

Service de sécurité incendie de Montréal

2022 ACTIVITY REPORT



YOUR SAFETY IS OUR PRIORITY!

Montréal 

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> MESSAGE FROM ALAIN VAILLANCOURT



The safety of the population of the Montréal agglomeration is a priority. As the person responsible for public safety on the Montréal executive committee, I would like to salute the teams of the Service de sécurité incendie (SIM), who work tirelessly to fulfill this mission.

We are aware that over time, the SIM's offer of services has expanded. The fire department now carries out interventions and prevention activities that go beyond fire safety, particularly in terms of civil and urban protection.

SIM members, I applaud your support for prevention during exceptional events such as COP15 and festivals. Your growing involvement in ensuring the safety of major construction sites, such as the REM, is also valuable.

Your commitment during the pandemic and every time a disaster or weather event threatens to endanger Montrealers, from extreme heat waves to floods, is priceless.

Climate change is accentuating the risks that threaten the city's territory, and you are on the front line in strengthening Montrealers' resilience through your prevention activities and your ability to respond.

Once again this year, SIM has innovated through remarkable initiatives such as the floating firefighters pilot project, targeted inspections before and during key events, and improvements in the service offering of firefighter first-responders.

It also gives us great pride to see several women rise to strategic positions in the SIM hierarchy. In order for the organization to remain rooted in its community and to maintain its bond of trust with the entire population, I encourage you to actively pursue your efforts to promote diversity and inclusion in your ranks.

I would like to congratulate all the SIM members who work in operations, at the Centre de sécurité civile, in prevention and in support roles. The work you do is vital to ensure the safety of the population and is greatly appreciated.

Alain Vaillancourt

**Montréal executive committee member
responsible for public security**

> MESSAGE FROM RICHARD LIEBMANN



I am very pleased and proud to present the 2022 Activity Report of the Service de sécurité incendie de Montréal (SIM). It reflects our organization and the importance we strive to place on prevention in our structure.

This new focus on prevention is crucial to reinforce a culture of citizen safety and to strengthen our role as a leader in prevention. It will allow us to get closer to the population and better serve Montrealers by making them more resilient not only to fire risks, but also to issues related to civil and urban protection.

As this report demonstrates, SIM is increasingly present in Montrealers' daily lives, through the multiplication of prevention activities, and during festivals and major events such as the United Nations Conference on Biodiversity, COP15.

The SIM also strengthens public protection through its fire safety awareness work, its growing involvement in ensuring the safety of large construction sites and its preparedness to face major crises.

It is easy to forget, but we spent almost half of the year in a state of emergency. I want to thank all the members of the SIM once again: Your efforts and dedication have allowed us to protect the Montréal population and to support the most vulnerable people in our society throughout the pandemic.

The end of this health crisis was also marked by a return to our pre-COVID pace of operations. The numbers speak for themselves: We responded to more than 215,000 calls to carry out nearly 120,000 emergency interventions, including more than 300 major fires and over 530 specialized interventions.

The SIM is turning over a new leaf. I am very proud to say that today, the uniformed force is beginning to better reflect the Montréal population, although we still have a long way to go. We have just appointed our first woman Chief of Operations within the Operations Directorate: A historic milestone!

I hope you find this report, which outlines the main achievements of 2022, interesting and enjoyable to read.

Richard Liebmann

**Fire Chief and Civil Security Coordinator
for the Montréal Agglomeration**

MAP OF THE TERRITORY

Lac des Deux Montagnes

L'île-Bizard-Sainte-Geneviève 56

Senneville

59

Pierrefonds-Roxboro

57

58

Sainte-Anne-de-Bellevue

51

61

Dollard-Des-Ormeaux

Baie-D'Urfé

52

Kirkland

54

62

Beaconsfield

53

Pointe-Claire

55

71

72

Saint-Laurent

Dorval

63

Côte-Saint-Luc

Lac Saint-Louis

L'île-Dorval

Lachine

64

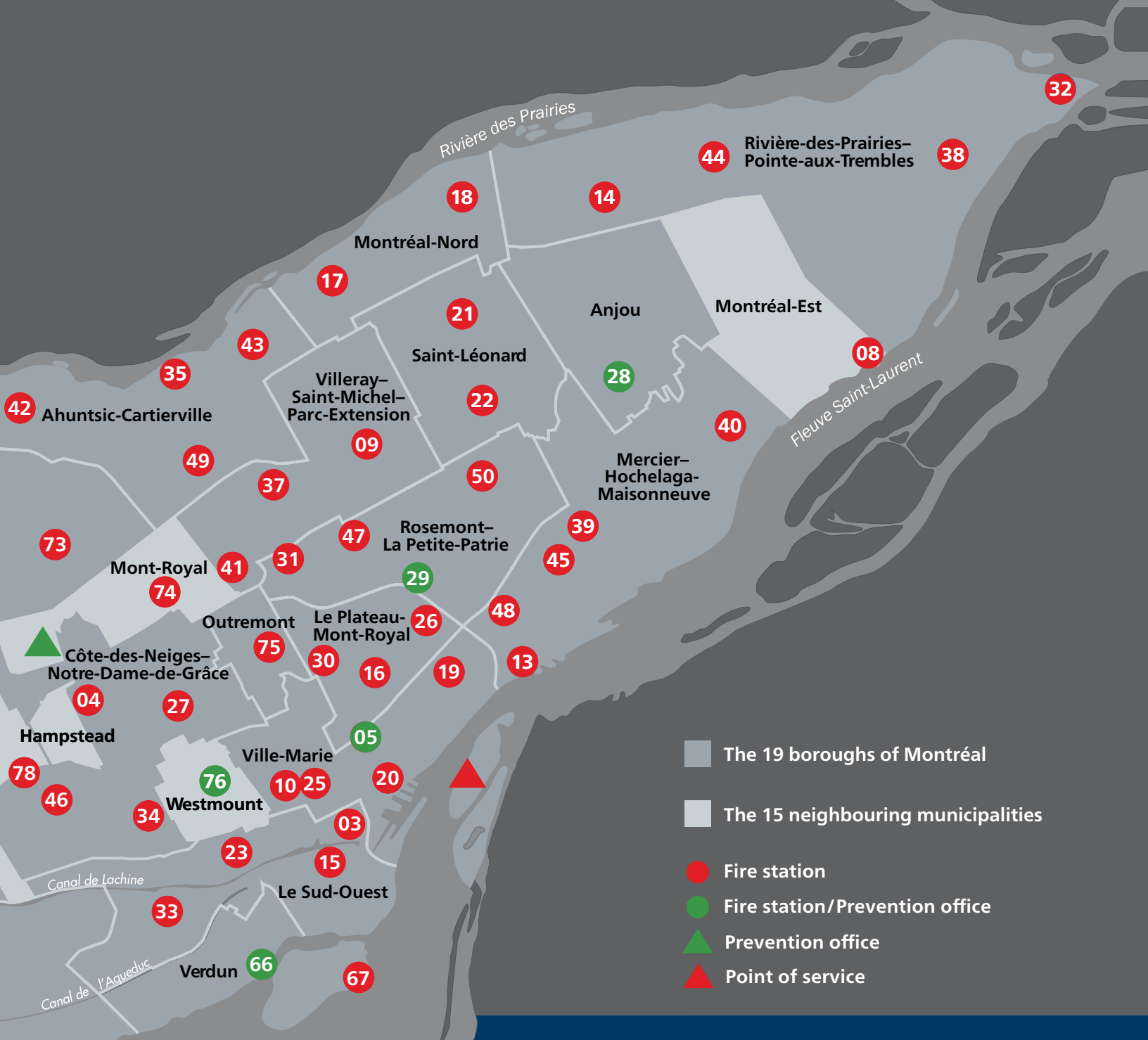
77

Montréal-Ouest

LaSalle

65

- 03 256, rue Young
- 04 5260, avenue Van Horne
- 05 75, rue Ontario Est
- 08 11371, rue Notre-Dame Est
- 09 8100, boulevard Saint-Michel
- 10 1445, rue Saint-Mathieu
- 13 3250, rue Sainte-Catherine Est
- 14 8216, boulevard Maurice-Duplessis
- 15 1255, rue de la Sucrierie
- 16 1041, rue Rachel Est
- 17 4240, rue de Charlevoix
- 18 12012, boulevard Rolland
- 19 2000, avenue De Lorimier
- 20 920, rue Saint-Urbain
- 21 6025, boulevard Lavoisier
- 22 5455, rue Antonio-Dagenais
- 23 523, place Saint-Henri
- 25 1212, rue Drummond
- 26 2151, avenue du Mont-Royal Est
- 27 5353, avenue Gatineau
- 28 7650, boulevard de Châteauneuf
- 29 5375, 1^{re} Avenue
- 30 5, avenue Laurier Ouest
- 31 7041, rue Saint-Dominique
- 32 16101, rue Sherbrooke Est
- 33 6040, boulevard Monk
- 34 5369, chemin de la Côte-Saint-Antoine
- 35 10827, rue Lajeunesse
- 37 795, rue Jarry Est
- 38 14201, rue Sherbrooke Est
- 39 2915, rue Monsabré
- 40 8639, avenue Pierre-De Coubertin
- 41 7405, avenue Champagneur
- 42 4180, rue De Salaberry
- 43 1945, rue Fleury Est
- 44 12145, boul. de la Rivière-des-Prairies
- 45 5100, rue Hochelaga
- 46 4760, avenue Cumberland
- 47 2111, rue Saint-Zotique Est
- 48 3616, rue Hochelaga
- 49 10, rue Chabanel Ouest
- 50 6490, 30^e Avenue



- The 19 boroughs of Montréal
- The 15 neighbouring municipalities
- Fire station
- Fire station/Prevention office
- Prevention office
- Point of service

- | | |
|--|---|
| 51 550, boul. des Anciens-Combattants | 65 1300, avenue Dollard |
| 52 330, rue Surrey | 66 4398, boulevard LaSalle |
| 53 310, Beaurepaire Drive | 67 911, boulevard René-Lévesque |
| 54 3048, boulevard Saint-Charles | 71 5500, chemin du Bois-Franc |
| 55 401, boulevard Saint-Jean | 72 2727, boulevard Poirier |
| 56 230, boulevard Chèvremont | 73 820, rue Saint-Germain |
| 57 13795, boulevard de Pierrefonds | 74 10, avenue Roosevelt |
| 58 13, rue du Centre-Commercial | 75 40, avenue Saint-Just |
| 59 18661, boulevard de Pierrefonds | 76 19, rue Stanton |
| 61 10, rue Sunnydale | 77 114, avenue Westminster Nord |
| 62 150, avenue Avro | 78 6815, chemin de la Côte-Saint-Luc |
| 63 530, boulevard Bouchard | 6150, avenue Royalmount |
| 64 3175, rue Remembrance | 10, chemin du Tour-de-L'Isle |

> PORTRAIT OF MONTRÉAL

Area of the territory

- 500 km²

Population

- 2+ million¹
- Second largest city in Canada²
One quarter of the population of Québec
- Third most populous downtown in Canada
109,509 people³
Up 24.2% from 2016 to 2021

People ages 65 years and over

- 17.5%, almost 1/5⁴

Families

- 495,450 including 20% single parent families (99,805)⁵

Housing

- Tenants 60%
- Homeowners 40%⁶

Buildings built before 1980

- 71%⁷

70 international organizations

- including 5 UN headquarters⁸

A student city

- 188 500+ university students in 2022⁹

New constructions

- 55 projects of \$25 million or more underway, in November 2022¹⁰

DID YOU KNOW?

