



Portugal Cove – St. Philip's  
Fire Department Operating Policy  
April, 2026



## PORTUGAL COVE - ST. PHILIP'S VOLUNTEER FIRE DEPARTMENT

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TABLE OF REVISIONS

DATE	DESCRIPTION	EDITOR	APPROVED BY	DATE

**MISSION STATEMENT**

The mission of the Portugal Cove - St. Philip's Volunteer Fire Department is the provision of emergency services to the citizens of Portugal Cove-St. Philip's.

**VISION STATEMENT**

The goal of the Portugal Cove-St. Philip's Volunteer Fire Department is to provide the highest quality emergency services to the citizens of the Town of Portugal Cove - St. Philip's through the constant emphasis on excellence in training and service delivery.

**VALUES**

The Portugal Cove - St. Philip's Volunteer Fire Department values:

- Integrity;
- Safety;
- Professionalism;
- Commitment to the community and the department;
- Management efficiency;
- Mutual respect;



## **1.0 CODE OF CONDUCT AND ORGANIZATION**

### **1.1 Code of Conduct**

As a Firefighter, my fundamental duty is to protect or save lives and safeguard property and the environment in the service of my community.

In my role as a Firefighter, I will set a good example in all actions and deeds.

I will never use my position for personal gain, recognizing it as a symbol of public trust.

I will constantly strive to achieve the high objectives and ideals of this department and shall conduct myself at all times, both on and off duty, in such a manner as to reflect most favorably on the department.

I will respect, honor, and adhere to the laws and ordinances of the jurisdiction in which I serve.

I will treat my fellow firefighters, and follow the direction of the officers, with respect and professionalism in both our standby and operational capacities.

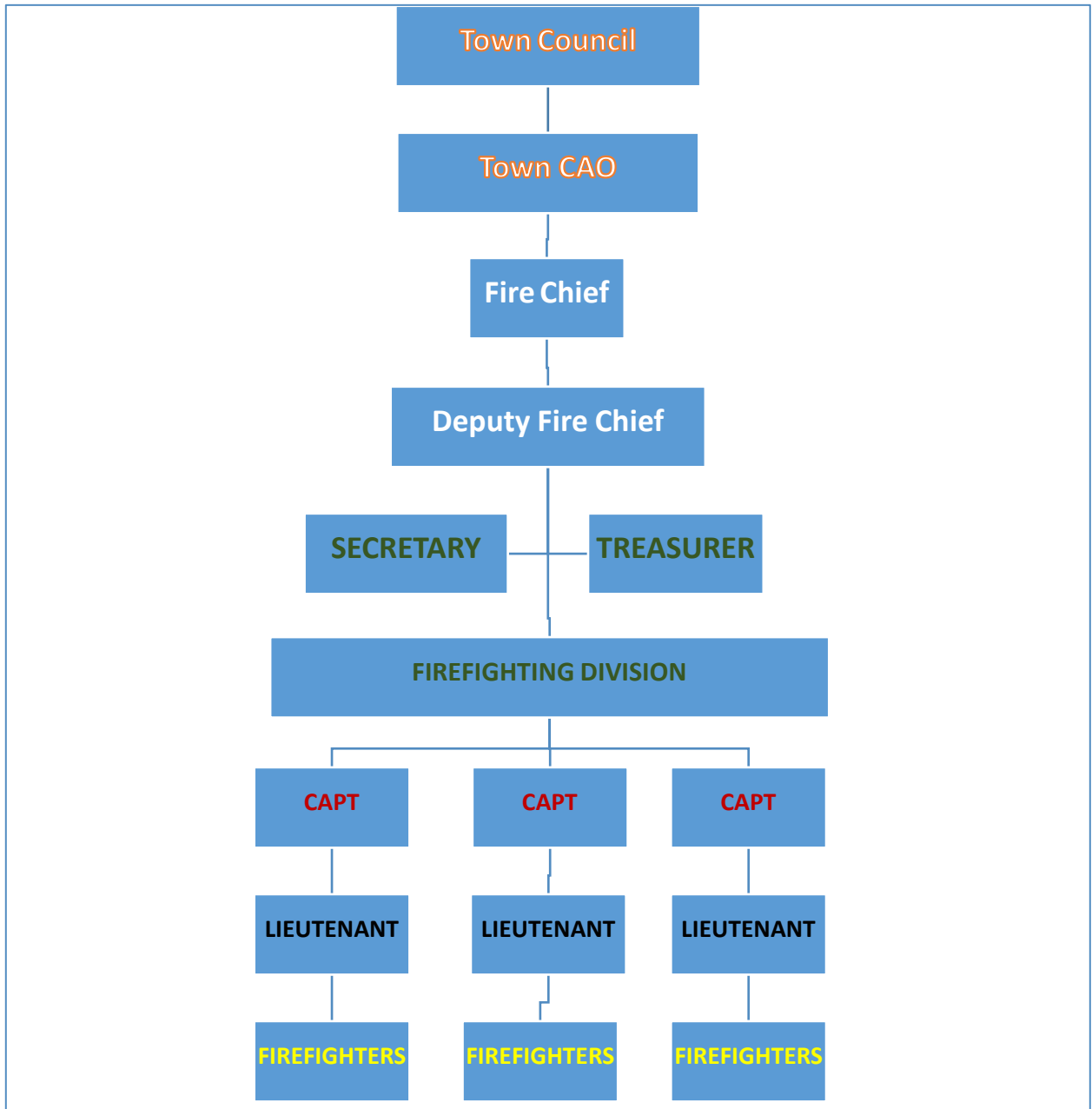
I will never produce or share confidential department information and will abide by the regulations governing confidentiality and privacy as adopted by the Town of PCSP.

I recognize the crest of my office as a symbol of public faith, and I accept it as a public trust.

I will strive to create a respectful and collaborative environment, where different perspectives are respected and welcomed in the professionalism of our organization. I will strive to attend all training drills, meetings and other events where I am expected and befitting my position in the organization.



### 1.2 Organization Chart





## **2.0 FIRE DEPARTMENT MEMBERSHIP**

2.1 The Portugal Cove-St. Philip's Volunteer Fire Department (herein referred to as the PCSPVFD) shall maintain a strong roster of active responding members.

2.2 Recruitment will be based on departmental requirement as determined by the fire chief.

## **3.0 DUTIES AND RESPONSIBILITIES OF FIRE DEPARTMENT MEMBERS**

3.1 All members shall act with respect and dignity toward all other members and to everyone outside the PCSPVFD in accordance with the PCSPVFD Code of Conduct and Ethics.

3.2 All members shall avoid unnecessary property damage at emergency scenes.

3.3 When valuables such as money, jewelry, etc. are found at an emergency scene or during any department activity, members are to secure such valuables and notify the officer in charge.

3.4 All PCSPVFD members are to adhere to the policies and guidelines contained throughout this document.

3.5 All PCSPVFD members are required to follow our Code of Conduct and Ethics, work within our Standard Operating Guidelines (SOG's) and follow our Departmental responsibilities.

3.6 All PCSPVFD members are expected to respond to emergency calls whenever possible.

3.7 All PCSPVFD members are to attend weekly regular training sessions as scheduled by training coordinator.

3.8 All PCSPVFD members shall take part in station and equipment checks as scheduled by the Equipment Committee. Members shall strive to keep the stations clean and tidy at all times.



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3.9 It is the responsibility of all fire department members to fulfill their assigned operational duties.

3.10 All PCSPVFD members are to maintain skill levels for all fire department operations. Skill levels are maintained through attendance at regular departmental training and through outside course offerings that are recognized by the department including, but not limited to, the annual Government of Newfoundland and Labrador Fire School.

### **4.0 EXECUTIVE OFFICERS**

4.1 Executive officers are the fire chief and the deputy fire chief.

4.2 The deputy fire chief will assume the role of fire chief if and when the fire chief is absent or delegates this responsibility.

4.3 The secretary and the treasurer shall be elected by the total membership and may be so elected from any position within the membership.

4.4 The fire chief shall preside at all meetings of the Fire Department and shall have the deciding vote on all departmental matters in the event of a tie. The fire chief shall be the official spokesperson and chief liaison officer of the Fire Department.

4.5 The secretary shall keep all records and minutes of meetings and handle all correspondence as directed.

4.6 The treasurer shall receive and deposit all funds accruing to the Fire Department in a recognized financial institution such as a bank or credit union and shall disperse funds on approval from the membership and/or the chief. All such funds to be paid by cheque or electronic funds transfer. Checks require signatures from the treasurer and any one of the two other designated department signing officers.

4.7 The treasurer shall prepare the department financial records and table a general meeting report of all transactions and year-to-date available funds for the membership and Town portions of the department funds. The treasurer shall categorize funds by use or event and maintain summary totals for budget planning purposes. All Town disbursements must be approved by the chief.

4.8 Chairpersons of other committees, as the need arises, may be appointed by the fire chief.



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### **5.0 FIRE CHIEF**

5.1. The Fire Chief shall be the senior officer at all times.

5.2 The Fire Chief is responsible to the Town chief administrative officer and Town Council.

5.3 The Fire Chief shall appoint and ensure that all officers are performing their duties within the Department.

5.4. The Fire Chief shall have final decision authority in all areas of the Department.

5.5. The Fire Chief shall have authority for all budgets and incur purchases as set out in the Town's purchasing policies.

5.6. The Fire Chief's responsibilities and authority to manage and direct the Department are outlined within the Municipalities Act, 1999, the Fire Chief Regulations 26.00, and the Town of Portugal Cove -St. Philip's Fire Department Operating By-Law.

5.7. The Fire Chief performs Town fire inspections or designates same to another fire department member.

5.8. The Fire Chief has discretion to compensate members for training or other Fire Department functions.

5.9 Authority, responsibilities and duties of the fire chief are prescribed in the Town of Portugal Cove – St. Philip's Fire Department Operating By-Law – 2024 and Amendments (Appendix 4). In the event of a discrepancy between the PCSPVFD Operating Policy and the Town of PCSP Operating By-Law, the latter (Operating By-Law) has precedent.



## **6.0 DEPUTY FIRE CHIEF**

6.1 The Deputy Fire Chief shall be the senior officer for the Fire Department in the absence of the fire chief, and at such times shall perform the duties, accept the responsibilities and have the authority of the fire chief.

