

Setting Lake Fire and Emergency Services Meeting Minutes

Sunday March 6, 2022

Attendees

Nels Thompson	Ron Eastman	Julia Stoneham
Larry Palanuik	Wes Jeske	Al Kozakowski
Blanche Parsons	Jeff Henry	Liz Kozakowski
Terry Solomatenko	Rick Morris	Laurent Auger
Aime Valois	Carla Morris	Lloyd White
Margaret Friesen	Walter Costa	Margaret White
Jerry Friesen	Jerry Garrioch	Gord Semeniuk
Kevin Watson	Joe Correia	Darren Pulak

Fire fighters, emergency responders, and fire and emergency support volunteers met for orientation to the new electronic fire and emergency callout/dispatch system, which replaces the time-consuming person-to-person phone-tree callout system. Members also discussed equipment and training needs.

Fire Chief Jeff Henry provided the following information:

The new system is called Dispatchme.

Members' names and contact information have been entered into the Dispatchme database. Information is added, deleted, or changed at <https://admin.dispatchingunlimited.com/index.php> by the administrator

The system can be programmed to call out ALL members for an event like a general meeting; it can also be used to call out SPECIFIC groups – firefighters only, medical first responders only, etc.

During the meeting, members tested the new dispatch system. Each member received and responded to a “test” message from the fire chief. The response time was less than 2 minutes.

Instructions

Set up the dispatch number – 1-431-305-7589 – either as a contact in your phone or in your caller list if you have caller ID on a landline. This will allow you to verify where the phone calls or texts are coming from and respond to them.

Set the caller ID to read “Fire/EMS Call Setting Lake” or something similar.

Setting up the Dispatchme App on a smartphone:

If members want to use the Dispatchme App they will need to have the Dispatchme app running on their smartphones.

- To get the app, go to the app store for your tablet or phone.

- Search the app store for Dispatchme.
- Click on “Get” or download the app.
- Sign in with the dispatch number – 1-431-305-7589.
- Set the password as the last 4 digits of your phone number.

Responding to Callouts

When you receive a callout, Dispatchme will give you 3 options. Respond by pressing the appropriate key on the app or the number on your keypad.

#1. I will report for duty at the fire hall.

#2. I will report for duty at the scene, or I will be delayed.

#3. I am not available.

If you fail to respond to the first call, Dispatchme will call 2 more times. It will record the following information for each call:

- The member received the call, but he/she did not respond with one of the 3 response options.
- The call went to voicemail and the message was left.
- The call went to voicemail, but the mailbox was full and Dispatchme was unable to leave the message.

If you miss the call and your mailbox is full, but your Caller ID identifies Dispatchme’s number, you can call 1-431-305-7589, receive the message, and respond with one of the 3 response options.

Administrative Reporting

The response data for an event stays on the system as long as firefighters or emergency responders continue to use the system for communications associated with the event.

After the event, Dispatchme sends reports to admin indicating who, how, and when people responded to the callout.

The data is used for training, to prepare fire and EMS incident reports, and to verify and support volunteer firefighters and emergency medical service providers’ claims for CRA tax exemptions.

Fire Reporting Number

Responding to questions about how to report a fire, Jeff informed members that the system is broken - there is no number for reporting fires. Establishing a common central reporting number is the department’s highest priority. Jeff has been working with Paint Lake and Wabowden to establish one.

Jeff warned about the risk of calling 911 to report a fire or an emergency. Cabin owners who use a landline to call 911 hear a recording advising them that 911 service is not available at Setting Lake. Cabin owners who use a cellphone to call 911 reach call centres in Quebec City, Toronto, Brandon, Calgary, Vancouver, depending on who their service provider is (Bell, Bell MTS, Rogers, Telus, etc.)

Inventory

Jeff informed members that he and Joe Correia have taken inventory of fire and emergency equipment stored at the firehall. Most of the equipment is well past its expiry date and needs to be replaced, particularly the turnout gear. Several members volunteered to take inventory of the fire barrels and huts on the access roads by the end of March.

First Aid Kits

Members agreed to purchase an EMT trauma first aid kit designated for the use of first responders.

Rapid Antigen Test Kits

Margaret Friesen delivered a supply of rapid antigen test kits that cabin owners can pick up at the fire hall.

Next Meeting

TBA - either April 3rd or 10th. Jeff will request that Wildire Manitoba deliver a training session.