The Montréal agglomeration was home to 610 people ages 100 years and older in 2021¹¹

1. Ville de Montréal, [Montréal en statistiques](#). 2. Statistique Canada, [2016 Census](#). 3. Statistique Canada, ["Canada's large urban centres continue to grow and spread"](#). 4. Statistique Canada, [Recensement de 2021, Annuaire statistique de l'agglomération de Montréal](#). 5. Ville de Montréal, [Montréal en statistiques, « Familles »](#). 6. Agglomération de Montréal, [Profil des ménages et des logements, 2020 edition](#). 7. Statistique Canada, [2016 Census](#). 8. [Montréal international](#). 9. Preliminary data from the Bureau de coopération interuniversitaire. 10. Ville de Montréal, [Montréal en statistiques, Chantiers de construction en cours - Novembre 2022 - Agglomération de Montréal, Division de l'intelligence économique, Service du développement économique](#). 11. Montréal en statistiques, [Population de 65 ans et plus, agglomération de Montréal, 2021](#).

> **PUBLIC SAFETY AT THE HEART OF THE SIM'S ACTIONS**

The Service de sécurité incendie de Montréal (Montréal fire department, or SIM) strives to make the urban agglomeration safer by being prepared to respond quickly and efficiently to any emergency in order to save lives, protect property and preserve the environment.

To achieve this goal, the SIM pursues a three-fold mission: education/prevention; emergency response; and recovery and protection, each of which encompasses the inseparable activities that the department carries out daily. Public safety is the common thread that runs through all of the fire department's activities, from responding to fires and other types of emergencies to providing assistance during medical emergencies and carrying out prevention and community awareness actions in the areas of fire and civil protection.

> **SIM VALUES**

- **HEALTH AND SAFETY OF ALL**
- **PUTTING MONTREALERS FIRST**
- **RESPECT**
- **RESPONSIBLE MANAGEMENT**



> CALLS

Number per year

Types of calls

	2020	2021	2022
Building fires	1,385	1,245	1,303
Other fires	3,030	2,737	2,511
No fire	20,402	19,500	21,974
Fire alarms	12,428	12,902	14,056
Pre-hospital medical emergencies	45,840	65,097	71,663
False alarms, canceled, combined, or other calls	5,682	7,445	7,409
Total	88,767	108,926	118,916

Characteristics of Montréal

Population and territory covered by SIM

	2020	2021	2022
Population (000)	2,074	2,033	2,048
Budget (000 \$)	346,867	350,537	362,830
Number of fire stations	66+1*	66+1*	66+1*

* Satellite fire station on Île Sainte-Hélène

Human resources

Types of workers

	2020	2021	2022
Civil employees and managers	338	343	344
Firefighters	2,395	2,395	2,395
Total	2,733	2,738	2,739





> MONTRÉAL FIREFIGHTERS

The SIM is made up of six geographic divisions, each headed by a division chief, and includes a total of 67 fire stations to keep Montrealers safe.

Each station provides fire protection, rescue and first responder medical response capabilities. In addition, several fire stations also provide specialized services:

- 2 hazardous materials team fire stations
- 3 technical rescue team fire stations
- 8 water rescue team fire stations
- 5 ice rescue team fire stations

A typical day in the fire station includes:

- Checking equipment and the mechanical functioning of vehicles
- Maintaining the fire station and its state of readiness
- Training and maintaining skills in different areas
- Answering emergency calls at any time (24/7)
- Visiting homes to promote fire prevention
- Visiting buildings to develop intervention plans



DID YOU KNOW?

Firefighters work 24-hour shifts, with an average workweek of 42 hours.

> FIREFIGHTERS BY THE NUMBERS



- 2,395 firefighters, including
- 1,825 firefighter-first responders*
- 628 specialized firefighters*

* The same person can be both a first responder and a specialized firefighter.

***Are you interested in a career
as a firefighter in Montréal?***

Applicants must:

- Hold a Diploma of College Studies (DCS/DEC) - Fire Safety Techniques (3 years)
- Hold a valid class 4A driver's license
- Undergo a physical, medical and psychometric aptitude evaluation process

IN AN EMERGENCY SITUATION, EVERY SECOND COUNTS!

A fire department is a highly structured organization that delivers emergency services to the public. In the fire stations, there are different ranks, which come with specific roles and responsibilities:

Firefighters

Responsible for performing technical tasks and executing response tactics

Officers (lieutenants)

Supervise an intervention crew and support the captain at the fire station

Officers (captains)

Supervise an intervention crew and carry out overall management of a fire station.

During an incident, a command structure is put in place to coordinate efforts. The first officer establishes this command structure to analyze the situation, set priorities, develop an intervention strategy and direct the operations.

At the fire station, there are four rotating teams of firefighters and officers who are on duty to serve the public 24 hours a day, 7 days a week, year round.

Each fire station is overseen by an Operations Chief (OC), who is responsible for five to seven fire stations. The OC works in collaboration with two Intervention Division Chiefs (IDC) who oversee emergency operations throughout the agglomeration of Montréal.

The SIM is led by a chief, deputy chiefs and assistant chiefs. It also includes several service centres and support divisions, which are responsible for functions including training, workplace health and safety, specialized teams, technical support and strategic planning.

> EXPERTISE TO FULFILL THE SIM'S MISSION

Prevention officers:

- Inspect buildings and their surroundings, along with equipment and infrastructure within the agglomeration of Montréal
- Inform, advise and educate the public about safety measures used in fire prevention
- Ensure that safety measures are in place so that residents can evacuate their building quickly and safely during an emergency.

Communications centre operators:

- Ensure a rapid response to emergency calls;
- Manage communications and resource deployment during emergency calls;
- Ensure optimal coverage of the territory at all times.

A diverse work environment

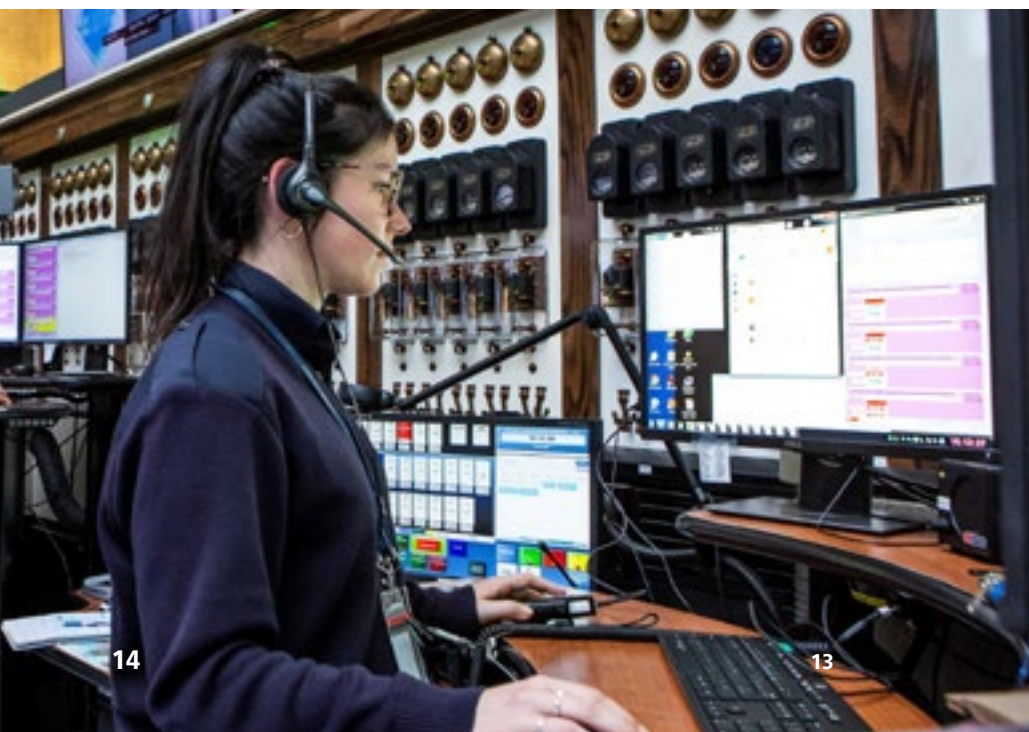
SIM offers a wide range of roles and work environments in addition to emergency response. These include engineering, consulting on planning, emergency measures coordination, legal liaison, business intelligence and statistical analysis. Members provide material, administrative, technical and professional support to ensure that SIM can fulfill its mission.



TRAINING THE NEXT GENERATION

In recent years, the SIM workforce has become much younger, particularly the officers in the fire stations. To maintain a sufficient number of competent officers and to provide quality services to the public, SIM launched the officer development program, with support from the city's Service des Ressources Humaines. The only such project of its kind at a fire department in Québec, it is designed to support staff members throughout their careers.

The program fosters the progressive development of personnel along a pathway that is directly linked to the six primary responsibilities of the Operations Directorate. To raise member awareness of the program, SIM organized officer development days in partnership with the city's



Service des Ressources Humaines and Collège Montmorency. The participants learned more about officers' career path, obtained answers to their questions and tried out video simulations that provided a practical experience of response management.



Officer development program

Career development at SIM



A structured process leads toward each rank



This process is closely linked to the responsibilities of the Operations sector

1. Communicate, promote and act on the strategic plan and annual talent development action plan.
2. Ensure operational activities in the Montréal agglomeration, 24 hours a day, 7 days a week.
3. Provide mobilizing leadership in occupational health and safety.
4. Provide outstanding service to the public, elected officials and partners.
5. Watch for emerging trends through best practice monitoring to increase process efficiency and excellence.
6. Develop and value employee coaching to increase employee engagement and improve members' skills.



ACTIVITIES TO PROMOTE SIM CAREERS

SIM has participated in dozens of events to promote career opportunities within its structure, in partnership with local educational institutions and various community organizations.

In cooperation with Collège Montmorency and the Institut de protection contre les incendies (IPIQ), SIM implements the “Les filles ont le feu sacré” and “On a tous le feu sacré” (The Sacred Fire) programs. After a two-year hiatus due to the pandemic, these activities resumed in 2022. More than 100 young people participated in introductory workshops on firefighting careers.

> DIVERSIFYING TO BETTER SERVE OUR COMMUNITIES

SIM’s Bureau de l’équité, de la diversité et de l’inclusion (equity, diversity and inclusion office) strives to ensure that the fire department’s workforce is more representative of Montréal’s diversity, and that the work environment is inclusive.

In 2022, SIM became the first Montréal department to adopt an Equity, Diversity and Inclusion (EDI) plan. The plan aims to:

- Diversify the workforce in order to better represent the population and to better serve the residents of the Montréal agglomeration;
- Continue to develop an EDI culture at SIM;
- Partner with racialized communities, LGBTQ2+ communities, and organizations serving women workers in male-dominated environments.



To facilitate access to information related to health, safety and wellbeing, SIM now offers a wide variety of topics on its intranet site.