## **7.0 COMMAND**

7.1 At an emergency scene, the first arriving officer or firefighter will establish command and have authority over the emergency scene. When a senior officer arrives, the senior officer will meet with the incident command and discuss the incident. If necessary and at the discretion of the senior officer, the senior officer will assume command or retain the current command structure

7.2 The Senior officer always has the option to assume command, or to act as a supporting officer to captains and/or lieutenants.

7.3 All Fire Department officers will initiate and use the Fire Incident Command System at all emergencies.

## **8.0 CAPTAINS**

8.1 Captains are supervisors under the Occupational Health and Safety Act.

8.2 Captains are responsible for the operations of their respective crews during emergency scene operations.

8.3 Captains shall ensure that good order is maintained and that all orders and Fire Department directives are being adhered to by the firefighters under their command.

8.4 Captains shall ensure that all Fire Department equipment is working properly, and report any deficiencies that are found to the fire chief or deputy fire chief.

8.5 Captains shall be familiar with all Fire Department standard operating guidelines, policies, and directives.

8.6 Captains shall have a good working knowledge of all firefighting procedures, Fire Department training manuals and Fire Department technical data.



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8.7 Captains shall make every effort to attend all Fire Department training sessions and all officer training sessions and meetings. Captains are expected to attend any and all live fire training where command officers are required.

8.8 Captains may be required to assist the Training Division during i Fire Department training sessions.

8.9 Captains shall assist the Fire Department in meeting all Fire Department goals and objectives.

8.10 At emergencies, Captains shall assume command when they are first on the scene, and any other situations as detailed in Section 8.0.

8.11 Captains may be assigned a sector officer role at any working incidents (i.e. "Fire Sector", "Rescue Sector", etc.). This assignment would be in a supporting role to command.

### **9.0 LIEUTENANTS**

9.1 Lieutenants are supervisors under the Occupational Health & Safety Act.

9.2 Lieutenants are responsible for the operations of their respective crews during emergency scene operations.

9.3 Lieutenants shall ensure that good order is maintained and that all orders and Department directives are being adhered to by the firefighters under their command.

9.4 Lieutenants shall ensure that all Department equipment is working properly, and report any deficiencies to the fire chief or deputy fire chief.

9.5 Lieutenants shall be familiar with all standard operating guidelines, policies, and directives.

9.6 Lieutenants shall have a good working knowledge of all firefighting procedures, Department training manuals and Department technical data.



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9.7 Lieutenants shall make every effort to attend all Department training sessions and all officer meetings, and any all live-fire training where command officers are required.

9.8 Lieutenants may be required to assist the training division during Department training sessions.

9.9 Lieutenants shall assist the Department in meeting all Department goals and objectives.

9.10 At emergencies, Lieutenants shall assume Command when they are first on the scene, and any other situations as detailed in Section 8.0.

9.11 Lieutenants may be assigned a sector officer role at any working incidents (i.e. "Fire Sector", "Rescue Sector", etc.). This assignment would be in a supporting role to command.

### **10.0 FIREFIGHTERS**

10.1 Firefighters shall work under the direction of a lieutenant, and/or a captain, and/or a senior officer/firefighter who is in charge.

10.2 Firefighters shall perform all duties and tasks as assigned by the officer in charge, which reflect and are consistent with the overall Fire Department policies and guidelines.

10.3 Firefighters shall carry out their duties and assigned tasks efficiently and promptly.

10.4 Firefighters shall work with other firefighters in a team effort.

10.5 Firefighters shall comply with all Fire Department rules, regulations, policies, guidelines and directives

10.6 Firefighters shall attend all Fire Department training sessions i to gain and maintain their respective firefighting knowledge and skills.

10.7 Firefighters shall ensure they are familiar with all firefighting equipment by participating in their respective equipment checks and through attendance at weekly training sessions.



## **11.0 TRAINING COORDINATOR**

11.1 The training coordinator shall be responsible to the Fire Chief for all Departmental training.

11.2 The training coordinator shall be responsible for the research, design, implementation and review of all Fire Department training programs as per NFPA and Gov of NL guidelines

11.3 The training coordinator shall make and keep accurate Fire Department training records, which records are to be secured on the Town's computer network. These records will be reviewed by the Fire Chief. The Fire Department training records shall be constructed in accordance with NFPA 1401 "Recommended Practice for Fire Service Training Reports and Records"

11.4 The training coordinator shall ensure the Fire Department's live-fire training program is completed in conjunction with NFPA 1403 "Standard for Safe Live Fire Training Evolutions"

## **12.0 TRAINERS**

12.1 Trainers shall assist the training coordinator in all Fire Department training objectives.

12.2 Trainers, when requested by the training coordinator, shall assume the training coordinator position when the training coordinator is not available.



### **13.0 PUBLIC EDUCATION COMMITTEE**

13.1 The chair of the public education committee shall work under the supervision of the Fire Chief.

13.2 The chair of the public education committee shall be responsible for the initiation of the fire prevention program, including. the coordinating of station tours.

13.3 The fire chief or designate shall conduct fire inspections as sanctioned by the fire chief.

13.4 The chair of the public education committee shall be responsible for the implementation of Fire Prevention Week activities

13.5 The fire chief or r designate shall be responsible to build and maintain all Fire Department fire inspection records.

13.6 The chair of the public education committee shall be responsible to work with the public education committee to ensure all public related Fire Department events are properly implemented.

13.7 The chair of the public education committee shall attend all Fire Department training sessions and Fire Department meetings so to maintain their firefighting skills, represent the Fire Department Fire Prevention Program and to meet the Fire Department attendance policy.



#### **14.0 EQUIPMENT COMMITTEE**

The equipment committee shall be responsible for weekly equipment check assignments.

The equipment committee shall report to the fire chief any new equipment requirements or existing equipment deficiencies.

The equipment committee shall provide a report of its activities at the monthly general meeting.

The equipment committee shall be responsible for organizing and performing periodic equipment maintenance activities.

#### **15.0 POLICY/SOG COMMITTEE**

15.1 The Policy/SOG committee shall be responsible for all Fire Department SOG and SOP records and operating policy and operating by-law revisions.

15.2 The Policy/SOG Committee shall be responsible for identifying and drafting new policies and guidelines.

15.3 Any new SOP or SOG documents must be submitted to the fire chief for review and approval.

15.4 The Policy/SOG committee shall present and distribute approved guidelines and policies to the membership.

15.5 The Policy/SOG committee shall solicit feedback from the membership at training sessions and update operating policies and guidelines as necessary.

#### **16.0 ATTENDANCE AND CONDUCT**

16.1 All active members of the Fire Department should attend all required training and meetings of the Fire Department and must conduct themselves in accordance with the PCSPVFD Code of Conduct and Ethics.



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16.2. The PCSPVFD utilizes the percentage rule of "25-50-25" (emergency events-training-meetings) as the benchmark for minimum attendance.

16.2.1. PCSPVFD attendance is reviewed regularly by the fire chief and officers.

16.2.2 Members not maintaining minimum attendance may be subject to corrective action at the discretion of the fire chief and in accordance with Section 22 - Progressive Discipline.

16.3 Members who are unable to attend fire department training or meetings shall notify the training coordinator or an officer of their absence.

16.4 All fire department officers are expected to attend all required training and meetings of the fire department.

16.4 Member conversation will be conducted in a professional manner and in accordance with the PCSPVFD Code of Conduct and Ethics.

16.5 During meetings, members shall direct their conversation through the meeting chair.

16.6 Fire department members shall never engage in any fire department activity if under the influence of alcohol or drugs.

16.7 All privileged information discussed in meetings shall be kept confidential.

16.8 Conduct unbecoming a fire department member, may result in disciplinary action through the PCSPVFD Progressive Discipline Policy.

### **LEAVE OF ABSENCE**

17.1 Any member who will not be available for Fire Department operations for an extended period of time shall apply in writing, email or directly to the fire chief, for a leave of absence (LOA). Such LOA to generally not extend more than six months from the date of said request.

17.2 At the discretion of the fire chief, the number of members requesting a LOA may be limited.



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17.3 Any and all leaves of absence require the approval of the fire chief and will only be granted to firefighters who have completed and passed their probationary period.

17.4 The maximum term for a maternity leave of absence is one year. Extensions will be considered on a case-by-case basis at the sole discretion of the fire chief.

17.5 Members returning from a leave of absence of may be required to complete a re-training program at the discretion of the fire chief.

17.6 Members returning from a leave of absence shall inform the fire chief , who will notify the officers and discuss any retraining or recertification requirements needed before the member can participate in active duties

### **HONORARY MEMBERS**

18.1 Members who have successfully completed 20 years of honorable service shall become honorary life members.

18.2 A list of honorary members shall be kept on file by the Fire Department.

18.5 Honorary members shall be permitted to take an active role in all of the Fire Department's social functions.

18.6 Honorary members can attend general meetings of the Fire Department, but they will not have active participation or voting privileges.

18.7 Honorary Members cannot participate in Fire Department emergency operations. emergency scene

18.8 PCSPVFD honorary membership is available to members who have made a significant contribution to the PCSPVFD and have at least five years of distinguished service. Honorary membership is also available to any individual who has made an exceptional contribution to the PCSPVFD, the Town of PCSPVFD or any other exemplary public contribution.

18.9 Applications for honorary membership shall be completed and submitted by the firefighter nominator to the fire chief for consideration. The fire chief will present the nomination at a general meeting for member discussion and will call for a motion and



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vote to approve the nomination. A vote of 50%+1 of the members attending the general meeting is required for the nomination to be approved.

### **OFFICER PROMOTION**

19.1 The officer position within the PCSPVFD will be by appointment only and determination of the position is at the sole discretion of the fire chief.

19.2 The process of promotion to an officer position will include:

19.2.1 Distribution of the opportunity through email to the PCSPVFD email group; said email to include a position description, duties, minimum qualifications, selection criteria, and an application deadline. to

19.2.2 An application, including a resume and cover letter, submitted to the fire chief.

19.2.3 A selection panel including but not limited to the fire chief, deputy chief, and a PCSP Town official.

19.2.4 A personal interview in the form of a question-and-answer session in which the candidate's suitability for the position is evaluated and scored by the members of the interview panel.

19.2.5 Notification to the successful candidate by the fire chief. Upon acceptance by the successful candidate, the fire chief will notify the entire membership

19.2.6 The fire chief has sole authority to hire, dismiss, promote and demote in the best interest of the Fire Department.

