



SHIRLEY FIRE PROTECTION & EMERGENCY RESPONSE COMMISSION

Shirley Fire Hall 2795B Sheringham Road, Shirley, BC V9Z 1G4

REGULAR MEETING

**Monday September 28, 2026
7:30 p.m.
Shirley Fire Hall**

AGENDA

- 1) Approval of Agenda:**
- 2) Approval of previous meeting minutes:**
- 3) Fire Chief's Report:** Q2 2026 Report
- 4) Treasurer's Report:** Revenue and Expense Report to August 2026
- 5) Old Business:**
 - a) SFPERC Letter to CRD Finance & their response: follow up Expectations
- 6) New Business:**
 - a) New SFPERC letter to CRD Finance on accounting for grants to CRD to improve cost transparency
 - b) First Responder Service Agreement

Recommendations

- a. *Receive the report titled "BCEHS First Responder Service Agreement (FRSA) and Operational Response Plan (ORP) Implementation" for information.*
- b. *Approve the attached Operational Response Plan for the Galiano Island Volunteer Fire Department as the department's operational framework for participation in the BCEHS First Responder Program.*

- c. *Authorize the Manager, Fire Services, to finalize the Operational Response Plan with BCEHS, including minor administrative amendments that do not materially alter the approved service level or participation model.*

7) Next Meeting: October 26, 2026

8) Adjournment

Closed Meeting – To take place immediately following the Open Meeting

1. Motion: That the meeting be closed regarding personal information about an identifiable individual who holds or is being considered for a position as an officer, employee or agent of the municipality.



Shirley Fire Department Q2 Fire Chief's Report

For

Shirley Fire Protection & Emergency Response Commission

From: Leah Hill

For Commission Meeting Dated: August 17th, 2026

1) Executive Summary:

The Shirley Fire Department has had a busy 2nd quarter. The department is running well with firefighters very engaged in in-house training as well as taking opportunities for further training. They show great support to the community members and are engaged in other community activities. Moral throughout the department is good and very supportive. Financially we are on track and foresee being so until the end of the year.

2) Membership and Staffing snapshot (Totals and changes)

Interior Fire Fighters-TBD

Exterior Fire Fighters-TBD

Medical-6

Recruits-0

Maintenance-2

Total- 18

3) Incident Activity:

Total- 19

Incident Breakdown:

Structure Fire: 0

Outdoor Fire: 4

Vehicle Fire: 0

Alarm No Fire: 0

Medical First Responder: 9

Motor Vehicle Incident: 3

Technical Rescue:1

Public Hazard:2

Public Service:

Mutual/Auto Aid In:0

Mutual/Auto Aid Out:0

Notable Incidents/Trends (if applicable):

Optional Call Distribution Visualization (Optional)

4) Training and Competency:

The department continues to follow the BC Training Standards. We have been able to progress through our competencies more completely as the firefighters we have, have been showing up to practice on a consistent basis and are well engaged in learning and participating. We had members attend the Spring Training weekend and came back with renewed enthusiasm and knowledge to share with the rest of the department. It is also very helpful in being able to network with other departments and to get to know those even within our own area. The Chief and

Captain Patrick attended the FCABC Fire Chief's conference which again is great to learn and network with other departments throughout the Province.

We are working on helping each firefighter take more responsibility for knowing where they are in their training and to help facilitate reaching the required competencies.

The Shirley Department has also been in discussions with neighbouring departments to have combined training so that we are familiar with how we each do things so that we can be more unified at mutual aid events.

5) Apparatus, Equipment & Facilities:

All equipment, buildings and equipment are in good working order. The maintenance crew are doing a great job at keeping equipment in good working order and documenting all weekly required maintenance

CRD mechanics have been handling our required vehicle maintenance.

We were able to obtain new Rescue Air bags which are a great asset.

6) Programs, Prevention & Community:

Shirley Fire Department continues to participate in the Fire Smart program. We had our semi annual chipping day with many community members signing up for that.

The Shirley Sunday Market started up again in June which we support. We have been working with the Shirley Community Association regarding regulating parking areas so that fire apparatus doesn't get blocked in and that has greatly improved this year.

The Chief has also keeps in contact with area Parks representatives regarding burn bans, access, etc.

A total of 7 burn permits were issued to residents of Shirley.

7) Finance & Capital:

We are on track with our budget. Chief Hill, CRD and the Commission have been in discussion regarding budgeting more funds for administration time for Chief Hill.

Due to increase workload the time required for the Chief's position had increased. We are also working with CRD Fire administration, Lisa, and finance regarding P card transactions that shouldn't be allocated to our department and also inquiring to which GL some of our expenses are being allocated too as they are not showing up in our department reports.

Our 5 year and future plans regarding equipment and vehicle replacement are on track and accounted for.

8) Issues, Risks & Decisions Requested:

For information-

Parking along Sheringham Point Rd in front of Shirley Delicious continues to be a problem with the single lane road getting congested with vehicle parking. Chief Hill had been in contact with MOTI last year about putting up official No Parking signs on both sides of the road and they agreed to do that. That hasn't been completed yet and we have reached out again to get that done. This constitutes a risk for us to be able to get our engine truck out of the hall. There are no parking signs on one side of the road that the department put up and MOTI is ok with keeping those until they can install official one.

For discussion-

Decisions Requested: Approval for the current 2027 budget changes needs to be finalized.

REVENUE AND EXPENSE REPORT - AUGUST [2026]

**FPSHIR.RE - FIRE PROTECTION SHIRLEY DISTRICT
COVER PAGE**

REVENUE AND EXPENSE REPORT - AUGUST [2026]

FIRE PROTECTION SHIRLEY - ERF

1022-101436 - CR ERF SHIRLEY FIRE

REVENUE

	Original Budget	Revised Budget	August Actuals	----- YTD -----			-- Budget Remaining --	
				Actuals	Encumbered	Total	\$	%
429035 - ERF-Interest Income Equipment Replace Re	-	-	-	8,485.88	-	8,485.88	(8,485.88)	-
470610 - ERF-Contributions to Equipment Replaceme	-	-	5,299.17	39,893.34	-	39,893.34	(39,893.34)	-
490010 - ERF-Carry Forward Surplus/Deficit Equip	-	-	-	511,607.98	-	511,607.98	(511,607.98)	-
REVENUE TOTAL	-	-	5,299.17	559,987.20	-	559,987.20	(559,987.20)	-

EXPENSE

	Original Budget	Revised Budget	August Actuals	----- YTD -----			-- Budget Remaining --	
				Actuals	Encumbered	Total	\$	%
EXPENDITURE - EXPENDITURE	10,000.00	10,000.00	-	-	-	-	10,000.00	100.00
EXPENSE TOTAL	10,000.00	10,000.00	-	-	-	-	10,000.00	100.00
1022-101436 - CR ERF SHIRLEY FIRE TOTAL	(10,000.00)	(10,000.00)	5,299.17	559,987.20	-	559,987.20	(569,987.20)	5699.87
FIRE PROTECTION SHIRLEY - ERF TOTAL	(10,000.00)	(10,000.00)	5,299.17	559,987.20	-	559,987.20	(569,987.20)	5699.87

