

Service de sécurité incendie de Montréal

2023 ACTIVITY REPORT



YOUR SAFETY IS OUR PRIORITY!

Montréal 

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ACKNOWLEDGMENTS

> MESSAGE FROM ALAIN VAILLANCOURT



As the executive committee member in charge of public security for the city of Montréal, I would like to acknowledge the high quality of essential services provided by all members of the Montréal fire department (SIM) throughout the year 2023.

Most notably, I would like to thank you, on behalf of all Montrealers, for your outstanding efforts in fighting the tragic fire that broke out on March 16, 2023, in Old Montréal. Your response has saved the lives of nine people. Had you not fought this exceptionally violent fire with such bravery and determination, many more lives may have been lost in this tragedy.

This fire reminds us of the utmost importance of focusing on prevention in order to preserve the lives of those who live or work in our city, as well as of those who chose to visit Montréal. I would like to extend my heartfelt congratulations to the SIM for its fire prevention vision, a strong foundation on which to build the resilience of our population.

The year 2023 has also been a particularly busy one in terms of the number of emergency measures required across the urban agglomeration of Montréal. From extreme cold, to ice storms, spring flooding, poor air quality, broken watermains, the Civil protection centre (Centre de sécurité civile) and the SIM have shown exemplary professionalism in their management of these situations.

In conclusion, I would like to applaud the improvement of Montréal's fire protection insurance rating. This is a great example of the efforts of our fire department crews and of their ability to innovate in order for the SIM to become a leader with respect to fire protection and prevention, basic medical care and urban safety.

The safety of our population is our main priority. We thank all SIM members for their daily professionalism and devotion to public safety!

Alain Vaillancourt

Montréal executive committee member responsible for public security

> MESSAGE FROM RICHARD LIEBMANN



It is my privilege to present to you the results of our hard work and dedication for the year 2023. This activity report is a close reflection of everything that our organization has experienced over these past twelve months. It is with great emotion that I recall today the horrific fire that took the lives of seven people in March of last year, in Old Montréal. But I am immensely proud of all those who responded that day and during the weeks that followed.

Their swift action, courage and professionalism have saved nine lives. It was a complex rescue mission, carried out in extremis, that reflected the powerful impact of teamwork. In the aftermath, many took part in the difficult operations surrounding the retrieval of victims, while preserving their dignity and guaranteeing the safety of all the professionals involved.

Lest we forget our main mission, which is to serve Montrealers by protecting their lives, their property and their environment. We have shown this throughout the year 2023 and throughout the numerous incidents requiring our response and emergency measures rolled out over the course of last year. The Civil protection centre responded during 6 major incidents in 2023: two episodes of extreme cold, one ice storm followed by rising water levels due to the spring freshet, the worst air quality recorded in the world at the end of June, and an important watermain break.

I would like to highlight the commitment and devotion of all teams who worked during these intense situations.

Whether it is in terms of firefighting, rescue, medical emergency response or public security incidents, we must continue to work with our population towards enhanced prevention and resilience. I am particularly proud of last year's shift with respect to prevention and comprehensive risk management, as well as of all the efforts made to reach this central goal as fast as possible. It is essential that all members in charge of both response and intervention continue to work closely in order to ensure the protection of our population.

I would like to congratulate our members on the improved insurance rating. The class 1 Fire Underwriters Survey (FUS) grade is a result of all the fire safety efforts and investments made over the Public Fire Protection Classification years!

Lastly, I would like to reiterate my gratitude to all SIM members for their contribution to making the urban agglomeration of Montréal a safer place for its citizens!

Richard Liebmann

Fire Chief and Civil Security Coordinator for the Montréal Agglomeration

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

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

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

> SIM VALUES

HEALTH AND SAFETY OF ALL
PUTTING MONTREALERS FIRST
RESPECT
RESPONSIBLE MANAGEMENT



> PORTRAIT OF MONTRÉAL

Population¹

More than 2 million

Newcomers²

40,000 per year

Density³

Between 300 and 12,000 people per km²

Shores⁴

More than 267 km²

Agglomeration

19 boroughs
15 reconstituted municipalities

High-rise buildings⁵

864

Metro⁶

3rd busiest in North America
68 stations across the network

DID YOU KNOW?