### **VOLUNTEER FIREFIGHTER RECRUITMENT**

20.1 Any person expressing interest in joining the PCSPVFD must do so by written application. Application forms shall be made available through the Thorburn Road Fire Station or from the Town of PCSP website. .

20.2 PCSPVFD applicants must have attained the age of eighteen (18) years, and must be a resident of the Town of PCSP.



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20.3 PCSPVFD recruitment will be determined by the fire chief who will obtain approval from the Town through a request to the Fire and Emergency Services Committee or Town CAO.

20.4. Advertisement for recruitment will include a closing date.

20.5 Applications shall be reviewed with the training coordinator and/or officers.

20.6 Notices to successful applicants shall include an invitation to an introduction session in which the PCSPVFD recruit training program will be described including the start date and duration of the training program. The PCSPVFD recruit training program is designed to the NFPA 1001 (Firefighter Level I) minimum job performance requirements for structural firefighters.

20.7 All potential volunteer firefighter recruits must supply a valid medical release from a doctor.

20.8 All volunteer firefighter recruits must supply a valid Criminal Record Check and Volunteer Sector Check from the Royal Newfoundland Constabulary.

20.9 All volunteer firefighter recruits must supply a valid driver's license and an official driver's abstract from the Government of Newfoundland and Labrador Motor Registration Division.

20.10 An applicant, who is not accepted to the PCSPVFD training program may make application at the next hiring process.

20.11 Upon successful completion of the recruit training program, PCSPVFD recruits will be assigned a Fire Department pager and considered active probationary firefighters.

20.12 The probationary period for recruits is typically six months. The length of the probationary period can be modified subject to the operational needs of the Fire Department and at the discretion of the fire chief. ,during which time probationary recruits are paired with a mentor who is typically an officer or senior firefighter. The mentor, officers and training coordinator will evaluate probationary recruits individually on attendance metrics, performance and aptitude to determine further training needs if any and general suitability for the fire service. The fire chief can delay or shorten a recruit's active status.



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20.13 Probationary recruits will be paired with a mentor who is typically an officer or senior firefighter.

20.14 The fire chief, officers, mentor, and training coordinator will evaluate probationary recruits individually on attendance, performance and aptitude to determine further training needs and general suitability for the fire service.

20.15 The fire chief has sole responsibility in the decision to migrate a probationary firefighter to the regular firefighter status.

### **GENERAL MEETINGS**

21.1 Order of Business – The general meeting chairperson should follow the approved order of business as outlined in section 12.3.

21.2 The chairperson may change the order of business if necessary.

21.3 Order of Business items:

21.3.1 Call to order.

21.3.2 Adoption of Minutes of previous meeting/s.

21.3.3 Review of old business and action items.

21.3.4 Financial Report.

21.3.5 Committee Reports: Public Education; Training; Equipment.

21.3.6 Membership.

21.3.7 New Business.

21.3.8 Adjournment.

### **GRIEVANCES**

22.1 When a member of the Fire Department claims they have been treated unfairly, the member may make a written complaint to the fire chief stating the alleged grievance.

22.2 The fire chief will assess the grievance and respond in writing to the author upon completion of an investigation.

22.3 The fire chief may investigate the grievance solely to find a resolution, or the fire chief may refer the grievance to the Town of PCSP human resources personnel.



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22.4 If the grievance is of a personal nature, the fire chief may conduct separate interviews with the initiator of the grievance, and the member/s who are the subject of the grievance.

22.5 The fire chief has sole authority to make a ruling on the any grievance. However, an appeal can be made by either party to the complaint through formal written submission i to the fire chief requesting to appeal the decision utilizing Section 23:11 of the PCSPVFD Disciplinary Appeal Procedure.

22.6 If the fire chief is the subject of the grievance, the aggrieved party shall follow the procedures as outlined in Sections 23.1 – 23.7 EXCEPT the deputy fire chief will adjudicate the grievance in the place of the fire chief. The deputy fire chief will consult with the Town of PCSP human resources personnel. The Town of PCSP human resources division will have final authority in grievances involving the fire chief.

22.7 If a ruling includes disciplinary action, such disciplinary action will be administered as prescribed in the PCSPVFD Progressive Discipline Policy.

### **PROGRESSIVE DISCIPLINE**

23.1 The purpose of this policy is to establish a fair, consistent, and constructive system of progressive discipline for members of the Fire Department. Progressive discipline is intended to correct inappropriate behavior, improve performance, and maintain high standards of safety, professionalism, and public trust while respecting the rights of employees.

23.2 The Fire Department is committed to maintaining discipline through education, counseling, and corrective action whenever possible. Discipline shall be applied fairly, consistently, and without discrimination. The level of discipline imposed will be proportionate to the nature and severity of the offense, the employee's past record, and any mitigating or aggravating circumstances.

Nothing in this policy limits the department's authority to impose more severe discipline when warranted by the seriousness of the misconduct.



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- 23.3. This policy applies to all Fire Department members, and operates in conjunction with all applicable laws, collective bargaining agreements, civil service rules, and departmental policies.
- 23.4. Progressive discipline shall be guided by the following principles:
- 23.4.1 Consistency: Similar violations receive similar discipline.
  - 23.4.2 Fairness: Employees are given notice of expectations and an opportunity to respond.
  - 23.4.3 Timeliness: Discipline is addressed promptly.
  - 23.4.4 Documentation: All disciplinary actions are properly documented.
  - 23.4.5 Corrective focus: Discipline is intended to improve performance and behaviour.
  - 23.4.6 Safety first: Firefighter actions that threaten department or public safety may be subject to immediate severe disciplinary action.
- 23.5. Non-Disciplinary Corrective Actions can include the following: informal counseling; coaching; additional training.
- 23.6. Progressive Discipline Steps
- Discipline will generally follow the steps below subject to the severity of the offense:
- Step 1: Verbal Warning
    - Used for minor violations or first-time offenses.
    - Supervisor discusses the issue, expected behavior, and consequences of continued misconduct.
    - May be documented in supervisory notes but not placed in the official personnel file.
  - Step 2: Written Warning
    - Used for repeated minor violations or more serious misconduct.
    - Written notice outlining:
      - The nature of the violation.
      - Relevant policies or rules.
      - Required corrective action.
      - Consequences of further violations.
    - Placed in the employee's personnel file.
  - Step 3: Suspension or Disciplinary Probation
    - Used for continued misconduct or serious violations.
    - May include:
      - Suspension.
      - Disciplinary probation for a defined period.
      - Written notice issued specifying duration and conditions for return to good standing.
  - Step 4: Demotion or Termination



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Used for severe misconduct, gross negligence, or repeated violations.

Termination may occur without prior steps when warranted.

All applicable due process requirements must be followed.

### 23.7. Serious Misconduct

Certain actions may result in immediate suspension or termination, including but not limited to:

- Conduct endangering the safety of the public or department members.
- Criminal acts or violations of law.
- Theft, fraud, or dishonesty.
- Substance abuse while on duty.
- Harassment, discrimination, or retaliation.
- Gross insubordination.

### 23.8. Due Process

Employees subject to discipline shall be afforded due process, including:

- Notice of the alleged violation.
- An opportunity to respond or explain.
- Representation as permitted by law or labor agreement.
- Review by appropriate command staff or appointing authority.

### 23.9. Documentation

All formal disciplinary actions shall be documented and maintained in the employee's personnel file in accordance with record retention laws and departmental policy.

### 23.10. Appeals and Grievances

Employees may appeal disciplinary actions through established grievance procedures, civil service processes, or collective bargaining agreements, as applicable.

### 23.11. Review and Administration

The fire chief or designate is responsible for administering this policy. This policy shall be reviewed periodically and updated as necessary to ensure compliance with applicable laws and best practices.



#### **24.0 FIREFIGHTER / FIRE OFFICER OF THE YEAR/FIREFIGHTER'S CHOICE AWARD**

24.1 Firefighter / Fire Officer of the Year AND Firefighter's Choice awards shall be presented at the department's annual ball.

24.2 Firefighter / Fire Officer of the Year is awarded to a firefighter (fire officer) who has displayed outstanding performance and dedication to the department in the 12 months prior to the annual ball.

24.3 To be eligible for the Firefighter of the Year award, members shall have successfully completed 12 months of active service beyond their probationary period.

24.4 To be eligible for the Fire Officer of the Year award, the member shall be eligible for the Firefighter of the Year award and shall have successfully completed 12 months of active service in an officer role.

24.5 To be eligible for the Firefighter's Choice award, members shall be active and in good standing.

23.6 The selection process for Firefighter / Fire Officer of the year shall be via nomination conducted by the membership in the month prior to the scheduled annual ball.

24.7 The fire chief will invite nominations from the membership via email or written submission.

24.8 A selection committee comprising at least one officer, one member and a Town of PCSP official (officer and member having not been nominated) will conduct a review of the nominated candidates. The review will be based on attendance metrics taken from the departmental "OneFireHall" application. This information will be entered to a selection matrix having weighted categories for calls attendance, training attendance, equipment checks attendance, public education/fire prevention events attendance and for the number of nominations received by the candidate. The member (officer) with the highest score reflecting the best attendance and most nominations will be the award winner. In the event of a tie, the award will be shared between the highest scoring members (officers).

24.9 The selection committee, with justification, reserves the authority to select other than the highest scoring individual.



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24.10 The fire chief will act in an advisory role only to provide background and information as requested by the selection committee.

24.11 All awards will be presented at the annual ball.

### **25.0 AMENDMENTS**

25.1 The Fire Department Operating Policy will be reviewed every two (2) years.

25.2 The Fire Department Standard Operating Policies (SOPs) and Guidelines (SOGs) will be reviewed annually and updated as necessary.

25.3 Any amendments to the PCSPVFD operating policies or guidelines shall be forwarded to the Office of the Fire Chief for approval.

25.4 No amendment shall be contradictory to the PCSPVFD Policies and Guidelines or the Town of Portugal Cove – St. Philip's Fire Department Operating By-Law.

### **26.0 ENACTMENT AND ENDORSEMENT**

The Portugal Cove - St. Philip's Volunteer Fire Department Operating Policy (Amended) shall come into effect on the \_\_\_\_\_ day of \_\_\_\_\_, 2026.