FIRE PROTECTION SHIRLEY - OPERATING

1001-100349 - SHIRLEY FIRE REVENUE

REVENUE

	Original Budget	Revised Budget	August Actuals	----- YTD -----			-- Budget Remaining --	
				Actuals	Encumbered	Total	\$	%
422300 - Recovery Cost	5,000.00	5,000.00	-	-	-	-	5,000.00	100.00
429000 - Interest Income - Internal	220.00	220.00	-	26.48	-	26.48	193.52	87.96
486000 - Requisition- Municipal Electoral Area- O	259,749.00	259,749.00	259,749.00	259,749.00	-	259,749.00	-	-
REVENUE TOTAL	264,969.00	264,969.00	259,749.00	259,775.48	-	259,775.48	5,193.52	1.96

REVENUE AND EXPENSE REPORT - AUGUST [2026]

FIRE PROTECTION SHIRLEY - OPERATING

1001-100349 - SHIRLEY FIRE REVENUE [continued]

EXPENSE

	Original Budget	Revised Budget	August Actuals	Actuals	YTD Encumbered	Total	-- Budget Remaining -- \$	%
570010 - Interest Expense- internal	-	-	-	8.28	-	8.28	(8.28)	-
EXPENSE TOTAL	-	-	-	8.28	-	8.28	(8.28)	-
1001-100349 - SHIRLEY FIRE REVENUE TOTAL	264,969.00	264,969.00	259,749.00	259,767.20	-	259,767.20	5,201.80	1.96

1001-100350 - SHIRLEY FIRE EXPENDITURES

EXPENSE

	Original Budget	Revised Budget	August Actuals	Actuals	YTD Encumbered	Total	-- Budget Remaining -- \$	%
501040 - CRD Vehicles - ORDERS ONLY	4,680.00	4,680.00	-	5,728.81	-	5,728.81	(1,048.81)	(22.41)
502030 - Telecommunications - Main account	4,970.00	4,970.00	129.89	2,332.61	-	2,332.61	2,637.39	53.07
508260 - Purchased Maintenance - Buildings	210.00	210.00	-	8.54	-	8.54	201.46	95.93
508270 - Purchased Maintenance - Equipment	5,210.00	5,210.00	-	1,100.34	-	1,100.34	4,109.66	78.88
514400 - Staff Training & Development	8,390.00	8,390.00	-	4,616.96	-	4,616.96	3,773.04	44.97
515270 - Vehicles - Maintenance	10,240.00	10,240.00	-	1,181.88	-	1,181.88	9,058.12	88.46
535000 - Gas & Lubricants	5,000.00	5,000.00	-	6.00	-	6.00	4,994.00	99.88
535040 - Fuel - Diesel	2,500.00	2,500.00	-	-	-	-	2,500.00	100.00
535050 - Fuel - Propane	500.00	500.00	-	128.40	-	128.40	371.60	74.32
535090 - Electricity	5,110.00	5,110.00	-	2,495.99	-	2,495.99	2,614.01	51.15
538130 - Supplies - Operating	24,660.00	24,660.00	-	5,127.05	-	5,127.05	19,532.95	79.21
538320 - Supplies - Computer Software/Upgrades	1,000.00	1,000.00	205.44	220.43	-	220.43	779.57	77.96
570010 - Interest Expense- internal	210.00	210.00	-	722.82	-	722.82	(512.82)	(244.20)
590200 - Purchases-Equipment	10,480.00	10,480.00	-	-	-	-	10,480.00	100.00
599200 - Contingency	3,150.00	3,150.00	-	-	-	-	3,150.00	100.00
601001 - Labour Consumption	-	-	-	2,016.00	-	2,016.00	(2,016.00)	-
EXPENSE TOTAL	86,310.00	86,310.00	335.33	25,685.83	-	25,685.83	60,624.17	70.24
1001-100350 - SHIRLEY FIRE EXPENDITURES TOTAL	(86,310.00)	(86,310.00)	(335.33)	(25,685.83)	-	(25,685.83)	(60,624.17)	70.24

REVENUE AND EXPENSE REPORT - AUGUST [2026]

FIRE PROTECTION SHIRLEY - OPERATING

1001-100351 - SHIRLEY FIRE ADMINISTRATION EXPENSES

EXPENSE

	Original Budget	Revised Budget	August Actuals	YTD -----			-- Budget Remaining --	
				Actuals	Encumbered	Total	\$	%
500280 - Wages & Benefits - Other - Regular/Auxil	58,020.00	58,020.00	3,406.99	20,444.41	-	20,444.41	37,575.59	64.76
500510 - W.C.B. Benefits	520.00	520.00	-	-	-	-	520.00	100.00
502030 - Telecommunications - Main account	-	-	62.61	1,600.84	-	1,600.84	(1,600.84)	-
506000 - Insurance General	4,810.00	4,810.00	4,259.00	4,259.00	-	4,259.00	551.00	11.46
506010 - Insurance - Public Liability	1,533.00	1,533.00	-	1,533.00	-	1,533.00	-	-
506030 - Insurance - Fire	2,850.00	2,850.00	-	2,850.00	-	2,850.00	-	-
506050 - Insurance - Group Accident	40.00	40.00	-	40.00	-	40.00	-	-
506090 - Insurance - Service Contract	80.00	80.00	-	80.00	-	80.00	-	-
508260 - Purchased Maintenance - Buildings	4,000.00	4,000.00	766.91	1,622.99	-	1,622.99	2,377.01	59.43
510000 - Rentals - Building	5,770.00	5,770.00	-	-	-	-	5,770.00	100.00
510060 - Rentals - Land	1,240.00	1,240.00	1,000.00	1,000.00	-	1,000.00	240.00	19.35
514010 - Postage & Freight	100.00	100.00	-	-	-	-	100.00	100.00
514250 - Information and Education	240.00	240.00	-	1,280.00	-	1,280.00	(1,040.00)	(433.33)
514420 - Memberships & Professional Dues	550.00	550.00	-	750.00	-	750.00	(200.00)	(36.36)
514590 - Security	660.00	660.00	75.00	404.00	-	404.00	256.00	38.79
530010 - Alloc - StandardOH Allocation	7,056.00	7,056.00	588.00	4,704.00	-	4,704.00	2,352.00	33.33
538130 - Supplies - Operating	1,540.00	1,540.00	58.88	2,228.20	-	2,228.20	(688.20)	(44.69)
601001 - Labour Consumption	-	-	-	200.80	-	200.80	(200.80)	-
EXPENSE TOTAL	89,009.00	89,009.00	10,217.39	42,997.24	-	42,997.24	46,011.76	51.69
1001-100351 - SHIRLEY FIRE ADMINISTRATION EXPENSES TOTAL	(89,009.00)	(89,009.00)	(10,217.39)	(42,997.24)	-	(42,997.24)	(46,011.76)	51.69

1001-100352 - SHIRLEY FIRE TRANSFER TO OWN FUND

EXPENSE

	Original Budget	Revised Budget	August Actuals	YTD -----			-- Budget Remaining --	
				Actuals	Encumbered	Total	\$	%
500090 - Honoraria	-	-	(1,103.15)	-	-	-	-	-
500280 - Wages & Benefits - Other - Regular/Auxil	-	-	1,103.15	1,103.15	-	1,103.15	(1,103.15)	-
547040 - Transfers to Capital Reserve Fund	26,060.00	26,060.00	26,060.00	26,060.00	-	26,060.00	-	-

REVENUE AND EXPENSE REPORT - AUGUST [2026]

FIRE PROTECTION SHIRLEY - OPERATING

1001-100352 - SHIRLEY FIRE TRANSFER TO OWN FUND [continued]

EXPENSE [continued]