PROMOTING THE IMPORTANCE OF OVERALL HEALTH

The Operational Stress Injury (OSI) protocol is designed to provide preventive psychological support and assistance following potentially traumatic events. Since its inception, it has been applied more than 90 times. This procedure allows for a period of psychological decompression, as well as support from peer helpers and professional assistance linked to the Employee Assistance Program (EAP).

Recently, SIM has integrated this protocol into its operational procedures and formalized its implementation by creating a new radio code (10-48). When used on the radio, this code sets in motion a series of actions, including the immediate withdrawal of a unit from current operations. It also allows for improved data collection to better track and analyze firefighter exposure to OSIs.

Thanks to numerous partnerships, round tables and the contribution of the Human Resources Department, SIM has also honed its expertise and deepened its understanding of this field. It notably teamed up with the Trauma Studies Centre, the Canadian Institute for Public Safety Research and Treatment, the Canadian Red

Cross, Suicide Action Montréal, La Maison Jean Lapointe and other fire departments in 2022.

> OCCUPATIONAL HEALTH, SAFETY AND WELLBEING

At SIM, the health, safety and wellbeing of every member is a core concern. The mission of the Occupational Health and Safety Division is to improve occupational health and safety measures, develop the knowledge and skills of managers and staff, and ensure the continuous improvement of their members' overall health. Emphasis is placed on vigilance and early detection of physical and psychological hazards in both personal and work situations.

BUILDING A STRONG OHS CULTURE

The processes for reducing and managing work-related accidents and occupational diseases have been simplified to obtain better targeted results and to gain a comprehensive view of the problems encountered. In addition, the terminology related to occupational diseases has been reviewed in partnership with the Montréal Firefighters Association (MFA) in order to improve the protection of the members.

SIM'S FIRST FEMALE CHIEF OF OPERATIONS

For the first time in its history, SIM is proud to have appointed a woman to the position of Chief of Operations. **Mélanie Drainville**, who has been with the department since 2007, stands out for her passion for her work, along with her determination, authenticity and interpersonal skills.

"I am greatly humbled and enthusiastic about assuming the position of Chief of Operations. In these times when the notion of health and wellbeing takes on its full meaning, I am joining the OHS division, with committed people who are passionate about our profession and who are, more than ever, determined to innovate in order to preserve the overall health of the human being behind the uniform," she explained.



SIM MEMBERS EARN MEDALS

SIM management and the city honored 85 members of the organization by pinning the Fire Services Exemplary Service Medal on their uniforms. Ceremonies were presided over by the Lieutenant Governor of Quebec, the Honourable J. Michel Doyon; the Chair of the Commission de la sécurité publique de Montréal, Daphney Colin; Montréal's executive committee member responsible for public security, Alain Vaillancourt; and Sterling Downey, the City Councillor and Deputy Mayor of Verdun. This award, the highest of its kind, is presented by the Chancellery of Honors to Canadian fire service members who, during 20 years of service or more, have stood out for their good conduct and for the excellence of their work carried out industriously, efficiently and with dedication.

The Operations Division held several ceremonies to honour 75 of its ranked members in 2022. Division chiefs, Operations chiefs, Section chiefs, Captains and Lieutenants received badges and insignia at a momentous event attended by peers and family.

Recognition days are rooted in the SIM's traditions, and have a notable mobilizing effect on the firefighters. They also represent a prime opportunity to reflect on the risks taken every day by SIM members in carrying out their exceptional profession in order to fulfill the organization's mission.









> FOCUSING ON PREVENTION

By reducing fire risk and limiting the consequences of fire, fire prevention helps protect people, property and the environment. It also lowers the costs associated with disasters and ensures that businesses can operate safely to preserve economic activity.

Risks change over time. Emerging issues include fires caused by lithium-ion batteries and risks associated with new construction materials. SIM must also deal with various social issues such as an aging population and homelessness.

By developing a culture of public safety that empowers residents and helps them adopt safe behaviors as well as ensuring that their property is safe and compliant, SIM increases the resilience of Montrealers. It also strives to influence local authorities and building owners and designers to make the urban agglomeration safer.

This approach has led SIM to renew its vision of prevention in order to adapt its service offering. Thus, in January 2023, the Service Centre - Expertise and Development of Prevention was transformed into the Centre for Prevention and Integrated Risk Management, which will focus on four pillars:

- The public experience
- The employee experience
- Integrated risk management
- Partnership

The new vision was presented to the SIM members on June 15, 2022. SIM also planned the creation of the Incident Analysis and Fire Cause Investigation Bureau, which was launched in January 2023.

This office will contribute to the SIM's efforts to determine the causes and circumstances of fires, and will help identify emerging risks. It will also support inspections and identify where public awareness needs to be enhanced.





> ENFORCING REGULATIONS

One of the levers to strengthen the scope of inspection activities is the precise targeting of locations and events. To this end, SIM has begun to deploy different strategies linked to compliance monitoring and inspections. These directed operations enhance efficiency and impact.

OPERATION PALAZZO

More than 13,000 rooms in 65 downtown hotels were inspected to ensure the safety of world dignitaries who came to Montréal for COP15, a United Nations conference on the protection of biodiversity. This operation, which had to be carried out very quickly due to a very short deadline (one month), required the collaboration of several SIM divisions and was a resounding success.

OPERATION SENTINEL

The Technical Response Team visited more than 120 establishments (bars, restaurants and clubs) during three special campaigns related to the Canadian Grand Prix, Halloween and the holiday season. The purpose of these inspections was to ensure that the establishments were complying with the applicable by-laws, particularly with respect to capacity and decorations. Several notices were issued and some establishments were closed to ensure public safety. (also see p. 61)



DID YOU KNOW?

According to the by-laws, if your home was built before 1985, you now need to install a smoke alarm with a 10-year non-removable lithium battery on each floor of your dwelling.





COMMEMORATION OF THE BLUE BIRD FIRE

On September 1, 1972, the Blue Bird—Wagon Wheel bar caught fire, killing 37 people and injuring 51. The tragedy, which began with arson, was compounded by the failure to comply with by-laws in force. This terrible event has contributed to shaping SIM's collective identity by underlining the importance of prevention. It is crucial to empower people and raise their awareness of the risks of fire and of the existing regulations and standards. Follow-ups and inspections to correct anomalies are also essential. To this end, SIM has developed initiatives such as Operation Sentinel (also see p. 61), which targets key moments to carry out inspections in bars, clubs and restaurants.

EQUIPPING VULNERABLE POPULATIONS

The SIM also strives to raise awareness among people in vulnerable situations. This lever enables the organization to make significant gains in terms of prevention, because these residents are more likely to be injured by fire or to cause a fire. To maximally reach this population, SIM collaborates with key partners.

PROJET VIGILANCE

This project, the fruit of a collaboration between the SIM and the CIUSSS Centre-Sud-de-l'Île-de-Montréal, resulted in the production of a video and a checklist for health care workers who make home visits. These workers are now equipped to detect particular fire risks in their users' living environment and to intervene or inform family caregivers. For urgent cases, they can also contact the SIM immediately



FADOQ Project

The aging of the population is an important issue in fire safety. To better inform older adults who are difficult to reach, the SIM employs diverse means. For example, it develops targeted content such as [a blog for the Association québécoise des retraité\(e\)s des secteurs public et parapublic \(AQRP\)](#) and has formed a new partnership with [FADOQ](#).

This year, FADOQ has started to use its various communication platforms to promote fire prevention. This partnership has already resulted in 750 viewings of the webinar [La sécurité incendie et les aînés](#) and the publication of the first article in FADOQ's *Virage* magazine.



> PUBLICIZING OUR ACTIONS AND SERVING THE POPULATION

In addition to its actions on the ground, SIM communicates in various ways via the media, social networks and advertisements to reach the maximum number of Montrealers. Its campaigns and invitations directed at the public owe their success to the support from the experts working in the Service de l'expérience citoyenne et des communications (SECC). The SECC has collaborated with SIM on several initiatives such as Fire Prevention Week, fire station' open houses and various awareness campaigns. The article "[*Éviter les risques d'incendie chez soi*](#)," published on the "En cinq minutes" pages of the Journal de Montréal, was read 7,371 times, and the "Un incendie, ce n'est pas un cadeau" online advertising campaign, which ran during the holiday season, generated 8,604 clicks.

Informing the public also means answering many questions about fire hazards. SIM's Public Service Bureau handled more than 5,000 telephone calls and more than 2,000 e-mails, most of which were answered within 24 to 48 business hours.

The Regulations Section is proud to contribute to ecological transition by reducing paper at the source. False alarm follow-up letters are now sent by email, and court cases are increasingly managed digitally. The section is also working to improve the accessibility of its services, which will be available in both French and English by 2023. Finally, a new pre-recorded telephone message will accelerate access to service.



DID YOU KNOW?

If you have any questions about fire prevention, inspections, complaint handling procedures or other related issues, you can call the SIM fire prevention office at 514-872-3800.

> UNDERSTANDING BETTER TO ENHANCE PREVENTION

In terms of prevention, the Incident Analysis and Fire Cause Investigation Bureau (IAFCI), made up of an operations chief, a captain and two lieutenant investigators, has a key role to play in better understanding the causes of fires.

The investigation personnel do more than intervene at fire scenes. For example, they write reports and follow up with various partners such as the Service de police de la Ville de Montréal (SPVM) and the insurance companies involved. They also answer questions from people affected by a fire.

In addition, the IAFCI is responsible for training new officers and chiefs in fire scene protection and obligations related to researching the causes and circumstances of fires. Once again this year, several dozen members were trained.

The section also shares its expertise with the SIM Prevention Division and answers journalists' questions.

Typical tasks:

- Writing expert reports on major or specific fires
- Handling requests from the city's legal department
- Responding to media requests (electric vehicle fire, explosion, death, etc.)
- Participating in the fire report review committee (RGI and DSI-2003)
- Conducting ad hoc exchanges with Transport Canada (sharing of expertise on electric vehicle fires)
- Providing support to various internal partners for fire reports
- Participating in various prevention activities

Investigation files
(out of 337 major fires in 2022)

210

Access to information requests
(insurance companies and the public)

148

DID YOU KNOW?

The average SIM investigator spends three to four hours analyzing a fire scene and the same amount of time writing a report.

Initiatives and news:

- New kits were produced for chiefs' vehicles and aerial apparatus to assist in securing a fire scene until SIM or SPVM investigators arrive.
- Three levels of investigation reports were introduced. They have been improved and simplified, and are now more accessible to the public.
- A system was established to track fires caused by lithium-ion batteries.



> MANAGING SPECIAL HAZARDS

The Special Hazards Section inspects sites with special hazards and unusual risks to both the community and emergency first responders.

The priority areas for fire prevention officers are special hazards industrial facilities and health care facilities that are occupied by vulnerable people.

Number of interventions

Special Hazards Section

	2022
Industrial risks	1,303
Health care facilities	686
Total	1,989

A NOTEWORTHY INNOVATION

During Fire Prevention Week, the fire prevention officers of the Special Hazards Section produced an explanatory brochure with a QR code. This code allows the staff of a business or industrial establishment to access the SIM website by cell phone. There they can find recommendations and tip sheets on fire safety at industrial sites. This initiative generated a notable increase in the number of visits to these pages.