\_\_\_\_\_, Fire Chief

Town of Portugal Cove - St. Philip's

\_\_\_\_\_, Mayor

Town of Portugal Cove - St. Philip's



## Appendix 1 – Internet and E-mail Acceptable Usage Policy

### 3.0 POLICY STATEMENT:

3.1 The Town of Portugal Cove-St. Philips provides its users with internet access and electronic communication services as required for the performance and fulfillment of job responsibilities. The Town reserves the right to control and restrict access to computer resources.

The Town also maintains the right to monitor and review email communications and Internet usage as necessary in the Town's absolute and unfettered discretion.

### 4.0 APPLICATION:

4.1 This policy shall apply to all employees and Members of Council when they are using equipment supplied by the Town, whether or not during work Hours and whether or not on Town's premises.

### 5.0 POLICY PROCEDURE:

5.1 **No Privacy.** PCSP provides computers and Internet connections ("facilities") to further its business interests. You should use those facilities only for Town business. The Town has the right, but not the duty, to monitor all communications and downloads that pass through its facilities, at its sole discretion. Any information retained on the Town's facilities may be disclosed to outside parties or to law enforcement authorities.

5.2 **Improper Activities.** You may not disseminate or knowingly receive harassing, sexually explicit, threatening or illegal information by use of th eTown's facilities, including offensive jokes, personal comments or cartoons. You may not use the Town's facilities for personal or commercial advertisements, solicitations or promotions.

5.3 **Nature of E-Mail.** E-mail resembles speech in its speed and lack of formality. Unlike speech, e-mail leaves a record that is often retrievable even after the sender and recipient delete it. If you would not want your message viewed in a public domain, do not send it by e-mail.

5.4 **Regular Deletion of E-Mail.** The Town strongly discourages storage of large numbers of e-mail messages. As a general rule, you should promptly delete each e-mail message that you receive after you have read it. If you need to keep a message for longer than a week, save it to your hard disk, or print it out and save the paper copy. The Systems Administrator may regularly purge all messages in employee inboxes and all copies of sent messages that are older than 30 days.



## PORTUGAL COVE - ST. PHILIP'S VOLUNTEER FIRE DEPARTMENT

- 5.5 **Intellectual Property of Others.** You may not download or use material from the Internet or elsewhere in violation of software licenses, or the copyright trademark and patent laws. You may not install or use any software obtained over the Internet without written permission from the Systems Administrator.
- 5.6 **Report Violations.** If you observe or learn about a violation of this policy, you must report it immediately to your supervisor, or to the Systems Administrator.
- 5.7 **Confidentiality:** E-mail addressed to a person or group should not be forwarded nor should the response to any related issues arising from a particular e-mail be communicated to anyone outside that group without the mutual knowledge and consent of that group.

Date: \_\_\_\_\_

Signed: \_\_\_\_\_

Date Effective March, 2012



## Appendix 2 – Harassment Policy

Town of Portugal Cove-St. Philip's

Pursuant to the authority invested in the Town Council of Portugal Cove-St. Philip's and in accordance with the guidelines set out by the Canadian Human Rights Commission, the Town of Portugal Cove-St. Philip's has adopted the following policy on the 21st day of June 2005.

### 1. Title

This document shall be known and cited as the Harassment Policy.

### 2. Interpretation

Council- shall mean the Town Council of Portugal Cove-St. Philip's.

Harassment-shall be defined as any behaviour that demeans, humiliates or embarrasses a person, and that a reasonable person should have known would be unwelcome. It includes actions, comments or displays. It may be a single incident or continue over time.

Examples of harassment include:

Unwelcome remarks, slurs, jokes, taunts, or suggestions about a person's body, clothing, race, national or ethnic origin, colour, religion, sex, marital status, family status, physical or mental disability, sexual orientation, pardoned conviction, or other personal characteristics.

Unwelcome sexual remarks, invitations, or requests (including persistent, unwanted contact after the end of a sexual relationship).

Displays of sexually explicit, sexist, racist, or other offensive or derogatory material.

Written or verbal abuse or threats.

Practical jokes that embarrass or insult someone.

Leering (suggestive staring) or other offensive gestures.

Unwelcome physical contact, such as patting, touching, pinching, hitting.

Patronizing or condescending behaviour.

Humiliating an employee in front of co-workers.

Abuse of authority that undermines someone's performance or threatens their career.

Vandalism of property. Physical or sexual assault.



## PORTUGAL COVE - ST. PHILIP'S VOLUNTEER FIRE DEPARTMENT

### 3. POLICY STATEMENT

The purpose is to ensure that harassment in the workplace in any form, which includes violence in the workplace, will not be tolerated. Any individual within the organization, notwithstanding their seniority or position with the Town, that is found to have engaged in conduct constituting harassment shall be subject to discipline up to and including termination.

This Policy is intended to:

- Maintain a working environment that is secure and free from harassment;
- Clearly identify behaviors that constitute harassment;
- Establish and identify the mechanisms to deal with both informal and formal complaints of harassment.

### 4. APPLICATION

This Policy applies to all employees of the Town of Portugal Cove – St. Philip's and members of Council including, without limitation, full-time, part-time, contract, seasonal, permanent, students and volunteers, members of community groups and advisory committees to Council, and to all business-related interactions between employees and third-parties who deal with the organization (consultants, contractors, service-providers).

The Policy covers all forms of harassment prohibited by the *Human Rights Act, 2010*, SNL 2010 (H-13.01) including harassment based upon race, color, nationality, ethnic origin, social origin, religious creed, religion, age, disability (including perceived disability), disfigurement, sex (including pregnancy), sexual orientation, gender identity, gender expression, marital status, family status, source of income, political opinion, criminal conviction (unrelated to employment). This Policy also covers harassment in the form of psychological or personal harassment (bullying) and violence.

Anyone who works at the Town of Portugal Cove-St. Philip's or who is on the Town Council and believes that he or she has been harassed in the Town of Portugal Cove-St. Philip's workplace, or has experienced, or is at risk of workplace violence may use the procedures set out in this Policy.

For the purpose of this Policy, the Town of Portugal Cove-St. Philip's workplace includes any place where the business of the Town is being conducted or where social or other functions of the Town occur including online communications and email.

It is not the intention of this policy to prevent managers from offering constructive criticism, feedback or guidance, or from taking appropriate disciplinary action or performance management.

### 5. RIGHTS AND RESPONSIBILITIES

The Town of Portugal Cove-St. Philip's is committed to, where possible, or otherwise, minimizing the hazard of workplace harassment and violence.

Every employee and Council member of the Town of Portugal Cove-St. Philip's is entitled to employment free from workplace harassment and violence. Every employee and Council member has a responsibility to play a part in promoting a safe and positive workplace and ensuring that the work environment is free from harassment of any type.



## PORTUGAL COVE - ST. PHILIP'S VOLUNTEER FIRE DEPARTMENT

Employees and Council members are obligated to take reasonable care to:

- not engage in bullying or workplace harassment
- report observations or experiences of bullying and workplace harassment
- comply with the harassment prevention plan

Every employee and member of Council is responsible for his or her own behavior. However, in those leadership roles, there is an additional obligation to ensure the health and safety of workers, including the obligation to apply and comply with the harassment prevention plan, oversee and correct the behavior of other employees, by leading by example and by taking action whenever they become aware of any potential breach of this Policy.

The Chief Administrative Officer (CAO), in consultation with the Mayor, is responsible for:

- Discouraging and preventing harassment; this is a continuing responsibility, whether or not formal written complaints of harassment have been brought to the attention of the management of the Town of Portugal Cove-St. Philip's.
- Overseeing informal and/or formal resolution options as appropriate.
- Providing guidance and support to persons who are subjected to harassment.
- Where harassment is found to have taken place, formally acknowledging such harassment to the person harassed.
- Regularly reviewing the procedures of this Policy to ensure that they adequately meet the policy objectives.
- Maintaining records as required by this Policy.
- Making all employees and Council members of the Town of Portugal Cove-St. Philip's aware of the issues and the existence of the procedures available under this Policy.

### 6. DEFINITIONS

Types of harassment include discriminatory, sexual, and personal.

***Discriminatory Harassment*** includes being subjected to comment or physical conduct related to one or more of the prohibited grounds of discrimination, which is intimidating, offensive, embarrassing or humiliating, interferes with work performance or job security, or creates an intimidating, hostile or offensive working environment, by someone who knows, or ought reasonably to know, that the comment or conduct is unwelcome.

By way of example, Discriminatory Harassment can include:

- Comments or conduct which disparages or ridicules a person's race, ethnicity, color, language, religion.
- Stereotyping.
- Racial, ethnic or religious jokes, slurs, nicknames, or mimicry (oral, written or graphic).
- Persisting with comments or jokes after becoming aware that the behavior is unwelcome.
- Refusing to work with people because of a prohibited ground of discrimination.



**Sexual Harassment** is a specific form of discriminatory harassment related to the prohibited grounds of sex (gender), gender identity, gender expression or sexual orientation. Sexual harassment includes any unwelcome sexual advances, requests for sexual favors; when such conduct might reasonably be expected to cause insecurity, discomfort or humiliation to another person; when submission to such conduct is made either explicitly or implicitly a condition of employment; when submission to or rejection of such conduct is used as a basis for any employment decision (including, but not limited to, matters of promotion, compensation, job security or benefits affecting the employee); when such conduct has the purpose or effect of interfering with an employee's work performance or creating an intimidating, hostile or offensive work environment, or when such conduct is demeaning to a person.

By way of example, Sexual Harassment can include:

- Unwelcome flirtations, advances, propositions, request for sexual favors, lewd or suggestive comments or other vocal activity such as catcalls, whistles and kissing sounds.
- Vulgar or sexual jokes (oral, written or graphic).
- Continuing to express sexual interest after becoming aware that the interest is unwelcome.
- Unwanted physical touching, blocking or impeding movements.
- Indecent exposure or sexual assault.

**Personal Harassment** means being subjected to objectionable conduct or comment, which serves no legitimate work purpose, and creates an intimidating, humiliating, hostile or offensive work environment. Personal harassment includes workplace harassment, and is defined as engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

By way of example, Personal Harassment can include:

- Spreading malicious rumors, gossip, or innuendos that are not true.
- Intimidating a person, verbal abuse, threats, belittling or humiliating a person.
- Yelling or using profanity.
- Refusing to work with a person.
- Giving unwarranted (or undeserved) punishment.
- Tampering with a person's personal belongings or work equipment.
- Making jokes, that are obviously offensive (written or oral).
- Undermining or deliberately impeding a person's work.
- Other objectionable behavior designed to torment, pester or abuse someone.

