

**Goal:**

The goal is to have a repository for the storage of client specific protocol information for review by staff.

**Scope:**

To store client specific protocol information:

1. Fishing Lake;
2. County of Smoky Lake;
3. County of St. Paul.



## 1.0 Fishing Lake

- a. Fishing Lake Settlement borders Saskatchewan, Vermilion River County, Elizabeth Settlement, MD of Bonnyville and Frog Lake.
- b. Has 4 medics – are always on. There are a lot of diabetics in the community. Calls will come in on a 911 line.
- c. Is radio dispatched – 943-2222. We phone in and it turns on the radio. They will answer & we will talk like we are on a normal radio system. Must make sure to hit the # key when we are finished our transmission to turn off the radio. If we do not hit the # key, we will not be able to call them back until it is shut off. Also, once we here the tone turning the radio on – we can start to talk. Sometimes they are not close to the radio but can still hear us. They will then acknowledge. This will be the same for both fire and medical. Do not disconnect until they respond or they call on CC5 to let us know they have heard us.
- d. Fishing Lake does respond to Frog Lake if requested – especially medically. They need to circle the south end of the lake so it takes longer to get there.
- e. Addressing system is the Atco Power site system. Town site is not addressed. Roads will be marked. We will continue to call the medics for verification. There are 35 miles of road and hundreds of miles of trails on the settlement.
- f. Landmarks: Graveyard Road on the South. The crossroads are on the North side of the town site. Gladys Kelios – at end 1<sup>st</sup> crossroad. After the T is Moonshine Creek. From the town site: East is Graveyard Road – goes around the lake. Aulotte Road meets up with Moonshine Creek. South end (a lot of people live there) goes up around and up to the North. Sputnikow is the town site area.
- g. We do fire radio checks at 19:00 hours.
- h. We continue to dispatch first responders for medical response with every call for ambulance that we get. If we get the 911 call, put it through to the EMS dispatch and dispatch the first responders. EMS Dispatch should also request them through the MDT.



## 2.0 County of Smoky Lake

- a. Smoky Lake County has mutual aid agreements with the following areas. If requested, the fire department closest will attend. Notify the County Fire Chief and the County Deputy Fire Chief of the situation as well.
  - i. Smoky Lake Fire Department will assist Vilna and Waskatenau Fire Department. Vilna and Waskatenau will assist Smoky Lake Fire Department when requested.
  - ii. Thorhild County
  - iii. Lamont County
  - iv. Buffalo Lake Metis Settlement
  - v. Two Hills County
  - vi. St. Paul County
  - vii. Saddle Lake Reserve
  - viii. Sturgeon County
  - ix. DO NOT go to Kikino Metis Settlement.
  
- b. For Structure fires:
  - i. Send out the appropriate area fire department as per fire dispatch protocols. Complete ProQA and the necessary paperwork.
  - ii. An ambulance is sent to all structures fire in Smoky Lake County. Contact NCC and provide the address and what is required.
  - iii. RCMP is sent. Smoky Lake detachment phone Number – 1-780-656-3691.
  - iv. The Fire Department will advise which electrical company to call; Atco Electric – 1-800-567-9111 or Lakeland REA – 1-866-635-6112.
  - v. The Fire Department will advise which gas company to call. In the County it will be County Gas – 1-780-656-3037 or in Waskatenau or Bellis – Alta Gas – 1-866-222-2068.
  - vi. For a fire in the Town of Smoky Lake call 1-780-656-3674 to notify of water usage for hydrants.
  - vii. If there is a fire in the hamlet of Warspite, call Smoky Lake County Water Department to turn up water to run the fire hydrants.
  
- c. Calls for Medical Aid:
  - i. Smoky Lake County has some patients with medical issues that the Fire Department responds to regularly. They have AED's and act as initial response and back for the ambulance.
  - ii. All fire departments are trained and will respond to all cardiac requests.



- iii. NCC will request fire attend at a specific location via the MDT. Dispatch the appropriate Fire Department as per dispatch protocol. Complete ProQA and necessary paperwork.
- iv. There is a Medical Co-Response binder at each station. Check this list to see if the fire department will attend for a particular dispatch code.
- v. Fire Department Personnel will arrive on scene and provide information for the ambulance. Enter this on to the MDT via the Comments section. Provide information to the Fire Department as relayed from NCC.
- vi. If an ambulance makes a request for the Fire Department to attend, send the closest Fire Department as per dispatch protocol.
- vii. Stars is frequently used by the ambulance. If requested, the Fire Departments will set up a landing zone. Provide all information to the Fire Department following the fire dispatch protocol.

d. M.V.C. Response:

- i. The Smoky Lake County fire departments will attend ALL MVC's on the highways. Hwy 28 is a very busy road which leads to many incidents.
- ii. Follow this criteria for sending fire departments out in other areas:
  - i. 10 minutes or more out of town
  - ii. Patients are trapped
  - iii. Cold weather; -20C or lower
  - iv. Extreme weather conditions; severe wind, rain or blizzards
  - v. Toxic material and dangerous goods spills
  - vi. 4 or more patients involved
  - vii. 3 or more vehicles involved
  - viii. Fire is present
  - ix. Requested by EMS – NCC will send requests via the MDT
- iii. Follow the Fire Dispatch protocol for sending out the appropriate fire department. Complete ProQA and all paperwork as necessary.

e. Hazmat Situations:

- i. The appropriate Fire Department will attend if requested by companies or insurance of person involved.
- ii. If there is a danger to fire fighters or there are public safety concerns, the appropriate fire department will attend. Dispatch as per fire dispatch protocol. Complete ProQA and all paperwork as necessary.