	Original Budget	Revised Budget	August Actuals	----- YTD ----- Actuals Encumbered	Total	-- Budget Remaining -- \$ %
547070 - Transfers to Equipment Replacement Fund	63,590.00	63,590.00	5,299.17	39,893.34 -	39,893.34	23,696.66 37.26
EXPENSE TOTAL	89,650.00	89,650.00	31,359.17	67,056.49 -	67,056.49	22,593.51 25.20
1001-100352 - SHIRLEY FIRE TRANSFER TO OWN FUND TOTAL	(89,650.00)	(89,650.00)	(31,359.17)	(67,056.49) -	(67,056.49)	(22,593.51) 25.20
FIRE PROTECTION SHIRLEY - OPERATING TOTAL	-	-	217,837.11	124,027.64 -	124,027.64	(124,027.64) -

FIRE PROTECTION SHIRLEY - RESERVE

1062-101701 - CAP RES SHIRLEY FIRE S & A

REVENUE

	Original Budget	Revised Budget	August Actuals	----- YTD ----- Actuals Encumbered	Total	-- Budget Remaining -- \$ %
429000 - Interest Income - Internal	-	-	-	3,714.53 -	3,714.53	(3,714.53) -
470700 - Transfers fr Revenue Fund	-	-	26,060.00	26,060.00 -	26,060.00	(26,060.00) -
490000 - Surplus	-	-	-	229,989.23 -	229,989.23	(229,989.23) -
REVENUE TOTAL	-	-	26,060.00	259,763.76 -	259,763.76	(259,763.76) -
1062-101701 - CAP RES SHIRLEY FIRE S & A TOTAL	-	-	26,060.00	259,763.76 -	259,763.76	(259,763.76) -
FIRE PROTECTION SHIRLEY - RESERVE TOTAL	-	-	26,060.00	259,763.76 -	259,763.76	(259,763.76) -
FPSHIR.RE TOTAL	(10,000.00)	(10,000.00)	249,196.28	943,778.60 -	943,778.60	(953,778.60) 9537.79



To: Nelson Chan
Chief Financial Officer
Capital Regional District
26/07/20

Dear Sir,

We are members of the Shirley Fire Protection and Emergency Response Service Commission and we are writing to respectfully request a review of how the Capital Regional District's capital and equipment reserves are currently invested. While we recognize that protecting principal and maintaining liquidity are the primary objectives of public finance, prudent stewardship also requires seeking fair returns where low-risk options are available.

At present, over \$750,000 in reserve funds, intended for Fire Engine replacement, appear to be earning about 1% interest. By comparison, Canadian financial institutions are currently earning low-risk three-year GICs in the range of roughly 3.0% to 3.85%. On a reserve balance of \$750,000, that difference could conservatively generate in excess of \$23,000 of annual interest income, or more than \$70,000 over three years. For the Shirley Fire Department reserves, this is a meaningful amount that could help support local taxpayers and future service needs without materially increasing risk.

When reserve funds generated by Shirley taxpayers are invested significantly below

available market rates, the resulting forgone income effectively benefits the broader CRD rather than the Shirley Fire Protection Service itself. While reserve pooling may provide administrative convenience and liquidity advantages, those benefits should not come at a disproportionate cost to smaller rural service areas with limited tax bases.

We therefore respectfully ask that the CRD formally review its reserve investment strategy and consider whether a portion of these funds could be placed in secure GICs or similar low-risk instruments that better reflect current market yields. This is not a call for speculation, but for balanced and equitable management of public funds while maintaining appropriate safety and liquidity.

Thank you for your consideration. We appreciate the importance of balancing safety, liquidity, and return, and hope this matter will receive careful review in light of current market conditions.

Sincerely,

Brian Einarson (Chair)

Susan Berggren (Treasurer)

From: [Nelson Chan](#)
To: [Shirley Fire Dept](#); [Susan Berggren](#)
Cc: [Shawn Carby](#); [Chris J Vrabel](#); [Tania Normandeau](#); [Lia Xu](#)
Subject: RE: Letter from Shirley Fire Commission to CRD Finance re: Service 1.360 - Reserve Funds
Date: September 8, 2026 5:17:53 PM

Good Afternoon Mr. Einarson and Ms. Berggren,

Thank you for your letter regarding the investment of reserve funds held for the Shirley Fire Protection and Emergency Response Service. I appreciate you bringing this matter to my attention. I have also copied Lia Xu, Manager Finance – Local Services, and Tania Normandeau, Manager of Business Support Services.

The questions you have raised are valid: whether the Service's reserves are earning an appropriate return, whether the investment approach reflects when the funds will be needed, and whether the Service is receiving the full benefit of the investment income generated.

I have asked our Finance and Treasury team to review the Shirley Fire Protection Service reserves, including current balances, investment performance, liquidity requirements, future capital needs and the allocation of investment earnings. We will also consider whether changes should be made to improve the financial position and investment strategy for these funds.

There are legislative limits on how local government funds can be invested. Under the Local Government Act and Community Charter, the CRD must invest within a defined range of secure, eligible investments, with an emphasis on protecting principal and maintaining liquidity. The Municipal Finance Authority of BC also provides professionally managed investment options within that framework.

Those constraints are appropriate, but they do not remove our responsibility to seek reasonable returns. We need to ensure reserves are invested in a way that appropriately balances safety, liquidity and return based on when the funds are expected to be needed.

Once the review is complete, I will ensure the findings and any recommended changes affecting the Shirley Fire Protection and Emergency Response Service are communicated back to the Commission through Chris and Lia.

Thank you again for raising the matter and for your continued stewardship of the Service.

Regards,
Nelson.

While it suits me to send my message now, your response is not expected outside of normal working hours.



Making a difference...together

Shirley Fire Protection & Emergency Response Services Commission

BCEHS FIRST RESPONDER SERVICE AGREEMENT (FRSA) AND OPERATIONAL RESPONSE PLAN (ORP) IMPLEMENTATION REPORT

Prepared for:

Shirley Fire Protection & Emergency Response Services Commission

Prepared by:

Mike Burgess

Fire Services Advisor

Capital Regional District

Reviewed and Approved by:

Chris Vrabel

Manager, Fire Services

Capital Regional District

Date:

September 28, 2026

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Executive Summary

BC Emergency Health Services (BCEHS) is implementing a province-wide modernization initiative for fire service first responder programs. The initiative was developed in response to recommendations arising from the Office of the Auditor General review of emergency health services in British Columbia, which identified the need for standardized agreements, improved medical oversight, enhanced data sharing, and confirmation that appropriate responders are being notified of emergency events.

To address these recommendations, BCEHS has developed a new First Responder Service Agreement (FRSA) and Operational Response Plan (ORP) framework to replace historical Consent and Indemnity Agreements and other legacy participation arrangements. The new framework establishes a standardized provincial model while maintaining flexibility for local governments and fire departments to determine appropriate and sustainable levels of participation based on community needs, operational capacity, and available resources.

CRD Fire Services has been working collaboratively with BCEHS, participating Fire Chiefs, dispatch providers, and other stakeholders to support implementation of the new framework across participating CRD fire service areas. The proposed approach consists of a single regional FRSA between BCEHS and the Capital Regional District, supported by department-specific ORPs that reflect local service delivery models and operational requirements. Implementation is also supported by development of CRD operational guidelines intended to clarify first responder participation, ambulance interface responsibilities, responder safety expectations, and related risk-management considerations.