It is sometimes hard to know if Personal Harassment is happening in the workplace. It is important to remember normally, when a person with the proper authority gives appropriate/objective guidance, feedback or instruction in the workplace, or takes appropriate disciplinary action or performance management, it will not be considered Personal Harassment, but rather this is intended to assist and direct employees with their work.

Harassment typically involves a course of conduct or a pattern of behavior, including more than one incident. However, one single incident, if sufficiently serious, can constitute harassment.



**Workplace Violence** is the attempted or actual use of physical force against an individual or any threatening statement or behavior that gives the individual reasonable cause to believe that physical force will be used. Violence also includes "family" violence that gives rise to the threat of violence in the workplace, including threatening calls, emails, or unwelcome visits at the workplace.

## **7. WHAT TO DO ABOUT HARASSMENT AND WORKPLACE VIOLENCE**

This Policy outlines both informal and formal options available to any employee or Council member who believes that he or she has been harassed by other employee, Council member, or third party. Workplace violence will always be formally investigated.

The Town of Portugal Cove-St. Philip's encourages reporting all allegations of harassment, regardless of who the offender may be. While the Town is committed to resolving harassment concerns internally, the harassment prevention plan is not intended to discourage a worker from exercising his or her rights under the *Human Rights Act, 2010*, the Criminal Code (Canada) or any other law of the province or of Canada.

## **8. INFORMAL RESOLUTION OPTIONS**

In many cases, simply informing the person that his/her comment or conduct is unwelcome will resolve the issue. A person who considers that she/he has been subjected to harassment is encouraged to bring the matter to the attention of the person responsible for the conduct. The employee or Council member should document for their own purposes the discussion including dates, times, location and names of any witnesses.

If the individual finds it too difficult to speak to the person directly, or if the individual has spoken to the person but the unwelcome comment or conduct persists, or the individual feels that as a result of speaking to the person he or she may be subjected to retaliatory behavior, the individual is encouraged to make a written record of the date, time, details of the conduct, and witnesses (if any) and discuss his or her concerns with the CAO. Council members are encouraged to speak to the Mayor.

The employee or Council member may wish to withdraw from any further action in connection with the complaint. However, in cases of serious circumstances, such as where there are previous complaints or incidents involving the person complained of or in cases involving allegations of inappropriate physical contact, the CAO or Mayor may still initiate a formal investigation if it is believed that continued investigation is appropriate in the interest of ensuring that the Town of Portugal Cove-St. Philip's is free from harassment.

In every case where the matter is addressed informally, the employer or Council member will be kept apprised of how the matter is being addressed and of any proposed resolution initiatives.

This informal procedure will be completed as soon as possible, normally within fourteen (14) days of the complaint being received. In cases where a longer time period is appropriate, the CAO or Mayor will notify the employee or Council member of the proposed time frame.



## PORTUGAL COVE - ST. PHILIP'S VOLUNTEER FIRE DEPARTMENT

### 9. FORMAL COMPLAINT OPTIONS

An employee may decide to make a formal written complaint to the CAO. In the case of Council members, the written complaint is to be submitted to the Mayor.

A formal written complaint may be made, whether or not the individual has spoken to the CAO or Mayor, in an attempt to deal with the matter by way of the formal process.

The employee or Council member may also decide to make a formal written complaint in the event the informal process does not resolve the matter to the individual's satisfaction.

Upon receipt of a formal written complaint, the CAO or Mayor, as appropriate, shall determine whether the conduct falls within the scope of this Policy. In the event that it does not, the CAO or Mayor, as appropriate, will advise the person making the complaint accordingly and take no further steps under this Policy.

### 10. INVESTIGATION OF FORMAL COMPLAINT

The CAO or Mayor, as appropriate, will initiate an investigation whenever he or she receives a formal written complaint which falls within the scope of the Policy.

The CAO or Mayor, as appropriate, may also initiate an investigation under other circumstances where and investigation would be appropriate in the interest of ensuring that the Town of Portugal Cove-St. Philip's is free from harassment, should he/she be made aware of an incident by a person who does not wish to make a complaint but who describes a very serious allegation.

In the case of a Town employee, the investigation will ordinarily be conducted by the CAO, and any other person(s) that may be designated by the CAO to assist in the investigation. If the CAO chooses to designate other person(s) to assist, these individuals shall be external to the Town of Portugal Cove-St. Philip's, with due regard being given to the nature of and parties to the complaint.

In some circumstances, the CAO may designate someone external to the Town of Portugal Cove-St. Philip's to conduct the entire investigation. In all circumstances with complaints against a member of Council, formal investigations will be performed by an external investigator.

- If an employee has a complaint against the CAO, it must be made in writing and submitted to the Mayor. The Mayor will designate someone external to the Town of Portugal Cove-St. Philip's to investigate the matter in accordance with this Policy's formal procedure. For these cases, the Mayor will receive the investigative findings and follow through with the process.
- If the complaint is made by a Council member, it must be in writing and submitted to the Mayor.
- If the complaint against the Mayor, it must be made in writing and submitted to the CAO. The CAO will designate someone external to the Town of Portugal Cove-St. Philip's to investigate the matter in accordance with this Policy's formal procedure.



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The investigation will normally be completed and an appropriate resolution decided upon within thirty (30) days of the CAO or Mayor, as appropriate, receiving the formal written complaint, or upon either electing to, or being directed to, initiate a complaint, unless a longer time period is deemed appropriate. In this case, the CAO or Mayor, as appropriate, will notify the complainant as well as the person against whom the complaint is made, the respondent, of the proposed time frame.

At any stage during the process, the complainant has the right to withdraw from any further action in connection to the complaint. The CAO or Mayor, as appropriate, however, remains obligated to pursue the matter if he or she believes that continued investigation is appropriate in the interest of ensuring that the Town of Portugal Cove-St. Philip's is free from harassment.

All procedural and administrative matters arising during the course of the investigation will be facilitated by the CAO, unless the complaint is made against the CAO, in which cases such matters will be facilitated by the Mayor.

In the course of the investigation, the investigative team will:

- Investigate the complaint by interviewing the complainant, respondent, and other individual where appropriate.
- Prepare a written statement of the interview, and obtain interviewee's approval of the content.
- Share the content of the written complaint with the respondent or advise the respondent in writing of the allegations.
- Provide the respondent an opportunity to respond to the complaint and share the content of the response with the complainant.
- Provide a report of the investigative findings to the CAO or Mayor, as appropriate.

Upon receipt of the report where the complaint is substantiated, the CAO or Mayor, as appropriate, will:

- Advise the complainant and respondent of the outcome of the investigation.
- Initiate appropriate disciplinary or rehabilitative action.
- Create a confidential record of the investigative proceedings.

Where a complaint is not substantiated:

- No further action will be taken, and
- The complainant and respondent will be informed of the outcome of the investigation.

### **11. DISCIPLINARY AND REHABILITATIVE ACTION**

Disciplinary and rehabilitative action may include one or more of the following:

- A formal apology
- Counseling and/or attendance at educational seminars on harassment
- A verbal warning to the person who was deemed to have engaged in the harassment and documentation to be maintained in Employee and Public Relations Administration
- A written warning to the person who was deemed to have engaged in the harassment and documentation to be placed in that person's personnel file
- Suspension with or without pay
- Termination



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For Council members, as determined by the Mayor:

- A formal apology
- Counseling and/or attendance at educational seminars on harassment
- A verbal warning to the person who was deemed to have engaged in the harassment
- A written warning to the person who was deemed to have engaged in the harassment and documentation to be maintained in Employee and Public Relations Administration
- A request by the Mayor to resign from the Town Council, with formal notification to the Department of Municipal Affairs and Environment.

The disciplinary actions may not follow the order listed above, as it will depend upon the severity of the issue and/or if the behavior is repeated. In all cases where disciplinary or rehabilitative action is warranted, the CAO is responsible for taking all reasonable measures to ensure that there is no retaliatory behavior.

### **12. CONFIDENTIALITY**

The Town of Portugal Cove-St. Philip's understands that it is difficult to come forward with a complaint of harassment and recognizes a complainant's desire for confidentiality.

To protect the interests of the complainant, the respondent, and any other persons who may report incidents of harassment, confidentiality will be maintained throughout the process to the extent practicable and appropriate under the circumstances. Any information obtained relating to workplace harassment, including personal information, will not be disclosed unless it is necessary for the purpose of an investigation, corrective action relating to the complaint, or where required by law.

Where a complaint has been made, the complainant, the respondent and all those involved in the process have an obligation to maintain the confidentiality of the matter and not to disclose any details pertaining to the complaint and the fact of the complaint except to the CAO or Mayor and any other persons investigating the complaint on behalf of the Town of Portugal Cove-St. Philip's.

All records of complaints, including contents of meetings, interviews, results of investigations and other relevant material will be kept confidential by the Town of Portugal Cove-St. Philip's, except where disclosure is required by a disciplinary or other remedial process.

### **13. NO RETALIATION**

All employees and Council members have a right to make a complaint or enforce their rights under this Policy without retaliation or threat of retaliation. The Town of Portugal Cove-St. Philip's shall protect workers from retaliation and provide support to workers when workplace harassment occurs.

Retaliation against a person who makes a complaint or who enforces any right under this Policy or who takes part in an investigation under this Policy, shall be treated in the same manner as harassment and therefore be subject to the same disciplinary actions as if the allegations of retaliation are confirmed.



#### **14. PROCEDURE WHERE AN INDIVIDUAL BELIEVES A COLLEAGUE HAS BEEN HARASSED**

An employee or Council member who believes that a colleague has experienced or is experiencing harassment, or retaliation for having brought forward a complaint of harassment, is encouraged to notify the CAO or Mayor, as appropriate.

Where a person believes that a colleague has experienced or is experiencing harassment, or retaliation for having brought forward a complaint of harassment, and reports this to the CAO or Mayor, they shall meet with the person who is said to have been the subject of harassment and then proceed in accordance with the established procedure above.

If the Town of Portugal Cove-St. Philip's becomes aware of domestic violence that would likely expose a worker to physical injury in the workplace, the Town will take every precaution reasonable under the circumstances for the protection of the worker.

