

## Setting Lake Fire and Emergency Services Meeting Minutes and Appendix A – Dispatchme App Instructions

**Sunday May 5, 2024**

Attendees – Thirty firefighters, emergency medical responders, and fire and emergency support volunteers attended the meeting.

Bob Southern	Jeff Henry	Margaret Friesen
Chris Sylvester	Jerry Friesen	Nels Thompson
Danielle Brophy	Jerry Garrioch	Pete McGirr
Darren Pulak	Joe Correia	Rick Morris
Harold Smith	Larry Palanuik	Rob Murray
Ian MacKenzie	Linda Toews	Rob Thompson
Iris Murray	Lisa Wolanski-McGirr	Terry Nychuk
Jacek Hornik	Lloyd White	Terry Solomatenko
Janet Smook	Lorraine Nychuk	Walter Costa
Jason Cowan	Luke Robinson	Wes Jeske

1. **Work Bee** – Members unloaded the first of two 1000-gallon water tanks that are being installed in the firehall to drive the new rooftop sprinkler system. To make room for the oversized tanks, volunteers moved the equipment trailer outside and rearranged furniture inside.
2. **Wildfire Preparedness Day** - Jeff provided an overview on Setting Lake's first Wildfire Preparedness Day (what is happening at the event and when). Prep Day is being held at the firehall on May 26.

Setting Lake firefighters will work with MB Wildfire Services staff to cut a firebreak around the firehall, haul the brush to the landfill, and install a rooftop sprinkler system – sprinklers, hoses, and water thieves - to protect the firehall and ensure that Setting Lake's command centre, communication systems, and equipment remain operational if a wildfire threatens the community. This will ensure our firefighters are able to assist Wildfire Services crews in an emergency. Wildfire Services will also demonstrate how cabin owners should remove trees and brush to FireSmart their properties.

Action 1. Al Kozakowski and Lloyd White will mount a large banner promoting FireSmart Wildfire Preparedness Day on the front of the firehall.

3. **Setting Lake Rooftop Sprinkler Incentive Program** – Jeff provided an overview of the program.

With the support of Wildfire Services, the fire department applied for and was awarded a \$15,000 Wawanesa Insurance Community Wildfire Prevention Grant. The grant will help fund Setting Lake's Rooftop Sprinkler Incentive Program, which will provide a rebate to cottagers who install rooftop sprinklers this year.

Setting Lake firefighter will be trained to do cabin assessments and inspect the sprinkler installations so cabin owners can qualify for the rebate. The department will use a \$500 FireSmart Wildfire Preparedness Day grant that it received to purchase FireSmart-branded t-shirts and hats for those who volunteer to do cabin assessments and sprinkler systems inspections.

**Action 1.** Jeff will recruit volunteers to do assessments and inspections, find out sizes and order t-shirts and caps.

4. **Emergency Reporting and Dispatch Systems** - Members discussed ongoing problems with the fire and medical emergency reporting system. Joe Correia raised an issue related to the fire that happened during the late April snowstorm when a Hydro line came down near the firehall. Joe called the Acting Fire Chief to report the fire and got an answering machine instead of the acting Chief. Joe identified the issue as a problem with the department's dispatch system.

Jeff clarified that the problem was not with the dispatch system. He demonstrated how the Dispatchme callout system works and verified that it was functioning by putting out a test call, which all members present at the meeting received immediately.

See **Appendix A** for complete information on how to obtain and use the Dispatchme app.

During the meeting members provided and/or updated their contact information.

**Action 2.** Jeff will enter new contact information into the Dispatchme database.

Jeff explained the problem is with fire reporting. There have been long, unexplained delays since the fire department applied to Northern Affairs in April 2022 for approval for 911 service. 911 service offers a single dedicated number that cottagers can call to report a fire. Without a single dedicated number, cottagers must call the fire chief, or in his absence, the acting fire chief to report a fire. The chief then uses Dispatchme to call out firefighters.

Setting Lake's application for 911 service, which was vetted by various government departments and the Office of the Fire Commissioner, has finally been approved.

The department is purchasing P25 radios that will operate over the dedicated private network that serves Manitoba's public safety and public service community. The 911 reporting system will be integrated with the fire department's existing dispatch system. The new integrated reporting/dispatch systems will provide reliable voice communications and will enable the department to respond to emergencies in an efficient and coordinated manner.

**Action 3.** Jeff will contact telecom service providers this week and establish and publish a single dedicated remote call-forwarding number for fire reporting.

5. **Training needs** - Jeff announced that the department will introduce a structured training program. There was much discussion about training as everyone has their own idea on what is required and how to proceed.

Members agreed to start with the basics. Everyone will receive the same training. Over the summer members will be trained to operate the new pumper, each type of pump and hose, nozzles, clamps, wrenches etc. Members' proficiency with respect to each skill will be assessed and proficiency records will be kept.

Wet training practices for the summer will begin on June 2, 2024 from 9 a.m. to 11 a.m. Practices will be held every second weekend until fall weather dictates otherwise. Wet training practices will start and end at the fire hall.

## 6. Equipment

Bob Southern is tuning up all mobile water pumps. Pump maintenance will be done twice a year.

## Next Event

Sunday, June 2, 2024 wet practice.

## **Appendix A – Dispatchme App Instructions**

Setting Lake Fire Department has programmed the Dispatchme system to call out a) ALL members or b) SPECIFIC groups – i.e. firefighters only, medical first responders only, etc.

### **Setting Up the Dispatchme App**

Members can set up the dispatch number – 1-431-305-7589 – either as a contact in their smart phone or in a callers list if their landline has caller ID. This allows members to verify where the phone call or text is coming from and respond to it.

Set the caller ID to read “Fire/EMS Call Setting Lake” or something similar. Members who wish to set up the Dispatchme App on a smartphone or tablet will:

- 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 response 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 do not respond to the first call, Dispatchme will call 2 more times. For each call, it will record the following information:

- You received the call but did not respond with one of the 3 response options.
- The call went to your voicemail and the callout message was left.
- The call went to your 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 to receive the message, and respond with one of the 3 response options.

## **Administrative Reporting**

All volunteers' responses to a callout remain in the Dispatchme system as long as firefighters or emergency responders are working on that event and continue to use Dispatchme for communications associated with that event.

After the event, Dispatchme sends reports to the Setting Lake Fire Department 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.