provide extrications for motor vehicle collisions and rescues at the Operations or Technical level, as per appendix "A"
- 3.8 The fire department will provide rope rescue at the Operations Level such as Low Slope (Embankment) Angle Rescue.
- 3.9 The fire department will provide surface water and surface ice rescue at the Operations or Technical Level, as per appendix "A".
- 3.10 The fire department will provide any other rescue services at the Awareness Level and where possible, the Operations Level.

Dangerous Goods

- 3.11 The fire department provides dangerous goods response up to Operations Level, as per appendix "A", and will:
- Determine contents or make up of the dangerous good and identify evacuation requirements should they be required.
 - Safely begin appropriate community safety measures including spill control and containment, support public notification and evacuation.
 - Notify the transporter or owner of the dangerous goods as soon as is practicable to identify an emergency response team and estimated time of arrival.

Medical Emergencies

- 3.12 The fire departments are not obligated to respond to medical emergencies but in the event they are dispatched, it will be according to the level listed in schedule A and only if sufficient number of personnel are trained and available to respond.
- 3.13 The fire department will not transfer patients under any circumstances in any fire department apparatus, unless directed to do so by Emergency Medical Services.

Disaster Services Response

- 3.14 In the event that there has been a declaration of a state of local emergency or a disaster, the fire department will operate in accordance with the MD Emergency Management Plan and under the direction of the Director of Emergency Management or their designate.

Duty Officer

- 3.15 At the discretion of the Fire Chief the Fire Chief may authorize the practice of a duty officer for their area. The Duty Officer will be authorized to use a FD command unit.

Search and Rescue (SAR)

- 3.16 The fire department will provide Search and Rescue (SAR) Operations or Technical Level, as per appendix "A".

4. Training

- 4.1 Firefighter training shall be based on those services delivered by the Fire Department.
- 4.2 Firefighters will be equipped and trained for wildland fire suppression according to those minimum standards required by this policy and recognized in the Province of Alberta.
- 4.3 Officers/Firefighters will be trained to the appropriate National Fire Protection Association (NFPA) standards for the service provided. Where NFPA standards do not meet minimum requirements individuals will be trained to those minimum standards recognized in the Province of Alberta and/or approved by the Fire Chief or designate.
- 4.4 Firefighters are expected to participate in ongoing training, pre-fire planning, community outreach and awareness/education activities to develop and maintain their knowledge and skills in these areas.
- 4.5 Administration will be responsible for the establishment of the appropriate standard operating guidelines, level of training and equipment required for that level of service.

5. Amending Levels of Service and Appendix "A"

- 5.1 Prior to amending the level of service, Council must consider the following:
- Community hazards;
 - Call volume, type of equipment, apparatus and training required;
 - Determine the capital and operating costs and other relevant information.

APPROVED: July 27 2026 Add SAR to all Fire Department Level of Service

APPROVED: April 27, 2026- Level of Service Based on Fire Departments – changing response level for Sandy Lake Fire Department MVC Light Vehicle to Technician and Heavy Transport to Operations Level

APPROVED: August 11, 2021

AMENDED: August 23, 2023- Section 3.11- changing response level from Technician to Operations level for Dangerous Goods (DG) and identifying FD responsibilities for DG response. Add section 3.15- Inclusion of Duty Officer. Removal of Flammable Gases from “Appendix A” Fire Category. Removal of Technician Level from Dangerous Goods section in “Appendix A” and replacing it with Rescue Only for ammonia and chlorine for MD assets.

Appendix A

Level of Service based on Fire Department

Emergency Type	Wabasca	Sandy Lake	Calling Lake	Red Earth	Notes
Fire					
Structure	✓	✓	✓	✓	
Vehicle	✓	✓	✓	✓	
Flammable Liquid Fires (Class 3)	✓			✓	
Wildland Urban Interface/Grass	✓	✓	✓	✓	WUI Assist forestry if requested
SPU sprinklers	✓		✓	✓	
Medical					
Assist only	✓	✓			If requested by EMS
All types (A,B,C,D,E)			✓		
Serious/Life threatening (D,E)				✓	
Motor Vehicle Collision (MVC's)					
Light Vehicle	✓	✓	✓	✓	
Heavy Transport	✓	✓	✓	✓	SL Operations Level Only
Dangerous Goods					
Awareness		✓	✓		
Operations	✓			✓	
Rescue Only	✓		✓	✓	For ammonia & chlorine response w/ MD assets
Special Teams					
Water Rescue	✓				Provide support to SL & CL
Boat Operations	✓				
Ice Rescue	✓	✓	✓	✓	
Low Angle Rescue	✓	✓	✓	✓	
Confined Space	✓	✓	✓	✓	Except sewer, water tanks, assist oilfield
Industrial Rescue	✓			✓	
Airport	✓		✓	✓	
SAR	✓	✓	✓	✓	
Duty Officer	****Optional****				