The purpose of this report is to provide an overview of the provincial modernization initiative, summarize key governance, legal, and operational considerations, and provide information regarding implementation of the BCEHS First Responder Service Agreement (FRSA) and seek approval of the attached department-specific Operational Response Plan (ORP).

1.0 Purpose

The purpose of this report is to provide an overview of the BC Emergency Health Services (BCEHS) First Responder Service Agreement (FRSA) and Operational Response Plan (ORP) framework, summarize the ongoing provincial modernization initiative, and outline the proposed implementation approach for participating Capital Regional District (CRD) fire services.

2.0 Background

BC Emergency Health Services is currently implementing a province-wide modernization initiative for fire service first responder programs. The initiative arose from recommendations contained within the Office of the Auditor General review of emergency health services, which identified opportunities to improve coordination between BCEHS and participating first responder agencies

through standardized agreements, medical oversight, information sharing, and confirmation that appropriate responders are notified of emergency events.

Historically, participation in medical first responder programs evolved differently across British Columbia. Local governments and fire departments adopted participation models based on community expectations, available resources, operational capacity, responder availability, and local response requirements. Over time, this resulted in varying agreement structures, dispatch configurations, response criteria, and service delivery models across the province.

In response, BCEHS worked collaboratively with local government, fire service, and stakeholder representatives to develop a new provincial framework consisting of the First Responder Service Agreement (FRSA) and department-specific Operational Response Plans (ORPs). The objective of the framework is to provide greater consistency, improved governance, and clearer operational expectations while preserving local flexibility and decision-making authority.

For participating CRD fire service areas, the modernization initiative represents an opportunity to formalize existing first responder participation through a consistent provincial framework while ensuring local service levels continue to reflect operational realities, community needs, and long-term sustainability considerations.

3.0 Overview of the FRSA and ORP Framework

The BCEHS modernization framework consists of two complementary documents: the First Responder Service Agreement and the Operational Response Plan.

The FRSA establishes the overarching governance and administrative relationship between BCEHS and participating first responder agencies. The agreement outlines the respective roles and responsibilities of the parties, establishes expectations regarding medical oversight, responder licensing, patient care documentation, privacy management, information sharing, indemnification, dispute resolution, and ongoing program administration.

The ORP is a department-specific operational document developed collaboratively between BCEHS and participating fire departments. The ORP identifies the categories of calls to which a department agrees to respond, dispatch procedures, service boundaries, responder licensing levels, operational contacts, and other local operational requirements.

Together, the FRSA and ORP create a standardized provincial framework while allowing participating departments to establish operational participation levels that reflect local circumstances, community expectations, and operational capacity.

4.0 Key Governance, Legal and Operational Considerations

Participation in the BCEHS First Responder Program should be viewed as a voluntary enhancement to core fire protection and emergency response services. While many fire departments have participated in medical first responder programs for many years, participation levels remain a local

governance decision that must balance community expectations, responder availability, operational sustainability, training requirements, and available resources.

The new framework establishes responsibilities related to medical oversight, responder licensing, patient care documentation, privacy protection, and information sharing. Participating departments must ensure that personnel providing medical first responder services maintain appropriate Emergency Medical Assistants Licensing Board (EMALB) licences and continue to meet applicable competency and training requirements.

A legal review of the FRSA was completed by CRD Legal Services. The review identified several key considerations including privacy obligations under the Freedom of Information and Protection of Privacy Act (FOIPPA), medical oversight responsibilities, licensing requirements, indemnification limitations, apparatus operation exclusions, alignment between the FRSA and department-specific ORPs, and termination and dispute resolution provisions. The review did not identify concerns that would prevent implementation of the framework and supporting agreements.

The modernization initiative also provides an opportunity to clarify the role of participating fire departments within the BCEHS First Responder Program. Historically, operational expectations regarding first responder participation, ambulance interface activities, responder responsibilities, and vehicle operation practices have varied between jurisdictions. To support consistent implementation of the new framework, CRD Fire Services has developed supporting operational guidelines that clarify participation expectations, define the role of fire department personnel when supporting BCEHS operations, establish limitations regarding ambulance transport responsibilities, and address risk-management considerations associated with operation of BCEHS vehicles and equipment. These guidelines are intended to support responder safety, operational consistency, and alignment with the responsibilities established under the FRSA and department-specific ORPs.

From an operational perspective, implementation of the ORP framework provides an opportunity to clearly define participation levels, response expectations, dispatch procedures, service boundaries, and operational responsibilities. The framework also supports improved consistency between BCEHS, dispatch providers, participating departments, and local governments. Together, the FRSA, department-specific ORPs, and supporting operational guidelines establish a comprehensive governance and operational framework intended to support effective program delivery, responder safety, regulatory compliance, and long-term service sustainability.

5.0 Implementation Approach

BCEHS has established a framework consisting of a First Responder Service Agreement (FRSA) and department-specific Operational Response Plans (ORPs).

The FRSA establishes the overarching governance and administrative relationship between BCEHS and the Capital Regional District for participating CRD fire service areas. The FRSA is intended to be executed by the CRD on behalf of participating service areas and establishes the common framework under which individual departments participate in the BCEHS First Responder Program.

The FRSA does not establish department-specific response levels or operational participation categories. These elements are established through individual ORPs developed collaboratively between BCEHS, CRD Fire Services, and participating fire departments. Accordingly, Commission review and approval is focused on the attached ORP and associated department participation model.

Individual ORPs establish the operational participation model for each department and service area. The ORP identifies the categories of calls to which the department agrees to respond, dispatch procedures, responder licensing levels, service boundaries, and other operational requirements specific to the department.

Draft ORPs have been prepared for participating departments based on existing service delivery models, current first responder participation practices, discussions with department leadership, and the requirements of the BCEHS framework.

The attached ORP has been developed for the [Department Name] and generally reflects the department's existing first responder participation model, operational capabilities, and service delivery objectives. Commission approval of the ORP will provide confirmation of the department's proposed participation model and allow implementation activities to proceed.

As part of implementation, CRD Fire Services will also introduce supporting operational guidelines related to medical first responder participation, ambulance operations and support, and limitations regarding the operation of BCEHS vehicles. These guidelines have been developed to provide consistent direction to departments participating in the BCEHS First Responder Program and to address operational, safety, and risk-management considerations identified through the modernization process.

Following Commission approval, CRD Fire Services will continue working with BCEHS, dispatch providers, and participating departments to finalize ORPs, complete implementation requirements, introduce supporting operational guidelines, coordinate dispatch integration requirements where necessary, and support rollout of the new framework.

6.0 Department Participation Summary

The attached Operational Response Plan (ORP) has been developed collaboratively between BC Emergency Health Services (BCEHS), CRD Fire Services, and the Shirley Volunteer Fire Department based on existing service delivery practices, operational capacity, responder licensing levels, and community service expectations.

The proposed ORP establishes the department's participation within the BCEHS First Responder Program and identifies the categories of calls to which the department agrees to respond, dispatch procedures, responder licensing levels, service boundaries, and operational contact information.

Under the proposed ORP, Shirley Volunteer Fire Department will participate in response to:

- Purple calls;

- Red calls;
- Orange calls where BCEHS response is anticipated to exceed 10 minutes; and
- Identified Exception Calls including motor vehicle incidents, rescue incidents, hazardous materials incidents, lift assists, and other public safety events as identified within the ORP.

The proposed participation model generally reflects the department's current first responder service delivery practices and is not intended to materially expand or reduce existing service levels. The ORP is intended to formalize participation within the BCEHS provincial framework while maintaining a service model that is operationally sustainable and appropriate for the department and community served.