#### **15. HARASSMENT BY PERSONS OUTSIDE THE TOWN OF PORTUGAL COVE-ST. PHILIP'S**

The Town of Portugal Cove-St. Philip's recognizes its responsibility to support and assist any employee or Council member who believes that he or she has been harassed by a person outside the Town of Portugal Cove-St. Philip's during the course of their business-related interaction with the Town. This includes volunteers, consultants, contractors, and service providers.

If an employee or Council member believes that he or she has been harassed by a person outside the Town of Portugal Cove-St. Philip's in the course of their business-related interaction with that person, he/she may bring the concerns to the attention of the CAO or the Mayor who will investigate the matter.

#### **16. PROVISION OF INFORMATION TO A WORKER AT RISK**

Employees and Council members will be provided with information, including personal information, if there is a risk of workplace violence from a person with a history of violent behavior if the worker can be expected to encounter that person in the course of his or her work and the risk of workplace violence is likely to expose the worker to injury. In these circumstances, the disclosure of personal information will be limited to what is reasonably necessary to protect the worker from injury.

#### **17. COMPLAINTS MADE IN BAD FAITH**

In the event that a complaint is made in bad faith – in other words, the person making the complaint had zero basis for the complaint and deliberately filed the complaint with malicious intent – that person shall be disciplined and a record of the incident will be kept on his or her personnel file.

Disciplinary actions for an individual who is found to file a complaint in bad faith shall be the same as those for a person found to have committed workplace harassment or violence depending on the seriousness of the case.

Compensation for the person falsely accused may include steps to restore any lost reputation, and any of the remedies that would be available in a case of harassment or violence.

A person who files a complaint in good faith, even where the complaint cannot be substantiated, is NOT in violation.



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9. Date Effective

April 19, 2022, Motion #2022-145

10. Repeals

This policy rescinds all previous policy on the subject matter.



### Appendix 3 – Social Media Policy

#### Town of Portugal Cove-St. Philip's

Pursuant to the authority vested in the Town Council of Portugal Cove- St. Philip's the Town Council has adopted this policy on the 26th of April, 2025

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#### 1.0 TITLE

1.1 This document shall be known and cited as the Social Media Policy.

#### 2.0 Interpretations

- 2.1 “**Council**” shall mean the Town Council of Portugal Cove – St. Philip’s.
- 2.2 “**Councillor**” means an elected or previously elected member of a town or city council, including, the Mayor, Deputy Mayor and all Councillors.
- 2.3 “**Chief Administrative Officer**” (CAO) refers to the person appointed to the position of Manager under the *Municipalities Act, 1999* or designated employee.
- 2.4 “**Employee**” or “**Employees**” shall mean any individual under an employment contract with the Town of Portugal Cove-St. Philip’s including all members of staff, volunteers, contractors and members of Council.
- 2.5 “**Employer**” shall mean the Town of Portugal Cove-St. Philip’s as represented by the Chief Administrative Officer or his/her designate.
- 2.6 “**Town**” shall mean the Town of Portugal Cove – St. Philip’s.



### 3. POLICY STATEMENT AND SCOPE

- 3.1 The Town of Portugal Cove–St. Philip's is committed to maintaining high standards of integrity and professionalism in local government.
- 3.2 As required by the *Municipal Conduct Act*, the Town has Codes of Conduct in place for both municipal councilors and employees.
- 3.3 The codes state that councilors and employees must not post or comment—on personal or official social media—in a way that could harm the reputation of themselves, Council, or the municipality. All municipal business must be communicated through the Town's official social media accounts.
- 3.4 If a complaint is received and cannot be resolved informally, the Act requires formal investigation and a report that is reviewed by Council. If Council determines the code of conduct has been breached, it is required to take action:
  - 3.4.1 For councilors, this may include a reprimand, training, suspension, or in serious cases, a court application to remove the councilor from office.
  - 3.4.2 For employees, disciplinary measures may be taken if a breach is confirmed.
- 3.5 These steps help ensure respectful, transparent, and accountable leadership in our community.
- 3.6 These steps help ensure respectful, transparent, and accountable leadership in our community.
- 3.7 The goal of this policy is to support Town employees and council to engage professionally and positively online, resulting in building trust for the Town, avoiding conflicts of interest and helping inform community members about matters that interest them most.
- 3.8 Social media can be used to share information, connect with the community, and discuss Town activities. However, it's important to remember that most social media platforms are public, and posts or comments can be shared widely.
- 3.9 Town employees and council members should think carefully before posting online, considering how it might affect themselves, their colleagues, the Town's reputation, and the community.
- 3.10 The code of conduct for employees and councilors already addresses positive and healthy social media use. This policy will further ensure responsible and respectful use of social media. The policy will help employees and council engage



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positively when using official Town accounts, as well as when commenting on personal accounts about Town matters.

- 3.11 The policy applies to all social media platforms, including Facebook, Twitter, Instagram, LinkedIn, YouTube, TikTok, blogs, and more.

### 4. POLICY PROCEDURE

#### 4.1 Professional Responsibility

- 4.1.1 When using social media, employees and council are reminded they are subject to the same professional and ethical obligations as when engaging in other types of public commentary.
- 4.1.2 When engaging on online platforms, users must do so in alignment with the codes of conduct and the *Municipal Conduct Act*. In addition, online activity must be consistent with the policies contained in the Town's Employee Handbook, including the Antitrust Compliance, Sexual Harassment, Confidentiality and Disclosure, and Use of PCSP Equipment and Services.

#### 4.2 Personal Responsibility

- 4.2.1 While acknowledging the right to personal expression, employees and council should exercise caution and discretion, as their online presence reflects upon the Town whether they are commenting professionally or personally.
- 4.2.2 If what is being published is, in fact, official Town business, be sure that you are authorized to make such statements on behalf of the Town. If you are unsure about the appropriateness of a post related to a Town matter, consult with your supervisor or the Town's communications team for advice and to receive accurate information.
- 4.2.3 Employees and council should also consider adjusting privacy and security settings on their personal accounts to limit what members of the public can access to protect your own personal engagement with friends and family.

#### 4.3 Respectful Engagement



## PORTUGAL COVE - ST. PHILIP'S VOLUNTEER FIRE DEPARTMENT

- 4.3.1 When engaging on social media platforms as a representative of the Town, employees and members of council must be respectful of their audience, fellow employees and council, and all others. They should seek to maintain a respectful and inclusive tone in all interactions on social media platforms and encourage positive interaction and engagement, avoiding confrontational or derogatory conversations.
  - 4.3.2 Posts or comments that could be deemed discriminatory, derogatory, defamatory, harassing, threatening, culturally inappropriate, sexualized or obscene to any individual or group, including on personal social media accounts, should always be avoided. In addition to causing harm, these types of comments could potentially result in legal repercussions for the poster.
  - 4.3.3 Employees and council should not post items that would not otherwise be acceptable in the Town workplace and that could reflect negatively on the Town, or otherwise embarrass the organization, or cause harm to others.
- 4.4 Respect for the Law and Regulations
- 4.4.1 Online engagement must be conducted in respect of all applicable laws, including all those governing privacy, intellectual property, defamation, discrimination, harassment, and copyright.
- 4.5 Confidentiality
- 4.5.1 Employees and council are privy to a wide variety of privileged information, organizational strategies, sensitive data and employee and constituent information. When posting or commenting on social media, never share confidential information, only that which is public knowledge out of respect for the municipal affairs process and legal procedures, as well as others.
  - 4.5.2 Do not reference Town staff, members of council, partners or vendors without their approval.
  - 4.5.3 Do not discuss ongoing work-related initiatives that are not yet in the public domain.
- 4.6 Fact check and be honest
- 4.6.1 When engaging online, employees and council must always endeavor to offer clear, concise and accurate information.



- 4.6.2 Community members and constituents will have trust in comments made by employees and council. Sharing inaccurate information can lead to the spread of misinformation, undue stress on colleagues and create unnecessary conflict not based on facts.
- 4.6.3 Employees and Councilors have a duty to not spread false information online. The two main types of false information spread on social media are misinformation and disinformation. Misinformation is defined as false information that is not intended to cause harm. Disinformation refers to false information that is intended to manipulate, cause damage and guide people, organizations and countries in the wrong direction.
- 4.6.4 If a constituent makes an extraordinary claim about the Town online, ensure that it is flagged to the communications team so that its accuracy can be fact checked.

## 5. GUIDELINES FOR ENGAGEMENT

### 5.1 Engaging on Official Town Social Media Channels

- 5.1.1 Only authorized users can post and respond to comments on the Town's official social media accounts. Authorized users include the CAO, Recreation Staff, Directors and members of Council when representing the Town.
- 5.1.2 Posts should be respectful, accurate, transparent and be aligned with the Town's strategic goals.
- 5.1.3 Posts must be approved by CAO or Director of Community Services (or another Director in their absence).
- 5.1.4 Content should be focused on public education and awareness of Town activities.
- 5.1.5 Official Town accounts will be used to share the following information: Recreation, Economic Development, Public Relations, Emergency Notifications and Public Works.
- 5.1.6 All other topics/items will be acknowledged and referred to respective staff for private follow-up.
- 5.1.7 Regular monitoring is required. Responses should be timely and must be in accordance with the Town's strategic communications plan and approved by the CAO, Director of Community Services (or another Director in their absence).



## PORTUGAL COVE - ST. PHILIP'S VOLUNTEER FIRE DEPARTMENT

5.1.8 Personal users are able to share official information and may post on the accounts as individuals. However, personal users are not authorized to respond to other posts, comments or inquiries. They must not provide confidential information obtained through their position and may only post content that is publicly available.

### 5.2 Engaging on Unofficial Social Media Channels About the Town

5.2.1 A number of community social media groups that are not managed by the Town are active online.

5.2.2 No employee or member of Council is responsible for responding to questions or comments on these community-based pages.

5.2.3 Any employee or member of Council choosing to engage in these groups must do so in accordance with the Town's Social Media Policy and their respective Code of Conduct.

5.2.4 If you choose to respond to an issue or question, only post content that is publicly available, do not provide confidential information obtained through one's position.

5.2.5 Whenever possible, suggest those with concerns bring them to the Town's attention on official social media and other communications channels for appropriate follow-up.

## 6. REPORTING CONCERNS

6.1 If employees or council encounter any inappropriate or concerning content related to the Town on social media, they are encouraged to report it and bring it to the attention of management, or the Town's communications team for appropriate and further review and follow-up.