> SPREADING THE PREVENTION MESSAGE

Simple changes in habits can make all the difference and save lives. This is why the SIM considers it important to reinforce its education and prevention mission. Each year, the fire department organizes several meetings with the public to discuss fire prevention. It also takes every opportunity to meet with Montrealers at various festivals and events, many of which are family-oriented, to educate them about fire safety.

Prevention activities, which had been largely suspended due to the pandemic, were gradually resumed during the year. The prevention officers participated in the Eurêka! Festival, the Montréal Pride Festival and the very first Montréal Firefighters Family Rendezvous and Firefit Challenge. They also attended neighbourhood parties organized by the recreation officers of several boroughs and neighbouring municipalities. These awareness events reached over 80,000 people of all ages.

> KEY EVENTS FIRE PREVENTION WEEK

In 2022, Fire Prevention Week took place from October 8 to 15 under the theme "Fire Prevention is Your Responsibility." This was a milestone year: The event celebrated its 100th anniversary in North America.

Throughout the week, the SIM drew attention to three types of fires: fires involving various equipment powered by [lithium-ion batteries](#); fires caused by [smoking materials](#), one of the frequent causes of fatal fires; and fires [related to cooking](#), one of the primary causes of building fires.

In addition to promoting safe behaviours to adopt on a daily basis to prevent fires, SIM reminded people that they need to have a functional [smoke alarm](#), an essential tool that saves lives.

The prevention officers, in partnership with the fire prevention training and community awareness team and the operations response teams, set up more than 25 awareness kiosks and organized over 100 prevention activities.

Fire Prevention Week

Public awareness activities (information kiosks and conferences)	129
Evacuation drills in schools and daycares	79
People reached	69,368

TWO PREVENTION OFFICERS STAND OUT

The borough of Mercier-Hochelaga-Maisonneuve contends with numerous social problems related to drug trafficking and illegal drug injection sites. In 2008, at least 26 drug sale sites were identified in the borough. Since 2009, prevention officers Alain Perreault and Frédéric Rajotte have been contributing to the PIVOT project, in partnership with police officers from SPVM Station 23 and the borough's building inspectors. This collaboration has led to visits and inspections of more than 100 buildings. Since then, the number of problematic buildings in the borough has decreased, and only two drug points of sale were noted. This year, the management of local Station 23 presented a certificate of recognition to the two SIM prevention officers to thank them "for their professionalism, their involvement and the quality of their work," and for their remarkable contribution "to improving the quality of life of the neighbourhood residents."





OPEN HOUSE AT THE FIRE STATION

Following a two-year hiatus due to the pandemic, the fire station open houses resumed in 2022, welcoming visitors from September 10 to October 15. During these events, Montrealers had the opportunity to discover fire stations from top to bottom and to learn more about the roles of firefighters and prevention officers. They also received prevention tips, explored the trucks and enjoyed the SIMulator. At the same time, several teams from the fire stations were mobilized to raise funds for the Christmas basket campaign.

Duration

Five weeks

Ten participating fire stations

28, 9, 18, 15, 37, 5, 61, 16, 33 and 42

Record number of visits

14,500 people



THE GREAT SHAKEOUT

Montréal was honoured to win a contest organized by the Association de Sécurité Civile du Québec. The prize was the loan of the Musée du Fjord's earthquake simulator for several weeks. During this period, the SIM and the Centre de sécurité civile de Montréal developed several projects, including a presentation on earthquakes given to school groups in October. This event also provided an opportunity to film a series of information capsules that will be integrated into the conferences that are given in schools and published on the SIM website. The purpose of these capsules is to raise public awareness of what to do in case of an earthquake. The activities organized with the simulator owe their success to the incredible support provided by the Auxiliary Firefighters' team and the Heavy Urban Search and Rescue (HUSAR) team.

Students who tried the earthquake simulator

195

THE SMOKE ALARM BRIGADE

Every year since 2010, students, supervised by members of the prevention team, have conducted residential prevention visits. During this important seasonal job, they perform routine checks of smoke alarms and provide free smoke alarms to residents who do not have them. They also explain safety measures and raise Montrealers' awareness of the most common causes and types of fires: cooking fires, smoking materials and electrical fires.

The brigade by the numbers

Students	30
Homes visited	63,740
Residents reached	15,642
Smoke alarms with non-removable lithium batteries, offered and installed	2,222

Fire Prevention Activities

Homes where SIM has verified, by various means, that smoke alarms are installed and work properly	SAB*	15,642
	Officers	33,455
	Firefighters	17,049
	Total	66,146
Reports processed (from firefighters and residents)		2,963
General inspections and follow-ups for non-compliance		11,572
Activities - Fire Prevention Public Education and Community Awareness Section		
Educational conferences in daycares and at schools		329
Information kiosks		60
Conferences in private seniors' residences		12
Fire safety conferences		116
Visits to hospitals		2
Conferences for newcomers		10
Conferences for people with reduced mobility		1
People of all ages affected by public awareness and education activities		81,746

* Smoke Alarm Brigade.



> SPECIAL EVENTS IN MONTRÉAL

In 2022, the SIM protected about 4 million festival-goers. During numerous events, the fire department ensured that safety equipment was compliant, that the applicable regulations were followed and that emergency access was maintained at all times.

The largest events attracted tens of thousands of visitors to Montréal, requiring the sustained involvement of the Urban Security and Special Events Division. This team worked with various municipal partners to ensure that SIM intervention vehicles could access the sites at all times, and protected both Montrealers and visitors who came to take part in the city's festivities. The essential contribution of the Operations teams involved in these events should also be highlighted.

The Urban Security and Special Events Division also supported many smaller events held on public and private property alike. This intense collaboration with several city departments, including Service de la culture (especially the Direction des festivals) and the boroughs, has helped strengthen existing partnerships.



KEY EVENTS THAT THE SIM MADE SAFER

- The Canadian Grand Prix (Formula 1) and Formula Peel
- L'international des Feux Loto-Québec
- The Montréal International Jazz Festival
- The Francos de Montréal
- The Osheaga Music and Arts Festival
- The Rammstein concert





> ENSURING A SAFE STAY: COP15 IN MONTREAL

From December 7 to 19, 2022, an event of unprecedented global scope took place at the Palais des congrès de Montréal: COP15.

During this United Nations conference on the protection of biodiversity, SIM was committed to ensure that the city could safely host some 15,000 participants from over 200 countries.

There were several important challenges:

- Very short planning times;
- Need to establish a security perimeter while allowing ensuring essential mobility in a busy area (hotels, shops, offices, services, etc.);
- Risk of anti-COP15 demonstrations;
- Maintain complete, uninterrupted, high quality fire services despite resource mobilization;

- Ensure communications between the various public security services.

Through its participation in round tables, where it shared its expertise in prevention and response, SIM is very proud to have helped demonstrate that Montréal is capable of planning and hosting events of this magnitude.

In addition to the efforts of the Urban Security and Special Events Division, this extraordinary exercise required the collaboration of all areas of the SIM, from senior management to the specialized teams, the operational fire stations, the Information Command Centre (ICC) and the prevention teams.

This exemplary collaborative spirit highlighted SIM's integrity and sense of duty.



DID YOU KNOW?

SIM helped secure the perimeter of COP15 by providing alternative water supplies for the Société de transport de Montréal's (STM) special fire hydrants that are used in case of fire in the metro.



ENGINEERING TO PROTECT URBAN INFRASTRUCTURE

SIM's engineering team works on many types of projects to ensure that the urban infrastructure is safe for Montrealers.

In 2022, the two engineers on the team handled and closed 108 cases by providing various public agencies and private companies with professional expertise coupled with specialized consultation. For many projects they made SIM's operational needs known and ensured that they are taken into account.

The team's activities include:

- Validating emergency vehicle accessibility and maneuverability in the permanent design of streets shared by pedestrians, cyclists and motorists;
- Testing of crucial protection systems included in firefighting infrastructure, such as water supply;
- Analyzing requests for different and equivalent measures for existing buildings or those under construction, in conjunction with the Régie du bâtiment du Québec and the urban planning departments of Montréal and neighboring municipalities;
- Participating in inter-municipal and inter-provincial committees to promote fire safety, public protection and the operational needs of fire departments.

This team ensures that fire vehicles have access to permanent pedestrian streets, that changes in building standards do not increase the risk of fire, and that businesses with special hazards have installed the equipment that the SIM requires in the event of an accident.



Supervising a flow test



Assessing the installation and accessibility of a fire connection



Pedestrian street

> MONITORING MAJOR CONSTRUCTION SITES

SIM's Urban Security and Special Events Division also monitors all construction sites starting from the planning stage. It is important to identify fire safety issues and to verify site plans in preparation for construction or changes in layout and use. In addition, the division ensures that the facilities meet fire safety standards throughout the construction period, so that firefighters can respond as quickly as possible, while ensuring public safety.

In the case of major construction sites and high-profile events, a consultation process brings together the city, which acts as coordinator, the boroughs and neighbouring municipalities, the promoter, Urgences-santé, the Service de police de la Ville de Montréal, the Société de transport de Montréal and the SIM, among others.



Major projects

(REM, extension of the metro blue line, etc.)

291
plans checked



Urban safety

588
meetings



MTMD's Système de gestion des entraves (obstacle management system)