Commission approval of the attached ORP will confirm the department's participation model and permit final implementation of the BCEHS First Responder Service Agreement and Operational Response Plan framework.

7.0 Recommendations

It is recommended that the Commission:

1. Receive the report titled "BCEHS First Responder Service Agreement (FRSA) and Operational Response Plan (ORP) Implementation" for information.
2. Approve the attached Operational Response Plan for the Shirley Volunteer Fire Department as the department's operational framework for participation in the BCEHS First Responder Program.
3. Authorize the Manager, Fire Services, to finalize the Operational Response Plan with BCEHS, including minor administrative amendments that do not materially alter the approved service level or participation model.

Supporting Documents

- Appendix A – BCEHS First Responder Service Agreement (FRSA) Overview Summary
- Appendix B – Department Operational Response Plan (ORP) Summary
- Appendix C – Clinical Response Model (CRM) Overview
- Appendix D – Department Operational Response Plan
- Appendix E – Supporting Operational Guidelines Overview
- OG 2.1.5 Emergency Vehicle Driver Training Program
- OG 4.2.1 Medical First Responder Response
- OG 4.2.2 Ambulance Operations and Support (BCEHS Interface)

Appendix A – BCEHS First Responder Service Agreement (FRSA) Overview Summary

Purpose of the FRSA

BCEHS is implementing a province-wide modernization initiative for fire service first responder programs throughout British Columbia. The FRSA was developed to establish a more consistent provincial governance framework, clarify operational and administrative responsibilities, support standardized ORPs, improve coordination between BCEHS and participating agencies, and support ongoing modernization of first responder response systems throughout British Columbia.

Key Components of the FRSA

The FRSA establishes the overarching governance and operational framework between BCEHS and participating first responder agencies. Key components generally include governance and administrative responsibilities, medical oversight provisions, EMA licensing requirements, operational coordination expectations, privacy and information-sharing obligations, indemnification and insurance provisions, records-management expectations, and dispute-resolution processes.

Relationship Between the FRSA and ORP

The FRSA and ORP function together but serve different purposes. The FRSA establishes the overall governance and administrative framework. The ORP identifies the operational participation model, including CRM categories, dispatch procedures, service boundaries, licensing levels, and operational contacts.

Document	Primary Purpose
FRSA	Governance and administrative framework between BCEHS and participating agency
ORP	Operational participation and dispatch-response document

Regional CRD Implementation Approach

Within the CRD, Fire Services initiated a coordinated regional implementation approach involving one regional FRSA between BCEHS and the CRD, department-specific ORPs for participating departments, coordinated dispatch-provider engagement, and regional standardization of broad CRM participation categories where operationally appropriate.

Current Status of Implementation

At the time of preparation of this report, the regional CRD FRSA framework is in advanced stages of development and review, department-specific ORPs have been substantially completed for participating departments, and ongoing coordination discussions continue between BCEHS, CRD Fire Services, Saanich Fire Dispatch, and E-Comm regarding dispatch integration and operational implementation.

Appendix B – Shirley Volunteer Fire Department Operational Response Plan (ORP) Summary

The ORP is an operational document developed jointly between BCEHS and participating first responder agencies under the FRSA framework. It identifies the categories of BCEHS calls a participating agency agrees to respond to, documents dispatch and notification procedures, establishes operational coordination expectations, and supports consistent implementation of the CRM framework.

Participation Summary

Response Category	Participation
Purple Calls	Yes
Red Calls	Yes
Orange Calls	Yes - where BCEHS response is expected to exceed 10 minutes
Yellow Calls	No
Low Acuity Calls	No
Exception Calls	Yes
EMA First Responder (FR) Level	Yes
EMA Emergency Medical Responder (EMR) Level	Yes
Dispatch Provider	Saanich Fire Dispatch
Dispatch Confirmation Method	CAD-to-CAD and verbal backup confirmation

CRM Participation Categories

Under the BCEHS CRM framework, Shirley Volunteer Fire Department participation generally includes Purple calls, Red calls, and Orange calls where BCEHS response is expected to exceed 10 minutes. Additional CRM category details and representative call groupings are provided in Appendix C and Appendix C-1.

Exception Call Participation

In addition to CRM participation categories, the draft ORP identifies participation in selected Exception Calls where fire department response may be beneficial regardless of CRM medical acuity classification. Current identified exception-call participation includes motor vehicle

incidents, rescue incidents, hazardous materials incidents, lift assists, and related operational rescue events where applicable.

Dispatch and Notification Procedures

Under the draft ORP, Shirley Volunteer Fire Department dispatch operationalization is coordinated through BCEHS dispatch systems, interCAD notification systems, E-Comm technical infrastructure, and Saanich Fire Dispatch. The draft ORP identifies Saanich Fire Dispatch as the dispatch service provider, CAD-to-CAD notification as the primary dispatch-confirmation mechanism, and verbal phone notification as a secondary backup process where required.

Appendix C – Clinical Response Model (CRM) Overview

BCEHS is transitioning from the historical MPDS framework toward the newer CRM. Historically, fire department first responder participation was often configured using large numbers of individual MPDS determinant codes and highly customized dispatch-response filters. Current BCEHS MPDS v14.0 event-type tables contain approximately 3,147 individual event-type rows and code combinations, contributing to significant operational and dispatch-configuration complexity. The newer CRM framework is intended to simplify operational response planning, improve provincial consistency, align response with patient acuity and clinical outcome priorities, reduce unnecessary dispatch complexity, and support more sustainable first responder participation models.

Historical MPDS Framework - Simplified Overview

Historical MPDS Category	General Acuity Description	Typical Examples
Echo	Immediately life-threatening	Cardiac arrest, not breathing, ineffective breathing
Delta	Serious or potentially life-threatening	Chest pain, stroke symptoms, severe breathing difficulty, seizures
Charlie	Urgent but generally stable	Falls, abdominal pain, moderate breathing issues
Bravo	Less urgent	Minor illness/injury
Alpha	Lowest acuity	Non-urgent medical complaints

Current CRM Framework - Simplified Overview

CRM Category	General Acuity Description	Representative Call Examples
Purple	Immediately life-threatening / resuscitation-critical	Cardiac arrest, apnea, ineffective breathing
Red	High-acuity / time-sensitive emergencies	Chest pain, stroke symptoms, seizures, anaphylaxis, severe respiratory distress
Orange	Potentially serious / urgent	Falls with injury, altered LOC, moderate breathing problems, diabetic emergencies
Yellow	Lower acuity / stable presentations	Minor illness/injury, low-risk medical complaints
Lower Acuity Categories	Non-emergent presentations	Non-urgent or referral-based events

Exception Calls

ORPs may include designated Exception Calls where fire department response is operationally beneficial regardless of CRM colour category. Typical exception calls may include motor vehicle incidents, rescue or entrapment incidents, hazardous materials incidents, lift assists, road rescue incidents, burns, and public safety support events.

Appendix D – Department Operational Response Plan



OPERATIONAL RESPONSE PLAN

1. Community Profile:

1.1. BCEHS and the Agency commit to provide all patients in the community with high quality out-of-hospital emergency health services. BCEHS and the Agency will endeavour to collect and analyse certain data points about the community to ensure that both parties are equipped to provide high quality patient care. The suggested data points that will be collected are:

- i. Call volumes.
- ii. Break down of the call acuities.
- iii. Geographical locations and limitations.
- iv. Average/median age of the demographic in the community.
- v. Additional data points can be requested by the Agency about the community.