- f. All Fire Departments will attend downed or hit power lines. They will advise the appropriate electrical company be called.
- g. Confined space or structure collapse:
  - i. Dispatch the appropriate fire department as per fire dispatch protocol. Complete ProQA and all necessary paperwork.
  - ii. Smoky Lake County Public Works will be needed for safety equipment and heavy duty equipment. The fire department on scene will make the call for what equipment is needed.
- h. Fire Investigation:
  - i. Alberta Emergency Management Agency (AEMA) will need to be called and advised of any incidents that cause loss or injury to life or damage to property or anything that needs a fire investigation. The phone number is 1-888-618-2362.
  - ii. The Fire Department on scene will request that dispatch call them.
  - iii. Provide the location and what is needed.
  - iv. Advise the fire department that they have been called and their approximate ETA.
- i. Water rescue:
  - i. Water rescue resources are as follows:
    - i. Smoky Lake Fish and Wildlife – 1-800-624-3800
    - ii. Smoky Lake RCMP – 1-780-656-3691
  - ii. Send out the closest fire department as per fire dispatch protocol. They will advise you which resource to call.
  - iii. Complete ProQA and all necessary paperwork.
- j. Dispatch may be requested to call in Other Fire Departments as per the following:
  - i. Have a lack of manpower
  - ii. Major incidents, i.e.; multi-vehicle MVC's, structure fires, wildland fires
  - iii. Request from the fire department on scene
  - iv. Dispatch requested fire department as per fire dispatch protocol. Advise that fire department they have been requested to assist at the location of the incident.
  - v. Complete a yellow dispatch sheet but attach a copy of the ProQA from the original incident.



- k. Outside Agency help as follows:
- i. Smoky Lake County Gas – all structure fires, any hit gas lines, carbon monoxide calls.
  - ii. Alta Gas – structure fires, any hit gas lines in Waskatenau and Bellis, carbon monoxide calls.
  - iii. Town of Smoky Lake – structure fire, any hit gas lines in Town, carbon monoxide calls & notify for water usage for fire fighters.
  - iv. Smoky Lake County Public Works – supply water tankers, cats, backhoe, staff and signage to help with detours.
  - v. Carillion – needs to be notified of ANY incidents involving primary and secondary highways in the County.
- l. Brush/wildland fires – if a fire department is going to be or has been at a fire for over two (2) hours, call NCC and have an ambulance sent to that location. Record time of request and when they arrive on scene on the yellow dispatch sheet.

### **3.0 County of St. Paul**

- a. St. Paul County will be dispatched the same way we dispatch Bonnyville.
- b. Follow the fire dispatch protocol for sending out the fire departments. Complete the yellow dispatch sheet and file as per protocol.
- c. There are three rescue stations in the St. Paul County.
  - i. St. Paul with heavy rescue
  - ii. Ashmont with light rescue
  - iii. Elk Point with heavy rescue
- d. For MVC's, the closest rescue station will be sent out first and then the nearest fire station for back up.
  - i. A fire department will always be sent to an MVC.
  - ii. The fire fighters are first aiders but no EMR's. Ashmont Fire Department has an AED only. Mallaig Fire Department has 02 and AED.
- e. If requested by RCMP, a fire department will always attend.
- f. Mutual Aid has been set up between departments.



- g. Ashmont Fire Department does not have a tanker. If needed, Ashmont will request St. Paul Fire send out a tanker for support.
- h. EMS is sent out for all structure fires in St. Paul County.
- i. Follow “Calls from Alarm Companies” protocol for alarms in St. Paul County.
- j. Water rescue in the St. Paul County is as follows :
  - i. Elk Point Fire has a water rescue boat. Dispatch the Elk Point Fire Department following the “Fire Dispatch” protocol.
  - ii. Ice rescues will be done by the Fire Departments in the County. Dispatch all necessary Fire Departments as per protocol.
  - iii. St. Paul does not have a water rescue boat but utilizes the RCMP water rescue boat. Contact the RCMP, advise of the situation and request the water rescue boat to the proper location.
  - iv. Ashmont Fire Department has a special quad – 6x6 – that is available to go anywhere it is needed. Contact the Ashmont Fire Department as per fire dispatch protocol.
- k. Hazardous spills are attended by all fire departments in St. Paul County.
- l. Elk Point Fire Department does high angle rescue.
- m. St. Vincent Lake is service by two fire departments:
  - i. St. Paul Fire Department will answer calls on the South Side – Westcove area.
  - ii. Mallaig Fire Department will answer calls on the North side – Horseshoe Bay area.
  - iii. Dispatch each fire department as per Fire Dispatch protocol.
- n. St. Paul Fire Department will attend fires in the Two Hills and Strathcona areas if requested to do so.
- o. St. Paul Fire Department will not attend fires on the Saddle Lake First Nations – unless requested for an MVC. They do not attend fires on Goodfish Lake First Nations.



p. Elk Point will respond to the following also:

- i. Fires, MVC's and Medical assist on Frog Lake First Nations as requested.
- ii. Fires, MVC's and Medical assist on Fishing Lake Settlement as requested.
- iii. All Medical Assist calls in their dispatch area, including the town of Elk Point.
- iv. Complete ProQA, dispatch the fire department and complete the yellow dispatch sheet as per protocol for these calls.