## 7. PENALTIES

7.1 Any person found to be in contravention of the Social Media policy is considered a violation of the code of conduct and subject to the procedures outlined in the codes and the penalties outlined in the *Municipal Conduct Act*.

## 8. REVIEW



## PORTUGAL COVE - ST. PHILIP'S VOLUNTEER FIRE DEPARTMENT

- 8.1 This policy is subject to review and modification as necessary to ensure it remains compliant with current legal standards and aligned with the overall mission of the Town of Portugal Cove-St. Philips.
- 8.2 Council and employees will have read, understand and agree to comply with the Town of Town of Portugal Cove - St. Philip's [Social Media Policy](#). Council and employees will be aware that violations of this policy may be subject to corrective action.
- 83.3 This policy may be amended from time to time in response to changes in the social media landscape.

### **9. AMENDMENTS**

- 9.1 August 26<sup>th</sup>, 2025, Motion # 2025-284.

### **10. INITIAL EFFECTIVE DATE / RESOLUTION**

- 10.1 Date effective: February 11<sup>th</sup>, 2014, Motion #: 2014-033.



PORTUGAL COVE - ST. PHILIP'S VOLUNTEER FIRE DEPARTMENT

**Appendix 4 – Town of Portugal Cove – St. Philip's Fire Department  
Operating By-Law January 1, 2025. Council Resolution #2024-498  
[Fire-Department-Operating-By-Law-20250101.pdf](#)**

**Attached version of the Operating By-Law Current as of February 3,  
2026.**

**Town of Portugal Cove-St. Philip's**  
**Portugal Cove – St. Philip's Fire Department Operating By-Law**

Pursuant to the authority conferred in section 7 of the *Towns and Local Service Districts Act, 2025*, the Town Council of Portugal Cove-St. Philip's has adopted the following regulations on December 19, 2024.

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**1. TITLE**

1.1 This document will be known and cited as the *Fire Department Operating By-Law*.

**2. PURPOSE**

2.1 BEING A BY-LAW TO ESTABLISH AND REGULATE The Portugal Cove-St. Philip's Fire Department.

WHEREAS Section 163 of the Towns and Local Service Districts Act (SNL2023 Chapter T-6.2), as amended, provides that a town council may establish, operate and maintain a fire department;

AND WHEREAS The Town of Portugal Cove-St. Philips established the Portugal Cove- St. Philips Fire Department

NOW THEREFORE the Council of the Town of Portugal Cove-St. Philip's hereby enacts as follows:

**3. INTERPRETATION/DEFINITION**

3.1 "**Automatic Aid**" means any agreement between two or more fire departments for immediate joint response on first alarm. Where a municipality agrees to provide an initial response to fires, rescues and emergencies that may occur in a part of another municipality where a fire department is capable of responding more quickly than any fire department situated in the other municipality; or a municipality agrees to provide a supplemental response to fires, rescues and emergencies that may occur in a part of another municipality where the department in the municipality is capable of providing the quickest supplemental response to fires, rescues and emergencies occurring in the part of another municipality

3.2 "**Chief Administrative Officer**" means the person appointed by Council by-law to be the Chief Administrative Officer (CAO) for the Town of Portugal Cove-St. Philip's.

3.3 "**Core Services**" shall mean those services as defined in Schedule "A" of this by-law.

3.4 "**Corporation**" means the Corporation of the Town of Portugal Cove-St. Philip's (PCSP).

- 3.5 "**Council**" means the council for the Town of Portugal Cove-St. Philip's.
- 3.6 "**Deputy Fire Chief**" means the person appointed in accordance to assist the Fire Chief in the operations of the Portugal Cove-St. Philip's Fire Department (PCSPFD) in accordance with this position's role description, as amended, and will act on behalf of the Fire Chief in the case of an absence or a vacancy in the office of the fire chief.
- 3.7 "**Emergency Activities** ", are activities of the Fire Department relating to rescue, fire suppression, emergency medical services, and special operations, including response to the scene of the incident and all functions performed at the scene.
- 3.8 "**Emergency Response Area**" means the geographic area of the Town of Portugal Cove-St. Philip's (Schedule "B").
- 3.9 "**Fire Chief**" means the person appointed under Section 69 of the Towns and Local Services Districts Act (SNL2023 Chapter T-6.2), to be Fire Chief in accordance with this position's role description, as amended.
- 3.10 "**Fire department**" means the Portugal Cove-St. Philip's Fire Department established by the Town of Portugal Cove-St. Philip's under Section 163 of the Towns and Local Service Districts Act (SNL2023 Chapter T-6.2), and amended, and comprised of those roles as set out in the Portugal Cove-St. Philip's Fire Department Operating Policy (Schedule "C").
- 3.11 "**Firefighter**" means the Fire Chief and any other person employed in, or appointed to, the Fire Department and assigned to undertake fire protection services, and includes a volunteer firefighter.
- 3.12 "**FP SA**" means the Fire Protection Services Act (SNL2008 Chapter F-11.01), as amended, or any successor legislation, and any regulation made there under.
- 3.13 "**Fire Protection Services**" means the measures taken to prevent and reduce the impact of fire, to protect life and the safety of persons and property from fire, and the preservation and protection of the environment. It involves the implementation of safety planning practices and drills, and includes education on fire, safety planning, building construction, safe operations, training and testing of mitigating systems.
- 3.14 "**Limited Services**" means a variation of core services that are provided due to extenuating circumstances. These circumstances can include, but are not limited to, insufficient numbers of firefighters; environmental factors; remote properties; impediments to access; private roadways, lanes, or drives; obstructions; extraordinary hazards or unsafe conditions; travel distance; water supply; structural integrity.
- 3.15 "**Medical Response**" shall mean emergency pre-hospital care response and medical acts or other first aid or cardiopulmonary resuscitation services.
- 3.16 "**Municipality**" means the Town of Portugal Cove-St. Philip's.

- 3.17 **"Mutual Aid"** means a program to provide or receive assistance in the case of a major emergency in a municipality, community or area where resources in a municipality, community or area have been depleted but does not include "Automatic Aid".
- 3.18 **"NFPA"** means codes, standards, recommended practices, and guides as developed **and** amended by the National Fire Protection Association.
- 3.19 **"Officer"** means those persons appointed in accordance with the Portugal Cove-St. Philip's Fire Department Operating Policy, as amended, that meet the qualifications and, if applicable, completes successfully criteria for such employment, including, but not limited to, captains and lieutenants.
- 3.20 **"Operating Policy"** means the standard operating policies of the PCSP Fire Department.,
- 3.21 **"Search and Rescue"** means response and rescue to vehicle extrication, wilderness rescue, water rescue, and may also include other scenarios where persons or property are at risk or endangered.

#### **4. APPLICATION**

- 4.1 The Fire Department is continued under this by-law to provide fire protection services for the Corporation and shall be known as the Portugal Cove-St. Philips Fire Department.
- 4.2 The primary goals and duties of the Fire Department shall be as set out in the attached Schedule "A" forming part of this by-law and the Fire Department operating Policy.

#### **5. PROCEDURE**

##### **5.1 TERMS AND CONDITIONS OF EMPLOYMENT**

- 5.1.1 The terms and conditions of employment of the firefighters that comprise the Fire Department shall be determined by the PCSP Town Council acting in accordance with the policies and programs established by Council, and the Fire Department Operating Policy.
- 5.1.2 Employment shall be in accordance with the Town of PCSP personnel and employment policies and procedures, as amended, and the Fire Department Operating Policy.
- 5.1.3 Remuneration of all active firefighters shall be in the form of an honorarium as determined by the Town of PCSP Council, in consultation with the Fire Chief, and as set out in the annual budget, as approved by Council.

**5.2 ORGANIZATION**

5.2.1 The PCSP Fire Department shall be organized as set out in the PCSP Fire Department Organization Chart contained in the PCSP Fire Department Operating Policy, as amended.

**5.3 CORE SERVICES**

5.3.1 For the purposes of this by-law, core services provided by the Fire Department shall be as set out in Schedule "A" entitled "Core Services", attached to and forming an integral part of this by-law.

5.3.2 Notwithstanding Section 5.1, due to the Fire Department's reliance upon volunteer firefighters, the topographic and geographic configuration of the response area, the level and amount of equipment at the Fire Department's disposal, and other budgetary constraints, the core services listed in Schedule "A", although approved, may be provided as "Limited Services" at the sole discretion of the Fire Chief. The Corporation of the Town of Portugal Cove-St. Philip's accepts no liability for any delay or inability to supply the services set out in Schedule "A" of this by-law due to the provision of its "Core Services" as "Limited Services" or due to the existence of unsafe conditions encountered on route, impeded access to property, and/or environmental factors or constraints or other similar factors.

**5.4 RESPONSIBILITIES AND AUTHORITY OF THE FIRE CHIEF**

5.4.1 The Fire Chief is responsible to Council, through the Chief Administrative Officer (CAO) for the proper administration and operation of the Fire Department including the delivery of fire protection services.

5.4.2 The Fire Chief shall carry out the statutory duties of the Fire Chief in accordance with this by-law, Towns and Local Services District Act, and guidelines established by policy of Council and/or the CAO, in accordance with this position's role description, as amended.

5.4.3 The Fire Chief shall be authorized to draft policies for Council approval, and the Fire Chief is authorized to create and approve standard operational guidelines (SOGs), and to take such other measures as the Fire Chief may consider necessary for the proper administration and efficient operations of the Fire Department, and effective management of fire protection services without restricting the generality of the foregoing:

5.4.3.1 For the care, maintenance and protection of all property belonging to the Town of PCSP;

5.4.3.2 For arranging for the provision of necessary and proper facilities, apparatus, equipment, services and supplies for the Fire Department;

5.4.3.3 For determining and establishing the qualifications and criteria for employment or appointment, and the duties of all firefighters and officers of the Fire Department;

5.4.3.4 For the conduct and the discipline of firefighters and officers of the Fire Department in accordance with the PCSP Fire Department Operating Policy, as amended;

5.4.3.5 For keeping an accurate record, in convenient form for references, of all fires, rescues, suppression, public education, training and emergencies conducted by the Fire Department;

5.4.3.6 For keeping such other records as may be required by Council and the FPSA;

5.4.3.7 For preparing and presenting the annual report of the Fire Department to Council;

5.4.3.8 For preparing and presenting the annual budget estimates of the Fire Department to Council and for exercising control over the budget approved by Council for the Fire Department;

5.4.3.9 The Fire Chief shall develop SOGs to implement the policies established by Council. The SOGs shall be communicated and maintained to meet legislation and shall be communicated to the firefighters;

5.4.3.10 The Fire Chief shall have all powers, rights and duties assigned to a fire chief under the Towns and Local Service Districts Act (SNL2023 Chapter T-6.2), as amended.