2. First Responder Level of Response

2.1 Categories of calls:

BCEHS acknowledges that the Agency agrees¹ to respond to the following categories of calls²:

- i. ☐ All purple calls.
- ii. ☐ All purple and red calls.
- iii. ☒ All purple and red calls. Additionally, the Agency agrees to respond to orange calls where BCEHS is expected to have greater than 10-minute response time.
- iv. ☐ All purple, red, and orange calls. Additionally, the Agency agrees to respond to yellow where BCEHS is expected to have greater than 30-minute response time.
- v. ☐ Low acuity calls³.
- vi. ☒ Exception calls: (calls that Shirley Volunteer Fire Department will respond to even when outside selected CRM calls. Examples of such calls are MVAs, lift assists, HAZMAT calls, road rescues, etc.) [MVA, Rescue, HAZMAT, Lift Assist]

The Agency can change the categories of call it responds to after discussing with BCEHS as given in section 5 of the ORP.

¹ Discussions will be held which categories of call FR agency wants to respond to, from the categories listed below.

² Response to calls based on CRM. CRM is being revised and may be changed.

³ Discussion required with BCEHS when selecting to respond to this category of call.

The Agency acknowledges that it will not transport patients unless BCEHS and the Agency have signed a Patient Transportation Addendum, along with this ORP.

2.2 Emergency Service Zones/Boundaries

Emergency service zone/boundaries are determined by the following geographic areas⁴:

- i. ☒ [insert emergency service zone]⁵
- ii. ☐ [insert emergency service zone and add additional geographical areas as needed] or
- iii. ☒ Attached Maps noted as “Service Agreement Schedule A – Maps”

[Note: The Agency and BCEHS will work together to fill this section of ORP in discussion with BCEHS and appropriate fire dispatch, if applicable.]

2.3 Short-term unforeseen operational changes

BCEHS and the Agency acknowledge that events like structure fires, flood, heat waves, wildfires are emergent in nature and these events require short-term unforeseen operational changes.

BCEHS and the Agency agree to provide notification of short-term unforeseen operational changes and operational updates to the other party as soon as possible. BCEHS and the Agency will use the information captured in Part 5.2 of the ORP to notify the other party.

2.4 Technical/ Road rescue

In addition to out-of-hospital emergency health services the Agency provides technical rescue and/or road rescue services. During a technical rescue or road rescue the Agency does not focus on treating and releasing a patient. During technical rescue or road rescue the Agency’s role is limited to completing the technical rescue or road rescue. The Agency can decide the methodology of completing technical rescue or road rescue and can self-release from the scene.

☐ 2.4 is not applicable for the Agency.

2.5 Level of Response⁶

2.5.1 Shirley VFD can select their response level from the categories listed below⁷ :

- i. ☒ EMA FR
- ii. ☒ EMA EMR
- iii. ☐ Responding⁸ as community service⁹

⁴ BCEHS and FR agency will jointly decide the specific response areas and maps to be added to the ORP.

⁵ Response areas within these boundaries are those where road or trail access is available.

⁶ If the first responder agency selects both EMA FR and EMA EMR as their level of response then the first responder agency can choose to respond to either of the license levels.

⁷ ‘First Responder’ in society is a role and is not associated with a license level. FRs are recognized across North America and include police, fire, and paramedics

⁸ Insurance and indemnity coverage is for patient care related activities and would not be able to cover any FR agency providing community service. FR agency would need to have its own procedure in place for providing community services.

⁹ Community service means when the first responder agency provides non-medical services such as community and family support.

[Shirley VFD can choose multiple categories].

2.6 Dispatch Procedures

2.6.1 BCEHS and the Agency have agreed that the Agency shall be dispatched using the following procedures:

- i. The Agency declares their dispatch service provider is [Saanich Fire Dispatch]
- ii. Alternate method of notification here:
☐ Pager ☒ Cell ☐ Satellite ☐ Radio ☐ Other¹⁰

Other: Saanich Fire Dispatch Fire Coordination Line
Pager/Cell #: 250-418-8708

2.6.2 Confirmation of dispatch

The Agency will confirm receipt of dispatch by:

- i. ☒ Technology (CAD to CAD)
- ii. ☒ Verbal through phone system if no CAD option
- iii. ☐ Other

Other: Saanich Fire Dispatch Fire Coordination Line
Phone # 250-418-8708

2.6.3 Cancellation after dispatch but before arrival at patient side:

The Agency can initiate cancellation of a call by:

- i. ☒ Phone call
- ii. ☒ through their dispatch center
- iii. ☐ Other

Other: Saanich Fire Dispatch Fire Coordination Line
Phone # 250-418-8708

2.6.4 BCEHS and the Agency may change the dispatch procedures by giving notification to the designated contact person as given in Part 5.

¹⁰ If FR Agency chooses an option not listed above, then internal discussion with BCEHS Dispatch will be required. BCEHS would need to ensure that BCEHS Dispatch can support the option proposed by the FR agency.

2.7 Patient Records and Information

As part of providing out of hospital care, the Agency agrees to create, maintain, and provide patient medical records to BCEHS in accordance with FOIPPA, any applicable privacy law, and the Emergency Health Services Act, 1996.

3. Use of Incident Response Data and Information¹¹

It is mutually agreed the linked or combined reciprocal incident response data that is provided through CAD-to-CAD technology is not intended to be used for external dissemination outside of BCEHS and the Agency.

BCEHS and the Agency shall endeavour to share with each other data that helps improve patient care.

4. Contact

At the time of signing the First Responder Service Agreement and Operational Response Plan, the Agency's Contact Person and an alternate is noted in the table below. If at any time, the Agency's Contact Person or the alternate changes, the Agency will follow the Operational Update and Change Request process outlined in Part 5 of this Operational Response Plan.

Contact Person for Shirley Volunteer Fire Department

Name:	<u>Chris Vrael</u>
Title:	<u>Manager, Fire Services – Capital Regional District</u>
Primary Phone #	<u>250-360-3000</u>
E-Mail:	<u>cvrabel@crd.bc.ca</u>

Alternate Contact Person

¹¹ In the event, incident response data, patient records, or any other information linked to activities covered under the Agreement are shared with a third party, such disclosure will be in compliance with FOIPPA. If either party shares such information with a third party, a notification will be sent to the other party.

Name: Leah Hill

Title: Fire Chief, Shirley Volunteer Fire Department

Primary Phone # 250-886-4688

E-Mail: Shirleychief2@gmail.com

5. Operational Update and Change Request

BCEHS and the Agency agree to provide a 60-day notice if making any planned operational changes or operational updates. The Agency will ensure to make changes to the level of response they wish to receive through their dispatch center and to notify BCEHS of any variances from the service provision declaration.

5.1 BCEHS Contact

Name: Tania Hansen

Title: First Responder Services, Manager

Primary Phone # 604-789-2197

E-Mail: firstresponderservices@bcehs.ca

5.2 (BCEHS Dispatch contact)

	Toll Free	PSTN
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Lower Mainland/Sea to Sky/Sunshine Coast/Fraser Valley Dispatch - New	1-888-292-7591	604-708-7591
Lower Mainland/Sea to Sky/Sunshine Coast/Fraser Valley Dispatch - Update	1-844-408-7692	604-708-7691
Kamloops Dispatch - New	1-800-663-4563	250-371-5101
Kamloops Dispatch - Update	1-844-371-5140	250-371-5140
Vancouver Island Dispatch - New	1-800-668-9915	250-915-2249
Vancouver Island Dispatch - Update	1-855-915-2252	250-915-2252

Appendix E – Supporting Operational Guidelines Overview

Purpose

Implementation of the BCEHS First Responder Service Agreement (FRSA) and Operational Response Plan (ORP) framework extends beyond execution of agreements and establishment of response categories. The modernization initiative also provides an opportunity to clarify the role of participating fire departments within the BCEHS First Responder Program and establish consistent operational practices across participating Capital Regional District (CRD) fire service areas.