3,775
records produced



Montréal's Info-travaux

1,386
records produced

> COVID-19: END OF LOCAL STATE OF EMERGENCY

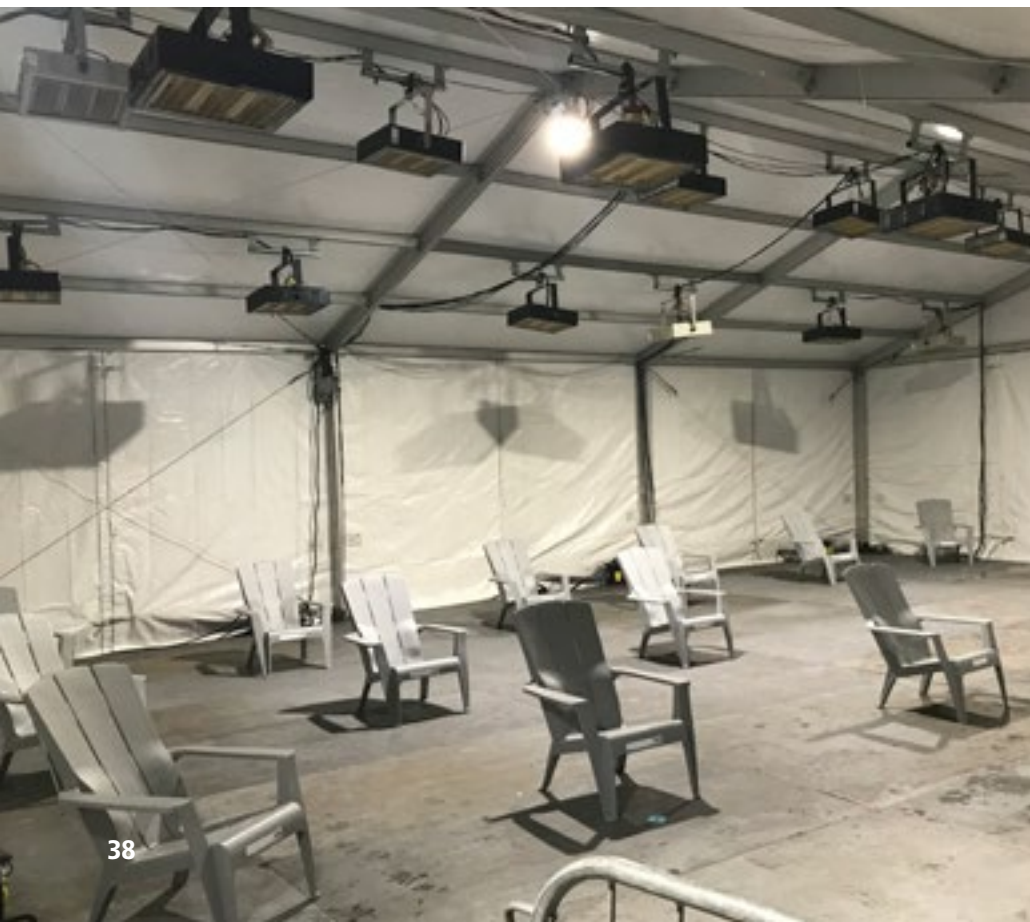
The year 2022 marked the winding down of the massive mobilization of the Greater Montréal Area in response to the COVID-19 pandemic. A local state of emergency was declared once again on December 21, 2021 to allow the agglomeration to face the wave of the Omicron variant that swept through Québec. This second local state of emergency was lifted after 150 days, on May 19, 2022, at which point the Civil Emergency Plan of the Montréal agglomeration (PSCAM) went into recovery mode. The Centre de coordination des mesures d'urgence (CCMU) could then ensure the transition back to normal life.

A detailed report of the actions undertaken in the context of this state of emergency was submitted to the agglomeration council in November 2022. A strategic feedback meeting was held on November 14 with the key partners of this emergency measure in order to initiate reflection aimed at improving the efficiency of the structure of the Organisation de sécurité civile de l'agglomération de Montréal (OSCAM) and to identify the main issues related to civil protection.

QUEBEC MERIT AWARD FOR CIVIL PROTECTION



The Centre de sécurité civile received the Mérite québécois de la sécurité civile award - "Disaster Response" category for its response to the COVID-19 humanitarian crisis among people experiencing homelessness. This award from the Government of Québec is intended to provide tangible recognition of the efforts made by individuals, municipalities, businesses or organizations in the area of public protection.





> THE CCMU MODERNIZATION PROJECT

In the event of a major disaster, the Centre de sécurité civile (civil protection centre, or CSC) mobilizes its OSCAM partners to respond to the threat. It brings together key contacts at the CCMU to coordinate the response by the agglomeration. After two decades of service, the centre was in need of a facelift and modernization. A redevelopment project was presented to the Agence municipale de financement et de développement des centres d'urgence 9-1-1 du Québec, which enabled SIM to obtain \$200,000 in financial assistance under the Civil Security and Financial Assistance Program. The transformation was completed in the fall of 2022.

> A NEW BUSINESS CONTINUITY PROGRAM

At all times, Montréal's municipal services must be able to maintain their critical operations. Essential services to the public must not be interrupted.

To achieve this goal, the city's Direction générale has mandated the CSC to implement a business continuity program within the city's operational and administrative units. Specifically, the CSC is responsible for coordinating the overall process and supporting the business units in their respective initiatives. In tangible terms, the CSC establishes the work plan and timetables, defines the program's frameworks, develops the necessary tools, provides training and expertise and reports to the Direction générale,

The business continuity program will become a new regular activity for each of the business units that are responsible for providing Montrealers with essential services. The continuity plans will be integrated gradually over the next few years. The process is currently being implemented and integrated within the SIM and SPVM administrative units.

A NEW BY-LAW FOR INDUSTRIAL HAZARDS

In March 2022, the By-law concerning the Service de sécurité incendie (RCG 12-003) was amended to strengthen the urban agglomeration of Montréal's preparedness in terms of industrial hazards. Since then, all industries that are required to communicate hazards to the public under the Environmental Emergency Regulations must have their communication plan approved by the Director of the SIM. These new provisions aim to ensure that the public is aware of the industrial risk to which they are exposed and the measures recommended to protect themselves in the event of a disaster.

The by-law also aims to ensure uniformity of warnings throughout the territory according to the type of risk associated with hazardous materials (toxic, flammable, explosive). In addition, it makes it mandatory for an industry to install a warning siren to alert the population promptly in case of a release of materials that are toxic when inhaled. Eight sirens have already been installed in the territory and several others will be added in the near future as a result of this by-law.

It is also mandatory for these industries to participate in the annual siren test coordinated by the CSC.





TARGETED FLOOD RISK PREVENTION

In collaboration with the CSC, teams of fire prevention inspectors were mobilized to conduct an awareness campaign in areas potentially affected by spring flooding. Over 14 days, the prevention officers visited more than 3,800 buildings and provided information to nearly 1,900 people about flood risk and the actions to take in case of a flood. On several occasions, Alain Vaillancourt, the Montréal executive committee member responsible for public security, as well as elected officials from Pierrefonds-Roxboro and L'île-Bizard-Sainte-Geneviève, and from the neighbouring municipalities of Sainte-Anne-de-Bellevue and Senneville, joined forces with the prevention teams to meet with residents.



> FIREFIGHTING

Over the course of a year, SIM responds to more than 118,000 diverse emergency calls. These calls include pre-hospital medical emergencies, activated alarm systems, building fires, vehicle fires and accidents, leaks of natural gas, propane or other leak hazardous materials, water and ice rescues, high-angle and confined space rescues, assisting people trapped in elevators, interventions in the subway system, flooding, and many other types of situations.

Each emergency call requires a predefined command structure in order to properly coordinate the entire response. This structure varies in size depending on the risks encountered and the probability of their occurrence. A commanding officer oversees the management of the response, and ensures that the necessary resources are in place to safeguard lives, property and the environment.

Building fires	2020	2021	2022
Major	317	278	304
Minor	1,068	967	999
Total	1,385	1,245	1,303

MAJOR BUILDING FIRES: CLASSIFICATION AND RESOURCES ALLOCATED

Alert levels

	2020	2021	2022
Intervention required 10-07	246	217	238
Second alarm 10-12	45	44	44
Third alarm 10-13	11	9	9
Fourth alarm 10-14	11	5	7
Fifth alarm 10-15	4	3	6

Radio codes

	Firefighters deployed	Vehicles deployed
10-07 Intervention required	47	16
10-12 Second alarm	65	21
10-13 Third alarm	85	26
10-14 Fourth alarm	105	31
10-15 Fifth alarm	125	36

WHAT HAPPENS?

Emergency calls are transferred from the 911 Emergency Centre to the SIM Communications Centre (CCSI), triggering a series of actions:

- The CCSI dispatches the initial assignment of firefighting units to the scene of the incident, depending on the nature of the reported situation.
- If a fire requires a full commitment of resources, the code “10-07 Intervention Required” is transmitted from the field to the CCSI, calling for the mobilization of additional units.
- When the magnitude of the situation requires additional resources, due to the risk of fire spread, the number of persons in need of rescue, the complexity of the site, difficult weather conditions (extreme heat, cold, wind or rain) or any other aggravating factor, the alert level may be increased. The codes “10-12” (second alarm), “10-13” (third alarm), “10-14” (fourth alarm) and “10-15” (fifth alarm)” are transmitted as needed. With each higher alert level, five additional response vehicles are dispatched;
- In addition, depending on operational procedures and the commanding officer’s requests, the CCSI may also call upon partners such as the SPVM, Hydro-Québec, Energir, the Red Cross or the CSC;
- The CCSI also advises elected officials when their borough or municipality is facing a serious situation that may affect residents.





ALL SORTS OF VEHICLES

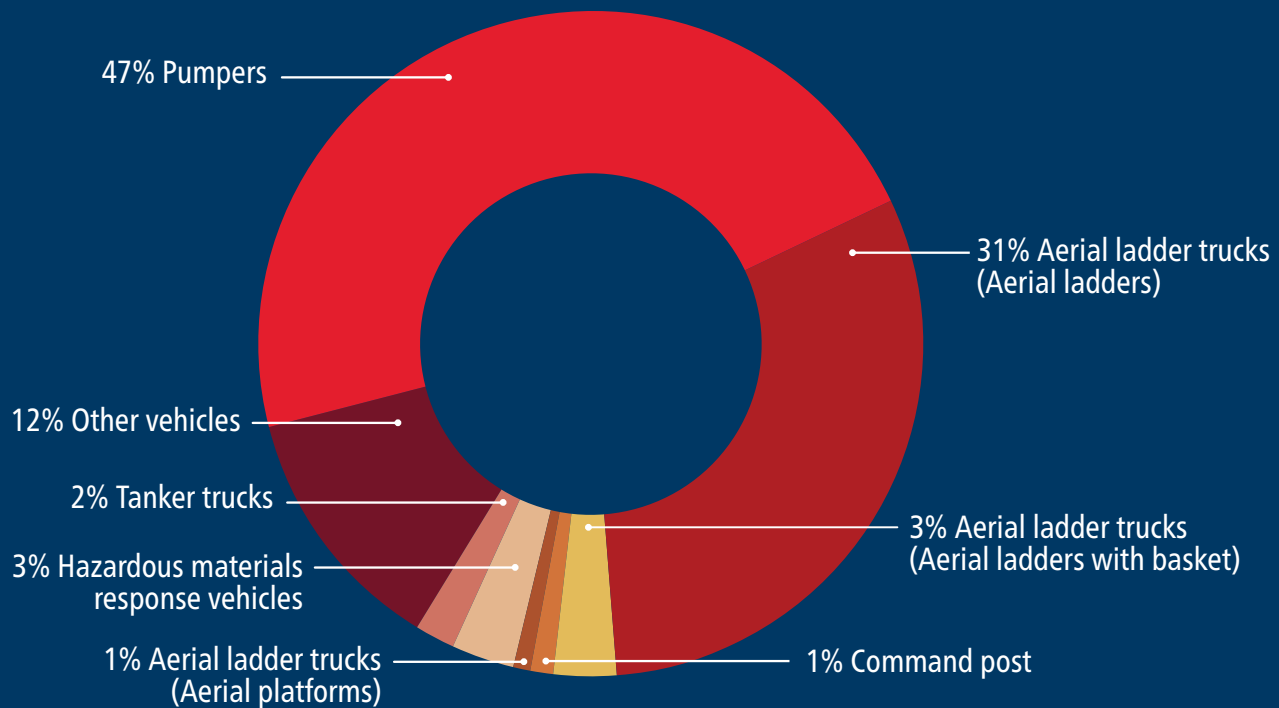
Each SIM fire station is equipped with several vehicles to respond to different types of emergency calls.