5.4.3.11 The Fire Chief may liaise with the Fire Services Division of the Department of Justice & Public Safety and any other office or organization as required by Council or as considered necessary or advisable by the Fire Chief for the proper administration and efficient operation of the Fire Department and the effective management of fire protection services for the Corporation.

5.4.3.12 The Fire Chief may utilize such firefighters of the Fire Department as the Fire Chief may determine, from time to time, to assist in the performance of his or her duties.

## **5.5 THE FIRE CHIEF**

5.5.1 Shall review, every two years, with the officers, the policies and SOGs of the Fire Department and report back to the Chief Administrative Officer.

5.5.2 Shall take all proper measures for the prevention, control and extinguishment of fires and for the protection of life and property.

5.5.3 Shall enforce all municipal by-laws respecting fire prevention.

- 5.5.4 Shall adhere to the provisions of the FPSA.
- 5.6 The Fire Chief is responsible for the enforcement of this by-law, the policies of the Fire Department, the SOGs of the Fire Department and Fire Department rules.
- 5.7 The Deputy Fire Chief is the Fire Chief's designate. The designate shall have the same authority and responsibilities of the Fire Chief and shall perform all of the duties of the Fire Chief in the Fire Chief's absence. The Fire Chief shall designate, in writing, in the absence of himself and the Assistant Fire Chief for an extended period, a Captain to be his/her designate, and the Fire Chief shall report such designation to the Chief Administrative Officer.
- 5.8 The Fire Department, under the supervision of the Fire Chief and direction of Council, shall perform the following functions:
- 5.8.1 Administration.
  - 5.8.2 Apparatus, equipment and communications maintenance.
  - 5.8.3 Emergency operations.
  - 5.8.4 Fire prevention and public education.
  - 5.8.5 Fire protective services.
  - 5.8.6 Training.

The responsibility for the performance of such functions may be delegated in writing, by the Fire Chief, to an officer or firefighter of the Fire Department. The Fire Chief is responsible for ensuring that functions are applied in accordance with all applicable SOGS and Council policy and laws.

## **5.9 GENERAL DUTIES AND RESPONSIBILITIES**

5.9.1 Every firefighter shall conduct themselves in accordance with policies, procedures, rules, guidelines, and regulations made by the Fire Chief and shall give their whole and undivided attention while on duty to the efficient operation of the Fire Department and shall perform the duties assigned to them to the best of their ability in accordance with the Department Operating Policy and SOGs; or other written agreement that may be applicable; and/or policies, guidelines, rules and procedures established by Council.

## **5.10 PROPERTY**

5.10.1 No person shall supply any apparatus, equipment or other property of the Fire Department for any personal or private use.

5.10.2 No person shall willfully damage or render ineffective or inoperative any apparatus, equipment or other property belonging to or used by the Fire Department.

**5.11 FIRE SUPPRESSION**

5.11.1 The Fire Chief shall take all appropriate measures for the prevention, control and extinguishment of fires, the protection of life and property, and the protection of the environment, and shall exercise all powers mandated by the Fire Chief Regulations under the Municipalities Act, 1999, as amended, and the Towns and Local Service Districts Act (SNL2023 Chapter T-6.2), as amended.

5.11.2 The Fire Chief shall ensure structural firefighting including limited internal rescue and fire attack are in accordance with the Fire Department's level of training, SOGs, Occupational Health and Safety Guidelines and the number and type of personnel and equipment available to the Fire Department on each specific emergency response.

**5.12 ADDITIONAL EXPENSES**

5.12.1 If, as a result of the Fire Department's(i) response to an emergency, or (ii) carrying out of any of its duties or functions, the Fire Chief or Assistant Fire Chief determines that it is necessary to incur additional expenses, retain a private contractor, rent special equipment not normally carried on a fire apparatus or use more materials than are carried on a fire apparatus in order to suppress or extinguish a fire, preserve property, prevent a fire from spreading, control and eliminate an emergency, carry out or prevent damage to equipment owned by the Corporation or otherwise carry out the duties and functions of the Fire Department, such costs shall be borne by the Town.

**5.13 EMERGENCY RESPONSE OUTSIDE THE LIMITS OF THE MUNICIPALITY**

5.13.1 The Fire Department shall not respond to a call with respect to a fire or emergency outside the territorial limits of the Fire Department's response area as identified in the attached Schedule "C" forming part of this by-law, except with respect to a fire or emergency:

5.13.1.1 That, in the opinion of the Fire Chief or designate of the Fire Department, threatens property in the Municipality or property situated outside the Municipality that is owned or occupied by the Municipality.

5.13.1.2 In a municipality with which an approved automatic aid or mutual aid agreement has been entered into to provide fire protection services.

5.13.1.3 On property with which an approved agreement has been entered into with any person or corporation to provide fire protection services.

5.13.1.4 At the discretion of the Fire Chief, to a municipality authorized to

participate in any mutual aid plan or respond to a request from the Provincial Fire Commissioner to respond to other fire and emergency situations.

5.13.1.5 On property beyond the territorial limits of the Fire Department where the Fire Chief or designate determines immediate action is necessary to preserve life and/or property and the correct fire department is notified and/or assumes command or establishes alternative measures, acceptable to the Fire Chief or designate.

#### **5.14 SCHEDULES**

5.14.1 The following items shall form an integral part of the by-law and shall be attached as schedules:

Schedule "A" - Core Services.

Schedule "B" - Emergency Response Area.

#### **5.15 CONFLICT**

5.15.1 Where this by-law may conflict with other by-laws of the Corporation, this by-law shall supersede and prevail over that other by-law to the extent of the conflict.

#### **6. SEVERABILITY**

6.1 If any part of this by-law is found to be illegal or beyond the power of the Corporation, such section or part or item shall be deemed to be severable and all other sections or parts of this by-law shall be deemed to be separate and independent there from and enacted as such.

#### **7. BY-LAW REVIEW**


7.1 The Town shall, every 2 years, conduct a review of this By-law and consider the areas which may be improved.

#### **8. REPEAL OF PREVIOUS REGULATIONS AND AMENDMENTS**

8.1 None

#### **9. CAME INTO EFFECT**

These Regulations first came into effect on January 1, 2025, through a resolution of Council, # 2024-498.



Carol McDonald, Mayor



Claudine Murray, Town Clerk

## **Schedule "A"**

### **Core Services**

Core Services may be limited or reduced due to the Fire Department's reliance upon volunteer firefighters, the topographic and geographic configuration of the response area, the level and amount of equipment at the Fire Department's disposal, and other budgetary constraints. The Fire Chief may, in his/her sole professional discretion, limit the level of core services that will be provided in certain circumstances. The decision to provide limited services shall be made after assessing the individual circumstance and determining whether the core services can be delivered safely, recognizing all relevant limitations.

The Municipality accepts no liability for the delay or inability to supply the core services listed below due to the existence of unsafe conditions encountered on route, impeded access to property, environmental factors/constraints, and/or the limitations described above.

All emergency response and training will comply with applicable provincial legislation, in accordance with recognized curriculum and industry standards.

#### **1. Fire Prevention and Education**

1.1 Shall include the distribution of fire and life safety information and public education programs in accordance with the FPSA and the Town Fire Prevention Policy.

1.2 Shall include an on-going residential home fire safety program, and smoke and carbon monoxide alarm awareness programs.

1.3 Fire and life safety communications shall be distributed using media tools and other outlets as appropriate.

#### **2. Fire Code Enforcement**

2.1. Shall include, Inspections arising from complaint, request, retrofit, or self-initiated and shall be provided in accordance with the FPSA and the applicable codes as adopted by the Town.

#### **3. Structural Firefighting: Offensive and Defensive**

3.1. Structural Firefighting shall include a comprehensive, coordinated arrangement of resources and functions which are organized to respond in a timely, staged manner to targeted fire emergencies, regardless of the cause, and to minimize the impact on persons, property and the environment.

3.2. Fire suppression services shall be delivered in both an offensive and defensive mode and shall include search and rescue operations, forcible entry, ventilation, protecting exposures, salvage and overhaul as appropriate.

#### **4. Wildland Firefighting**

4.1. Wildfire services shall include a comprehensive, coordinated arrangement of resources and functions which are organized to respond in a timely, staged manner to targeted wildland fire emergencies, regardless of the cause, and to minimize the impact on persons, property, and the environment within the Municipality.

4.2. A wildfire or wildland fire is a fire in an area of combustible vegetation that occurs in the countryside or rural area.

4.3. Wildland fires are uncontrolled fires based on the combination of factors such as available fuels, physical setting, and weather.

#### **5. Medical Response**

5.1. Medical Response shall include emergency, pre-hospital care response and medical acts or other first aid/cardiopulmonary resuscitation (CPR) services.

5.2. These services shall be maintained as per the Fire Chief's approved Standard Operating Guidelines as appropriate, and appropriate to the needs of the Municipality as recommended by the Fire Chief.

5.3. The emergency first responders, Officers and volunteer firefighters, shall be trained to the level of advanced First Aid for Fire Fighters, and have current CPR/AED certification. Certification shall remain current, and a proper training record will be maintained.

#### **6. Vehicle Extrication - Search and Rescue**

6.1. Search and rescue operations shall include performing vehicle extrication and disentanglement operations involving packaging, treating, and removing victims trapped in common passenger vehicles through the use of hand and power tools.

#### **7. Watercraft Operations - Search and Rescue**

7.1 Search and rescue operations shall include performing watercraft-assisted and watercraft-based operations to locate, access, provide treatment and extricate individuals as required.

7.2 PCSP firefighters are trained to perform surface water rescue and ice/cold water rescue utilizing the proper training and equipment as provided.

#### **8. Special Operations/Search and Rescue**

8.1 Special operations search and rescue includes unforeseen events caused by natural disaster, intentional acts, or other unforeseen causes where persons or property are at risk or endangered.

# Schedule "B"

## Emergency Response Area