Historically, first responder participation, ambulance interface activities, responder responsibilities, and vehicle operation practices have varied between jurisdictions and departments. As part of the implementation process, CRD Fire Services has developed supporting operational guidelines intended to provide operational clarity, support responder safety, promote consistency, and address risk-management considerations associated with participation in the BCEHS First Responder Program.

Operational Guidelines

OG 4.2.1 – Medical First Responder Response

This guideline establishes operational expectations for participation in BCEHS Medical First Responder programs under the FRSA and department-specific ORPs. The guideline clarifies participation requirements, responder responsibilities, scope-of-practice limitations, dispatch and response expectations, patient care responsibilities, training requirements, and compliance obligations.

OG 4.2.2 – Ambulance Operations and Support (BCEHS Interface)

This guideline establishes operational expectations related to interaction with BCEHS personnel and ambulances. The guideline clarifies the role of fire department personnel in supporting patient care, patient movement, and ambulance operations while confirming that fire departments are not responsible for patient transport and are not intended to function as a substitute for BCEHS ambulance services.

OG 2.1.5 – Emergency Vehicle Driver Training Program

This guideline establishes emergency vehicle driver training and authorization requirements for CRD Fire Services personnel. The guideline also clarifies that authorization to operate CRD fire apparatus does not authorize operation of BCEHS vehicles and confirms that operation of BCEHS ambulances may only occur in exceptional circumstances where specific authorization, training, licensing, and safety requirements have been satisfied.

Summary

Together, the FRSA, department-specific ORPs, and supporting operational guidelines establish a comprehensive governance and operational framework intended to support effective program delivery, responder safety, regulatory compliance, operational consistency, and long-term service sustainability across participating CRD fire service areas.

OG 2.1.5 Emergency Vehicle Driver Training Program

Purpose

To establish emergency vehicle driver operating and training requirements to ensure safe operation of all CRD Fire Services Department apparatus and vehicles.

Scope

All CRD Fire Services members.

Guideline

All CRD Fire Services Departments will have in place an Emergency Vehicle Driver/Operator (EVO) training program consistent with the requirements identified in: NFPA 1002 *Standard for Fire Apparatus Driver/Operator Professional Qualifications*, IFSTA *Pumping Apparatus Driver/Operator Handbook*, and related sections of the *BC Motor Vehicle Act*.

Where no department EVO Training Program is in place, a third-party service provider will be contracted to deliver an EVO program, including provision of member driver training, evaluation, and certification.

Completion of an Emergency Vehicle Operator (EVO) training program and authorization to operate CRD Fire Services apparatus and vehicles does not authorize members to operate non-CRD emergency vehicles, including those operated by external agencies such as BC Emergency Health Services (BCEHS).

Operation of non-CRD emergency vehicles is outside the scope of this guideline and shall only occur where explicitly authorized under applicable CRD Fire Services Operating Guidelines and external agency requirements.

Procedure

1. CRD Fire Services members operating fire department apparatus and vehicles must have a valid BC drivers license including the requisite classification of license and endorsement required for the fire department apparatus or vehicle being driven, as identified in *Division 30*, of the *BC Motor Vehicle Act Regulations*.
2. All CRD Fire Services members are to complete a recognized EVO program prior to operating CRD Fire Services apparatus and vehicles.
3. Upon application/selection to participate in an EVO training program, members will submit a copy of their valid BC drivers license and a drivers license abstract to their respective Fire Chief not more than 30 days old at the time of application into the EVO program.

4. Upon successful completion of the EVO program, fire department members will undertake the following prior to being assigned emergency vehicle driving duties:
 - Schedule driver training sessions for each fire department vehicle to be driven with a qualified department EVO trainer/instructor,
 - Log a minimum of 2 hours operation time for each apparatus including driving, pumping, operation of all aerial and ladder devices and related equipment,
 - Demonstrate ability to perform complete pre and post trip inspections for each apparatus consistent Commercial Vehicle Safety Enforcement requirements.
5. Final clearance to operate CRD fire department apparatus and vehicles will be provided after all items noted in section 4 have been completed and the respective Fire Chief has provided a written letter of authorization to the member confirming successful completion of the EVO program and granting of driving privileges.
6. Authorization to operate CRD Fire Services apparatus and vehicles under this guideline is limited to those vehicles owned, leased, or under the direct control of CRD Fire Services Departments. Members shall not operate non-CRD emergency vehicles unless authorized in accordance with applicable CRD Operating Guidelines.

References

[Motor Vehicle Act – Emergency Vehicle Driving Regulation](#)

[Motor Vehicle Act – Section 122, Exemption for Emergency Vehicles](#)

[CRD Fire Services OG 4.2.2 – Ambulance Operations and Support \(BCEHS Interface\)](#)

NFPA 1002 *Standard for Fire Apparatus Driver/Operator Professional Qualifications*

IFSTA *Pumping Apparatus Driver/Operator Handbook*, 3rd Edition

Approvals and Version History

VERSION	DATE APPROVED by the MANAGER, FIRE SERVICES	EFFECTIVE DATE
Original	Chris Vrabel, 4 Sep 2025	4 Sep 2025
Revision 1		
Revision 2		

OG 4.2.1 Medical First Responder Response

Purpose

To establish operational guidance for CRD Fire Services Departments participating in BC Emergency Health Services (BCEHS) Medical First Responder programs in accordance with the First Responder Service Agreement (FRSA) and approved Operational Response Plans (ORPs).

Scope

All CRD Fire Services members.

Guideline

CRD Fire Services Departments that participate in BCEHS Medical First Responder programs shall do so in accordance with the terms and conditions of the FRSA and their department-specific Operational Response Plan (ORP).

Medical First Responder response is a voluntary support function intended to enhance patient care and outcomes within defined response parameters. Fire Departments are not a substitute for BCEHS ambulance services and shall not assume responsibilities beyond those identified within the FRSA, ORPs, and applicable CRD Operating Guidelines.

All responses shall be conducted within the defined scope of practice, training, and operational capabilities of the responding Fire Department and its members. Fire Chiefs are responsible for ensuring departmental compliance with the FRSA, ORPs, and all applicable CRD Operating Guidelines.

Procedure

1. Participation and Authority

CRD Fire Services participation in BCEHS Medical First Responder programs is governed by the FRSA and the applicable ORP for each department. These documents establish the framework for response, including the types of incidents to which Fire Departments will respond and the conditions under which those responses occur.

Fire Departments shall only respond to BCEHS medical first responder incidents in accordance with their approved ORP.

2. Dispatch and Response

BCEHS identifies and transmits calls for Medical First Responder attendance in accordance with established dispatch protocols. Fire Dispatch initiates Fire Department response based on ORP-defined call types, operational availability, and local procedures.

Not all BCEHS calls will require or result in Fire Department response. The determination to respond remains within the parameters established by the ORP.