FOR EXAMPLE:

- 200 and 2000: Pumpers with water tanks, which are connected to hydrants, used to increase the pressure in the pipes and to feed the hoses for fire fighting
- 400, 4000 and 700: Aerial ladder and platform trucks that allow firefighters to access upper floors of buildings using a ladder or basket
- 500 and 600: Vehicles used to deploy teams trained in water rescue, ice rescue, and high-angle and confined space rescue
- 1600: Vehicle used to resupply personnel with breathable air, stored in cylinders
- 1700: Specialized unit for hazardous materials
- The last two numbers on a vehicle indicate the fire station where it is assigned. The highest fire station number is 78. Higher numbers indicate reserve vehicles used for temporary replacement purposes.

FLEET OF RESPONSE VEHICLES AND CALLS, 2022

Emergency response vehicles



IN NUMBERS

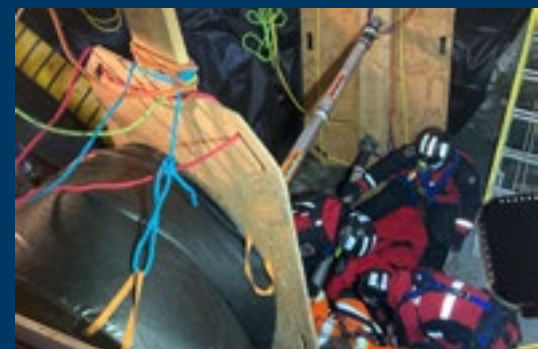
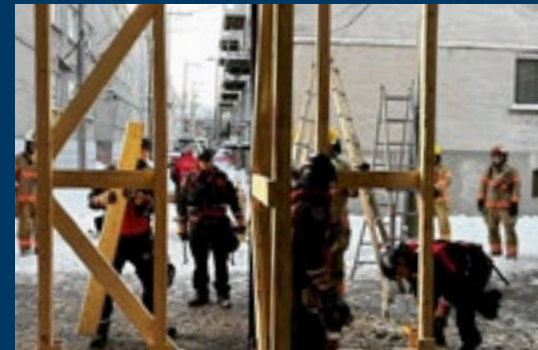
	Number	Number of calls
● Pumpers (200 et 2000)	70	154,581
Aerial ladder trucks		
● Aerial ladders (400)	45	45,364
● Aerial ladders with basket (4000)	4	3,475
● Aerial platforms (700)	2	959
● Command post (1005)	1	197
● Hazardous materials response vehicles (1700)	4	341
● Tanker trucks (6000)	3	35
● Other vehicles for SIM interventions (500, 600, 1400, 1600, 947, 1230 et 1330)	18	10,142
Total	147	215,094

FIREFIGHTER-FIRST RESPONDERS

In addition to fighting fires, SIM members respond to life-threatening medical emergencies. Their role as first responders is to provide basic medical care to stabilize victims until the paramedics of Urgences-santé arrive. In 2022, Montréal firefighters responded to more than 71,000 medical emergency calls, including approximately 2,900 cardiopulmonary arrests and 500 baby deliveries!

The SIM also responds to a variety of highway emergencies, such as when Jaws of Life are required due to a vehicle accident or a spill of hazardous materials.





> SPECIALIZED TEAMS

The SIM has several specialized teams that are trained and equipped for complex, hazardous and unusual situations:

- The technical rescue group responds when victims are trapped in a confined space, a structural collapse or a landslide;
- The high-angle rescue team rescues people trapped in hard-to-reach places, such as high-rise buildings, cranes, silos or bridges;
- The water and ice rescue unit assists people in distress on a body of water;
- The hazardous materials team responds to incidents involving toxic substances. They are also trained to decontaminate individuals and equipment.

MUTUAL AID

The SIM assists several municipalities off the island of Montréal during incidents requiring specialized expertise and equipment, including hazardous materials and technical rescue incidents. Mutual aid agreements are notably in place with the municipalities of Terrebonne, Longueuil and Laval.

Here are a few interventions and activities in which the SIM took part:

- Reinforcements sent to Terrebonne following a fatal accident in a cement silo;
- Rescued a crane operator in Longueuil who suffered cardio-vascular arrest on the boom of his crane;
- Contributed to a major response to an ammonia leak in a cold storage facility;
- Offered hazardous materials training with Laval, the Royal Canadian Mounted Police and the Sûreté du Québec.



A HUSAR SECTION IN THE WORKS

SIM has a Heavy Urban Search and Rescue (HUSAR) section that is part of a pan-Canadian network of task forces. This unit, which is designated as Canada Task Force 6, is currently under development. It is intended to be an interdisciplinary team made up of specialists representing the entire spectrum of emergency response, from both within and outside Montréal.

Following a request from the Ministère de la Sécurité publique du Québec, this task force can be deployed in vulnerable areas in case of earthquakes, floods, windstorms, hazardous material spills, landslides and similar situations. The team must be fully autonomous with respect to all of its resource requirements for a period ranging from 72 hours to 10 days, whether it is deployed in Québec or beyond. In addition, the equipment and skills that are deployed to an incident must be scalable (light, medium or heavy capacity) depending on the nature and magnitude of the event

The HUSAR program is funded through a partnership between the federal government (75%) and Québec (25%). The task force is currently evolving within SIM to increase its response capabilities and resource diversity. During 2022, SIM participated in a joint simulation with the Toronto team in Guelph, Ontario, and hosted six other teams and the federal National Search and Rescue Secretariat of Canada at a seminar in Montréal.

A LITTLE- KNOWN RISK: GAS LEAKS

In the event of a gas leak, firefighters secure the scene by isolating and evacuating the area involved.

Firefighters take the necessary steps to eliminate the risk of ignition and protect the personnel of Energir, the natural gas distribution company responsible for controlling the leak. SIM is also responsible for ensuring that there is no further risk once the repairs are completed.

An integral part of urban and economic activity, natural gas is distributed and transported throughout the Montréal area by a network of pipes of various diameters and materials. This network is not immune to leaks or failures which occur both inside and outside of buildings. These incidents are mainly caused by human error, notably excavation work, mechanical failure or weather conditions.

In 2022, firefighters responded to more than 270 gas-related incidents.





DID YOU KNOW?

You have less than three minutes to evacuate a burning house. Prepare an evacuation plan for your home.

There is an emergency evacuation assistance program for people who are...

- deaf or hard of hearing
- blind or visually impaired
- living with a motor disability
- living with an intellectual disability or pervasive developmental disorder
- living with reduced mobility
- Other (e.g., degenerative diseases)

> MONTRÉAL FIRES BY THE NUMBERS



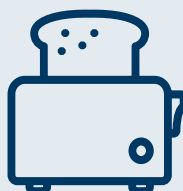
85% of fires are caused by human error or equipment misuse.



76% of fires in 2021 occurred in homes.



60% of fires caused by smoking materials and open-flame objects occur indoors. In 20% of the cases, the place of origin is a bed, sofa, or reclining chair.



Almost 40% of residential fires start in the kitchen.

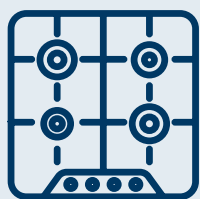


One in four fires is caused by smoking materials or open-flame objects.

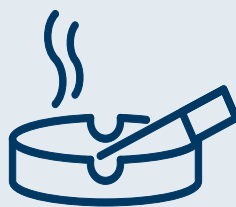


More than 1 out of 3 fires is accidental.

> BOROUGHES MOST AFFECTED



More than 20% of fires caused by kitchen equipment occur in Côte-des-Neiges–Notre-Dame-de-Grâce and Villeray–Saint-Michel–Parc-Extension.



Half of the fires caused by smoking materials are concentrated in five boroughs: Le Plateau–Mont-Royal, Ville-Marie, Rosemont–La Petite-Patrie, Côte-des-Neiges–Notre-Dame-de-Grâce, Villeray–Saint-Michel–Parc-Extension.

Number of deaths

	2020	2021	2022
Men	7	8	11
Women	6	5	1
Total	13	13	12

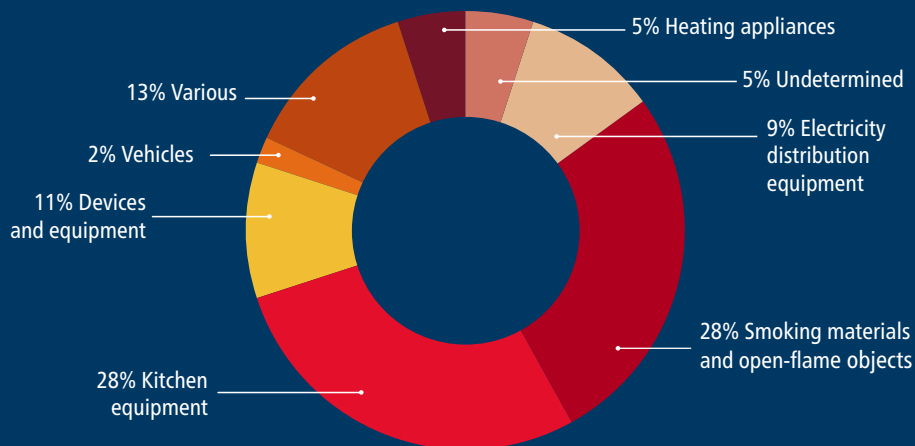
Sources of fatal fires*

	In numbers
Smoking materials	2
Electrical circuit	1
Vehicle fire	1
Explosion	1
Undetermined	2
Other	5

* The SPVM investigates fire-related deaths.

Main causes of fires

Building fires - Heat sources



In numbers

	2022
Kitchen equipment	370
Smoking materials and open-flame objects	351
Various	164
Devices and equipment	133
Electricity distribution equipment	126
Heating appliances	69
Undetermined	69
Vehicles	21
Total	1,303

Source : SSDO, 2022.



> HOW TO PROTECT YOURSELF

1) Kitchen equipment:

Stay nearby when preparing food on a stove and use a timer to remind you that food is cooking.

2) Smoking materials:

Smoke outside only. Always dispose of your cigarette butts in a proper ashtray. Never put out a cigarette in a flower pot or leave lighters, matches, candles and other open flames unattended.

3) Electrical circuits:

Avoid overloading outlets with multiple power bars, and plug in low-powered devices only. Check your electrical outlets and wires for damage and wear. Do not run electrical cords under carpets.

Every month, check to see if your smoke alarms work properly.

KEEP YOUR CHILDREN SAFE:

- Talk to your children, even toddlers, about your evacuation plan.
- When cooking, point pot handles inward.
- Keep lighters and matches out of children's sight.

DID YOU KNOW?

If your house was built before 1985, it is now mandatory to have a smoke alarm on each floor. The smoke alarm(s) must be powered by a non-removable lithium battery, which lasts 10 years, or connected to an electrical system.

Outdoor fires are prohibited on the island of Montréal.

BEWARE OF OVERHEATED BATTERIES

If not used properly, the rechargeable lithium-ion batteries that are increasingly present in cell phones, tablets, laptops, electric scooters, etc., can catch fire.

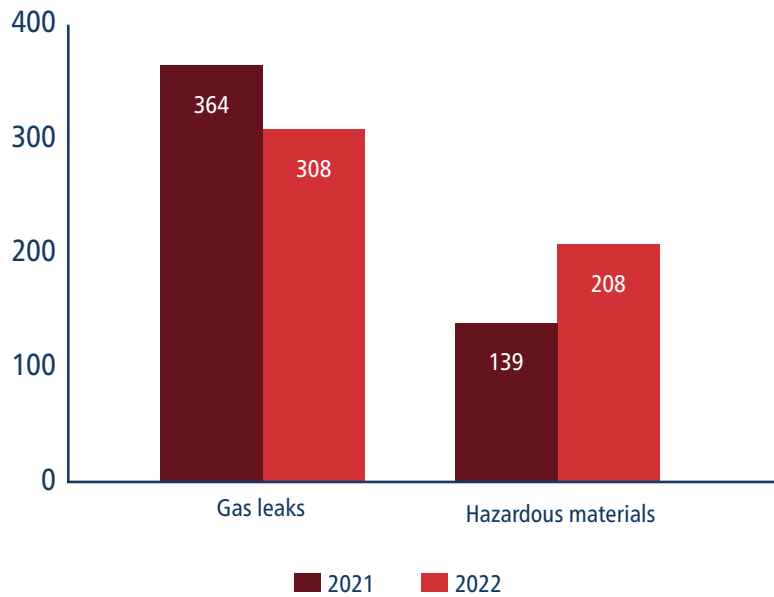
Safety precautions:

- Use the charger supplied with your device.
- Monitor your devices while they are charging.
- Avoid placing your devices on soft surfaces (sofas, beds or pillows), which trap heat around the battery.
- Store equipment with rechargeable lithium-ion batteries in an area where there is a smoke alarm.

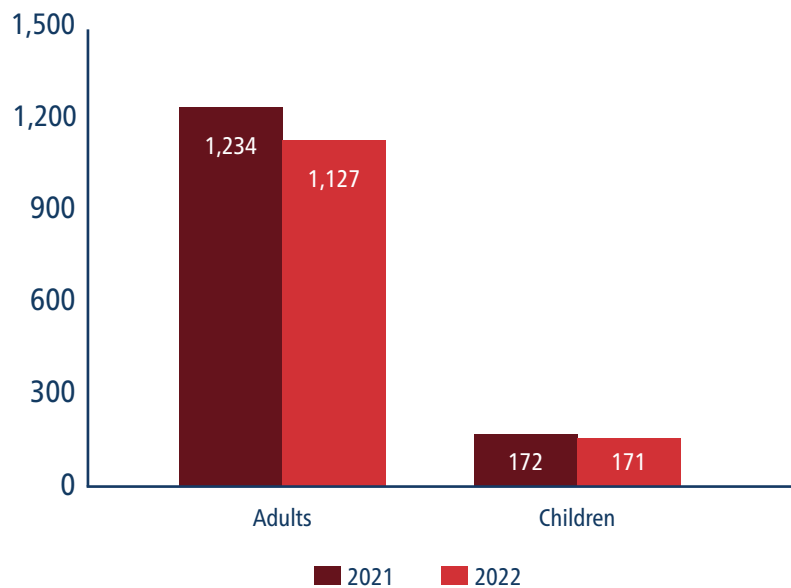
Fires caused by lithium-ion batteries

From 2018 to 2020	17
2021	7
2022	24

NON-FIRE RESPONSES

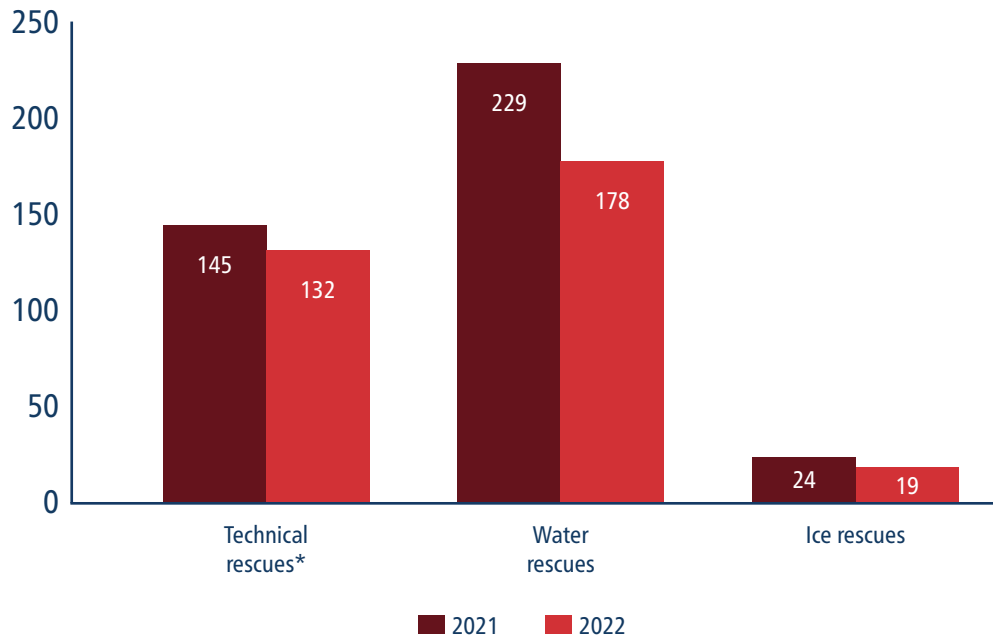


PEOPLE HELPED BY THE DISASTER SERVICE



Total 1,298 (2021 : 1,406)

TYPES OF RESCUES



* Rescues at high angle, in confined spaces, trenches, and in the event of structural collapse or during excavation

DID YOU KNOW?

The number one cause of death for women in North America is poor heart health

Signs of a heart attack in women:

- Chest pain or discomfort
- Shortness of breath
- Pressure or pain in the jaw, upper back, lower chest or upper abdomen
- Dizziness or fainting
- Extreme fatigue

Source : Heart&Stroke.



Most frequent pre-hospital medical emergency interventions

	2021	2022
06 Respiratory problem	11,659	14,041
10 Chest pain	12,596	11,259
31 Unconsciousness - Fainting	8,834	10,327
29 Traffic - Transportation accident	5,781	5,831
17 Fall	3,509	4,538
09 Cardiac or respiratory arrest - Death	2,955	3,140
23 Overdose - Poisoning (ingestion)	2,734	2,699
12 Seizures	2,226	2,524
28 Stroke - Paralysis	1,790	2,234
26 Ill person (without specific diagnosis)	2,044	2,148
21 Hemorrhage - Laceration	1,491	1,834
19 Heart problem - DCAI	924	1,569
02 Allergy (reaction) - Poisoning (sting, bite)	1,543	1,337
30 Traumatic injury (specific)	924	1,098
24 Pregnancy - Childbirth - Miscarriage	N/A	843
13 Diabetic problem	579	811
18 Headache	664	784
25 Psychiatric problem - Behavioural problem - Suicide attempt	N/A	547

DID YOU KNOW?

The numbers in front of the prehospital interventions are the codes used to communicate the type of emergency to the vehicle sent to the field.



Emergency response by boroughs and fire stations

	2020	2021	2022
Boroughs			
Ahuntsic-Cartierville (35-42-43-49)	5,493	6,806	7,455
Anjou (28)	1,989	2,425	2,425
Côte-des-Neiges–Notre-Dame-de-Grâce (4-27-34-46)	7,004	8,492	9,079
L'Île-Bizard–Sainte-Geneviève (56)	703	900	1,034
Lachine (64)	2,437	2,857	2,963
LaSalle (65)	3 162	3,887	4,262
Le Plateau-Mont-Royal (16-26-30)	5,259	6,725	7,250
Le Sud-Ouest (3-15-23-33)	4,083	4,823	5,173
Mercier–Hochelaga-Maisonneuve (13-39-40-45-48)	6,919	8,359	8,873
Montréal-Nord (17-18)	4,502	5,469	6,192
Outremont (75)	856	999	1,094
Pierrefonds-Roxboro (57-58-59)	2,200	2,765	3,033
Rivière-des-Prairies–Pointe-aux-Trembles (14-38-44-32)	4,359	5,671	6,325
Rosemont–La Petite-Patrie (29-31-47-50)	5,554	6,823	7,271
Saint-Laurent (71-72-73)	4,348	5,517	6,098
Saint-Léonard (21-22)	3,181	3,936	3,984
Verdun (66-67)	2,681	3,393	3,434
Ville-Marie (2-5-10-19-20-25)	9,637	11,493	13,347
Villeray–Saint-Michel–Parc-Extension (9-37-41)	5,585	6,872	7,448

Emergency response by boroughs and fire stations

	2020	2021	2022
Neighbouring municipalities			
Baie-D'Urfé (52)	177	246	248
Beaconsfield (53)	552	690	771
Côte-Saint-Luc (78)	596	588	591
Dollard-des-Ormeaux (61)	1,433	1,926	2,220
Dorval (62-63)	1,114	1 363	1,673
Hampstead	239	271	262
L'Île-Dorval	2	1	1
Kirkland (54)	505	699	752
Montréal-Est (8)	375	541	537
Montréal-Ouest (77)	148	158	176
Mont-Royal (74)	940	1,073	1,174
Pointe-Claire (55)	1,473	1,713	2,083
Sainte-Anne-de-Bellevue (51)	225	313	371
Senneville	82	71	87
Westmount (76)	954	1,061	1,230
Total	88,767	108,926	118,916

> ON-CALL PREVENTION AND TARGETED INSPECTIONS

In order to better manage risks and protect residents of the Greater Montréal area, SIM has created a multidisciplinary team that works on an adapted schedule, the Technical Response Team (TRT).

The TRT consists of four teams of two prevention officers working in rotation from Monday to Saturday. They are supervised by a section chief and supported by a technical officer. The team follows up on emergency calls and responds to citizen complaints.

TRT members also work with various internal and external partners. Since the gradual reopening of meeting places (bars, clubs, restaurants, etc.), the teams have visited these establishments to raise awareness of their roles and responsibilities relating to fire prevention.

The responsible individuals must ensure that the regulations applicable to their establishments are followed in order to make their premises safe for workers and customers.

Following these awareness campaigns, the TRT conducted targeted inspections during the Canadian Grand Prix, Halloween and the holiday season to ensure that meeting facilities were compliant and safe. During these three special campaigns, over 120 establishments were visited. Several notices were issued for the immediate removal of unprotected candles. Some establishments were ordered to be closed because the safety of occupants was compromised.

CALLS RECEIVED

More than 500*

* By the SIM's emergency dispatch alone

ESTABLISHMENTS VISITED IN THREE MONTHS

More than 300



NIGHT VISITS TO BARS, CLUBS AND RESTAURANTS

Canadian Grand Prix

(June 16, 17 and 18)

- 54 establishments inspected
- 30 notices for removal of non-compliant combustible decorations issued
- Approximately 400 unprotected candles extinguished in various facilities
- 5 facilities that exceeded capacity evacuated

Halloween

(October 28 and 29)

- 34 establishments inspected
- 10 notices for immediate removal of combustible decorations issued
- 2 facilities CLOSED due to safety issues
- About 200 unprotected candles extinguished
- 2 facilities that exceeded capacity evacuated

Operation Christmas Party

(December 1, 2 and 3)

- 32 establishments inspected
- 15 notices for immediate removal of combustible decorations issued
- 5 facilities CLOSED due to safety issues
- 1 facility that exceeded capacity evacuated



REDUCING RESPONSE TIME

As part of its constant quest for innovations to provide the fastest possible response times, the SIM has completely overhauled the deployment of vehicles in the field to adapt to changing needs.