3. Response Criteria

Fire Departments shall respond to medical first responder incidents as defined within their ORP. These generally include high acuity and time-sensitive incidents, as well as specific delay-based responses where BCEHS resources are not immediately available.

Fire Departments shall not expand their response beyond approved ORP parameters except where immediate life safety considerations exist and where actions remain within the member's scope of practice.

4. Scope of Practice

Members shall operate strictly within their level of medical training and certification (e.g., EMA-FR, EMR). Under no circumstances shall members perform medical procedures beyond their certified scope of practice.

Possession of additional or higher-level medical qualifications does not extend a member's scope of practice under the FRSA unless formally authorized.

5. Roles and Responsibilities at Incident

Upon arrival, Fire Department personnel shall provide patient care within their scope of practice and support BCEHS personnel upon their arrival. Patient care shall be transferred to BCEHS as soon as practicable.

Fire Department personnel operate in a support role and shall not assume primary responsibility for patient transport or ongoing medical care beyond their defined scope.

6. Ambulance Operations and Transport

CRD Fire Services personnel are not responsible for patient transport and shall not assume responsibility for ambulance operations except as explicitly permitted under CRD Operating Guidelines.

Where ambulance operations by Fire Department personnel are required, such actions shall be conducted strictly in accordance with CRD Fire Services OG 4.2.2 – Ambulance Operations and Support (BCEHS Interface).

7. Operational Limitations

Fire Departments shall not function as a replacement for BCEHS ambulance services or as a default response for gaps in BCEHS resourcing. Their role is to provide support within defined parameters.

Where BCEHS resources are delayed or limited, Fire Departments shall continue to provide care within scope, maintain scene safety, and coordinate with BCEHS until appropriate resources arrive.

8. Training and Competency

Fire Chiefs shall ensure that all members participating in Medical First Responder activities maintain current certification and competency appropriate to their role.

In addition, Fire Chiefs shall coordinate with local BCEHS representatives to support ongoing familiarization and training for Fire Department personnel on ambulance equipment and patient handling systems. This includes, but is not limited to:

- Stretchers and loading systems
- Stair chairs and patient movement equipment
- Basic ambulance equipment interface and safe handling practices

This coordination is intended to ensure that Fire Department personnel can safely and effectively support BCEHS personnel during patient care and movement, particularly in situations where additional assistance is required.

Training shall be coordinated locally and maintained as part of the department's overall training program and records system.

9. Documentation and Reporting

Fire Departments shall complete incident documentation in accordance with CRD policies and procedures. Any additional reporting requirements associated with the FRSA or ORPs shall be completed as required.

10. Compliance and Accountability

Fire Chiefs are responsible for ensuring departmental compliance with the FRSA, ORPs, and this guideline, including the establishment of any necessary internal procedures.

Members are responsible for adhering to their scope of practice, following CRD Operating Guidelines, and reporting any deviations or concerns through the chain of command.

References

- BCEHS First Responder Service Agreement (FRSA)
- CRD Fire Services Department Operational Response Plans (ORPs)

- British Columbia Emergency Medical Assistants Regulation
- British Columbia Fire Safety Act
- CRD Fire Services OG 2.1.5 – Emergency Vehicle Driver Training Program
- CRD Fire Services OG 4.2.2 – Ambulance Operations and Support (BCEHS Interface)

Approvals and Version History

VERSION	APPROVAL	EFFECTIVE DATE
Original		
Revision 1		
Revision 2		

OG 4.2.2 Ambulance Operations and Support (BCEHS Interface)

Purpose

To establish operational guidelines for CRD Fire Services personnel in relation to interaction with BC Emergency Health Services (BCEHS) ambulances, including the provision of support to BCEHS personnel and the limited circumstances under which Fire Department personnel may operate BCEHS vehicles.

Scope

All CRD Fire Services members.

Guideline

CRD Fire Services personnel may be required to support BCEHS personnel during medical incidents, including patient care and movement. This support shall be provided within the member's scope of training and in accordance with the First Responder Service Agreement (FRSA), applicable Operational Response Plans (ORPs), and CRD Operating Guidelines.

CRD Fire Services personnel are not responsible for patient transport and shall not assume responsibility for ambulance operations except as explicitly permitted under CRD Operating Guidelines.”

Operation of BCEHS ambulances by Fire Department personnel shall only occur as a last resort in exceptional circumstances where immediate patient care considerations require vehicle movement and no reasonable alternative exists

Fire Chiefs are responsible for ensuring that members are aware of these limitations and that appropriate controls, training, and oversight are in place.

Procedure

1. General Support to BCEHS

Fire Department personnel may assist BCEHS personnel with patient care and movement as required, including lifting, carrying, and operating patient handling equipment where trained to do so.

This support may include the use of ambulance-based equipment such as stretchers and stair chairs, provided members have received appropriate familiarization and training.

2. Responsibility for Transport

BCEHS retains responsibility for patient transport. CRD Fire Services personnel shall not assume responsibility for transport operations or patient conveyance except as explicitly permitted under CRD Operating Guidelines.

Fire Departments shall not function as a substitute for BCEHS transport services.

3. Operation of BCEHS Vehicles

Operation of BCEHS ambulances by Fire Department personnel shall be considered an exceptional circumstance and not routine practice.

A Fire Department member may operate a BCEHS vehicle only where all of the following conditions are met:

- No qualified BCEHS driver is available at the time of the incident
- Immediate patient care or transport considerations require vehicle movement
- The member holds a valid Class 4 (or higher) driver's licence appropriate to the vehicle
- The member has received prior orientation and familiarization on BCEHS vehicle operation
- The member is confident and capable of safely operating the vehicle under the conditions present

Where any of the above conditions are not met, Fire Department personnel shall not operate the vehicle.

4. Limitations and Restrictions

Fire Department personnel shall not operate BCEHS vehicles:

- As a matter of routine practice
- Where two BCEHS personnel are available to manage patient care and transport
- Where the member does not meet licensing or training requirements
- Where operation would place the member or public at undue risk

No member shall be directed or compelled to operate a BCEHS vehicle where they do not meet the requirements of this guideline or where they determine the operation cannot be carried out safely.

5. Training and Familiarization

Fire Chiefs shall coordinate with local BCEHS representatives to facilitate familiarization training for Fire Department personnel who may be expected to support ambulance operations.

This training should include:

- Safe operation of patient handling equipment (stretchers, stair chairs)
- Basic ambulance layout and equipment awareness
- Vehicle orientation where appropriate

Training shall be documented and maintained as part of the department training records system.

Completion of CRD Emergency Vehicle Operator (EVO) training does not qualify a member to operate BCEHS vehicles.

6. Accountability

Fire Chiefs are responsible for:

- Establishing clear expectations within their department regarding ambulance operations
- Ensuring members meet all requirements prior to any consideration of vehicle operation
- Maintaining records of training and familiarization

Members are responsible for:

- Operating within their training, qualifications, and comfort level
- Declining to operate a vehicle where requirements are not met
- Reporting any concerns or incidents through the chain of command

References

- BCEHS First Responder Service Agreement (FRSA)
- CRD Fire Services Operational Response Plans (ORPs)
- Emergency Medical Assistants Regulation (BC)
- Motor Vehicle Act (BC)
- CRD Fire Services OG 2.1.5 – Emergency Vehicle Driver Training Program
- CRD Fire Services OG 4.2.1 – First Responder Response (FRSA & ORP)

Approvals and Version History

VERSION	APPROVAL	EFFECTIVE DATE
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Revision 1		
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