The Operations Division has implemented real-time measurement of the utilization rate of response vehicles in order to determine the risks of resource shortages and to take the necessary mitigation measures. This measurement allows the SIM to act proactively for optimal deployment of vehicles and personnel throughout the Montréal agglomeration, in line with the recommendations of the Risk Coverage Plan.

FLOATING STAFF AS BACKUP

As part of a promising pilot project, SIM can now take advantage of a team of 120 "floating" firefighters to cover absences in the fire stations in order to maintain operational capacity at all times.

The new Workforce Planning Division (WPD) optimizes the scheduling of this "fleet" according to its forecasts of absences. By compiling and analyzing diverse data, WPD can more accurately predict the number of absences that will need to be covered each day to ensure optimal coverage of the territory.

Throughout the year, WPD has developed expertise and standardization of staff planning, which now enables it to efficiently manage scheduling for firefighting personnel.

It can thus:

- Forecast staffing variations during periods of high vacation rates;
- Compensate for occasional absences.



A NEW MOBILE TOOL FOR PREVENTION

When fire prevention officers are in the field, it is very important for them to document their actions. By shortening the time spent on these tasks, the aSIMut-Mobile tool allows officers to devote more time to other duties such as inspection activities, legal proceedings and fire prevention.

In addition to improving the quality of service and increasing the number of prevention and awareness activities, aSIMut-Mobile also improves the quality of information and availability of data, as well as reducing the use of paper.

From June to September, prevention officers conducted 79,000 paperless visits.

**ESTIMATED TIME SAVINGS
PER OFFICER PER YEAR**
200 hours

INCREASE IN VISITS PER SEASON
1,000

INTEGRATING THE COMMUNICATIONS CENTRE INTO THE OPERATIONS DIRECTORATE

In 2022, the Communications Centre, Operational Planning and the watch for the Centre de sécurité civile became components of the Operations Directorate. This new proximity promotes the end-to-end integration of all operational processes related to response and communications.

To ensure continuity of service, CCSI has reviewed its recruitment and initial staff training practices. Cohorts of new employees have been reduced in size but increased in number over the course of a year in order to maintain the number of staff required to adequately meet operational needs.

MODERNIZING OF 911 SERVICES

The Canadian Radio-television and Telecommunications Commission (CRTC) has directed emergency services across Canada to upgrade all 9-1-1 call centres to new digital technology platforms that will allow for the reception of text messages, photos and videos by 2025. The NG911 project (NG for “next generation”) will allow a better, safer and faster information-based emergency response.

In addition, the Planning and Informational Resources Division (PIRD) has begun a process to upgrade the call processing and recording systems in the CCSI and the next generation computer-aided dispatch system.

The PIRD is also working with a number of the city’s internal partners such as the Direction générale adjointe – Sécurité civile, the Service des technologies de l’information, the Service de la gestion et planification des immeubles and the SPVM to ensure an effective transition to the new technological systems.

> SIM GETS A MAKEOVER

EVEN SAFER SUITS

Firefighters will be provided with new combat suits as their current protective ensembles reach the end of their service lives. Following the new agreement for the purchase and maintenance of 2,600 new combat suits, each firefighter will be issued two complete sets of protective clothing.

The new clothing will include:

- A built-in four-point barrier that blocks over 99.9% of particles, while allowing clean air to circulate;
- Evaporation and heat resistance properties, which increase comfort by reducing thermal stress;
- Printed reflective/florescent strips to promote flexibility;
- Cushioned knee pads inside the pants;
- An "Air Flow" pad system in the back.

As planned, the combat clothing preventive maintenance program was completed in 2022; all gear was updated in line with current standards.



DID YOU KNOW?

Firefighters refer to their gear as "bunkers."





SAFER HEADGEAR

SIM has purchased 120 Bullard UST-LW (super lightweight) helmets for chief officers.

Not only will the chiefs' helmets be standardized, but the new headgear is lighter in weight, which is a significant factor because they are often worn for long hours during interventions. Made of easily washable and interchangeable materials, they also reduce the risk of absorption of carcinogenic contaminants.

NEW CAMERAS

SIM also signed a contract to purchase 150 portable thermal imaging cameras, which are used by firefighters to search for victims and hidden fire.

COMMISSIONING AND FITTING OUT OF NEW VEHICLES

SIM has entered into a two-year agreement with a one-year optional extension to provide aerial ladder trucks with a nominal vertical reach of 100 feet. Delivery of the new ladder trucks will begin in 2024. In addition, seven new Maxi Saber pumper trucks were placed in service in 2022.

SIM acquired 34 Ford F-150 hybrid pick-ups to replace older sport-utility vehicles used by operational command officers and designated staff members. This type of vehicle is intended to reduce the risk of occupational illness by eliminating contaminants from the passenger compartment following a fire.



> TRAINING: IMPORTANT INNOVATIONS

Firefighter training is instrumental to the success of the SIM's mission. This profession requires not only initial training to master basic firefighting techniques and knowledge, but also ongoing training to maintain and reinforce the acquired skills.

The Training and Development Division is a dynamic multidisciplinary team that translates development needs into activities tailored to the SIM's requirements.

Rescue training

In 2022, SIM enhanced the Rapid Intervention Crew (rescue team) training, adding a component of specialized equipment to facilitate the evacuation of a colleague in distress. This training increases the mastery of rescue techniques and manœuvres performed by a dedicated team.

Training on buildings

In 2022, SIM produced two new training modules on building construction, covering load-bearing masonry and light-weight structures respectively.

Driver training

To fulfill its mission, SIM has a large fleet of vehicles, including pumper trucks and ladder trucks. Firefighters who drive the trucks must develop the requisite skills to maintain the best possible response times and facilitate interventions. In 2022, the Training Centre's Section 935 trained 631 new drivers.



> TRAINING IN PARTNERSHIP

The SIM must be able to deal with all emergency situations on its territory, including those in the Metro. SIM works closely with the STM fire brigade to ensure that its teams are well prepared to respond to critical situations. In 2022, the SIM, in collaboration with the STM's fire brigade, produced a video capsule that enabled firefighters to deepen their knowledge before going to participate in exercises at the STM's practice centre.

The ongoing construction, testing and the upcoming commissioning of the new Réseau express métropolitain (REM) network is giving rise to extraordinary collaboration with numerous partners in order to develop a coordinated and efficient response plan involving all of the various emergency services. The SIM has asserted its leadership during numerous consultation meetings with the builder (NouvLR) and the

fire departments of Longueuil, Laval, Deux-Montagnes and Saint-Eustache.

The Training Centre also works closely with Urgences-santé to ensure that firefighters are able to fulfill their role as first responders. For more than 10 years now, the SIM has been offering this service on all of its territory.

New firefighter first-responders

160

Refresher training– firefighter-first responders

536

Refresher training– operations chief-first responders

43

DID YOU KNOW?

SIM's First Responder refresher training courses are held annually from September to June, Monday to Friday.

> MONTRÉAL'S AUXILIARY FIREFIGHTERS (FIRE BUFFS) BACK ON TRACK

After two years of restrictions due to the COVID-19 pandemic, Montréal's auxiliary firefighters (MAF) resumed all of their regular activities. This group carries out three basic missions:

1. Go to the scene of fires and other major incidents to provide rehabilitation services to SIM firefighters:

- In 2022, MAF responded to over 155 calls;
- They were also on call for 42 days, from 8 a.m. to midnight, during extreme summer heat events.



2. Preserve the SIM's history by keeping documents, collecting artifacts, and of course, preserving antique fire trucks.

The newly restored Musée des pompiers de Montréal has a fine collection of documents, photos and equipment dating back as far as the late 1800s.

Be sure to check out the new store on the [museum's website](#).

3. Maintain, repair and showcase a magnificent fleet of antique fire trucks and apparatus. The Montréal auxiliary firefighters recently acquired a magnificently restored 1927 Seagrave pumper from the Canada Science and Technology Museum. This vehicle had been used by SIM for 33 years. The group is also in the process of restoring a Fargo canteen truck.



DID YOU KNOW?

You can visit the Musée des pompiers de Montréal, located in Fire Station 30, at the corner of Boulevard Saint-Laurent and Avenue Laurier Ouest, in Plateau Mont Royal.

> POPULAR EVENTS

With the lifting of restrictions related to the COVID-19 pandemic, Montréal's auxiliary firefighters were once again invited to participate in many ceremonial and socio-community events:

- Commemoration of deceased SIM firefighters
- SIM firefighters' exemplary service medal ceremonies
- FireFit Weekend at Parc Angrignon
- Open house days
- Parades of emergency vehicles in Laval and Pincourt
- SIM honour guard car wash - Donations collected for Opération Enfant Soleil
- Santa Claus parade
- Christmas basket donation drive - \$6,105 raised



AN UNFAILING COMMITMENT

In 2022, the auxiliary firefighters recognized the years of service, commitment and dedication of several members:

Serge Dandurand - 60 years

Pierre Gascon - 50 years

Gilles Dandurand - 42 years

François Gervais - 41 years

Serge Dufault - 26 years

Daniel Fournier - 26 years

Steve Garnett - 25 years

Luc Bouthillier - 25 years

Mark Bindman - 23 years

Elliot Albert - 21 years

and Barry Adams - 20 years

Serge Dufault has been named by his peers as the 2022 Auxiliary Firefighter of the Year.

Steve Garnett, Auxiliary Firefighters President, was elected in 2022 as First Vice-President of the International Fire Buff Associates (IFBA).

THE HONOUR GUARD, IN ALL THEIR GLORY

Always eager to take part in important occasions, the Honour Guard, the ceremonial contingent of the SIM, participated in several ceremonies and activities in 2022.

The Honour Guard provided support and assistance to the Régie intermunicipale GEANT (Girardville, Saint-Edmond-les-Plaines, Albanel, Normandin and Saint-Thomas-Didyme) following the death on duty of a Normandin firefighter. On November 25, 2022, the Honour Guard also paid a final tribute to retired Division Chief Martin Ferland.

It also attended the annual Ordre de Montréal ceremony alongside Mayor Valérie Plante. This honorary distinction, the highest in the city, recognizes individuals who have made outstanding contributions to the development and influence of Montréal.

On September 1, 2022, 50 years after the Blue Bird—Wagon Wheel tragedy, the honor guard participated in a commemoration ceremony organized by the city to pay tribute to the victims and their loved ones. This arson fire, one of the deadliest in the city's history, killed 37 people and injured 50. In remembrance of this tragic event, a limited edition token created by SIM was presented to the families of the victims and to the dignitaries present.

In addition, during the fall, the Honour Guard participated in a series of distinguished service ceremonies.





CHRISTMAS BASKETS

The Montréal Firefighters Association Christmas basket committee enthusiastically launched its 35th campaign, which ran from December 3 to 24, 2022.

The SIM thanks all of its members together as well as the auxiliary firefighters who mobilized to raise \$428,112.36 for this project. Their efforts benefitted 800 families registered with the Société de Saint-Vincent de Paul, including more than 1,380 children aged 14 and under.

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