Montréal has an underground pedestrian network spanning over 32 km, used daily by 500,000 people.⁷

Demographic changes and societal issues

- Increasing number of newcomers.
- Increasing mental health, substance abuse and homelessness problems.
- Ageing population and increasing requests for home assistance.
- Increasing extreme weather events caused by climate change.
- Urban densification.

1. Pourquoi s'implanter à Montréal 2. Schéma de couverture de risques 3. Schéma de couverture de risques en sécurité incendie pour l'agglomération de Montréal 4. La transformation des berges 5. Schéma de couverture de risques 6. Métro de Montréal 7. RESO, le réseau souterrain de Montréal

> HIGHLIGHTS

Types of calls	2021	2022	2023
Building fires	1,245	1,303	1,536
Other types of fires	2,737	2,511	2,803
No fire	19,500	21,974	26,698
Fire alarms	12,902	14,056	16,598
Pre-hospital medical emergencies	65,097	71,663	73,826
False alarms, canceled, combined, or other calls	7,445	7,409	7,442
Total	108,926	118,916	128,903

Characteristics of Montréal	2021	2022	2023
Population (000)	2,033	2,048	2,147
Budget (000 \$)	350,537	362,830	390,045
Number of fire stations	66 + 1*	66 + 1*	66 + 1*

* Satellite fire station on Île Sainte-Hélène

Human resources	2021	2022	2023
Civil employees and managers	343	344	355
Firefighters	2,395	2,395	2,395
Total	2,738	2,739	2,750





> A WELL-STRUCTURED ORGANIZATION

The Service de sécurité incendie de Montréal is the second most important fire department in Canada and sixth in North America. It has 6 operation divisions to cover the territory of the urban agglomeration of Montréal.

Its 66 fire stations and its point of service provide a variety of services to ensure the safety of the entire population of the Montréal agglomeration.

13 SPECIALIZED FIRE STATIONS FOR CERTAIN TYPES OF RESCUE RESPONSE

2 fire stations specialized in hazardous material response

These teams are trained to detect, control, limit and stabilize toxic substance spills or release. They can also decontaminate people or equipment during or after the response. They also participate, along with the city's police department, in the antiterrorism advisory board, and respond in case of terrorist attacks.

3 fire stations specialized in technical rescue

Specialized in high-altitude rescue, confined space rescue, trench and structure collapse, these firefighters are also called to support operations where conventional evacuations (aerial ladder, or baskets) is impossible. They namely respond on high-rise buildings, construction sites, in case of a structure collapse, in factories or on mount Royal.

8 fire stations specializing in nautical rescue

Equipped with waterproof clothing and gear adapted for nautical operations, along with various types of boats, this unit is trained to rescue any person who needs help on a body of water.

5 fire stations specializing in rescue on ice

As part of the nautical rescue group, members of this unit respond when the rescue site is not accessible by boat due to significant presence of ice. They are trained to use special rope and stretcher systems from shore, or directly on the ice. They are also equipped with special boats designed to navigate in wintry conditions.

The SIM also has an administrative headquarters for prevention and 6 prevention units that are paired with fire stations, namely the Fire incident analysis and causal and circumstantial determination bureau (Bureau de l'analyse des incidents et de recherche de causes et circonstances des incendies - BAIRCCI), that is established at fire station 17. The Bureau's mission is to collect pertinent data about firefighter response in order to best determine fire hazards across the territory.



DID YOU KNOW?

Due to the numerous activities held on Île Sainte-Hélène, the SIM sets up an operational satellite point of service for the summer season, both on land and on water, in order to ensure the safety of all users.

MAP OF THE TERRITORY

Lac des Deux Montagnes



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

- | | | | | |
|---|--|---|---|---|
| <ul style="list-style-type: none"> 03 256, rue Young 04 5260, avenue Van Horne 05 75, rue Ontario Est 08 11371, rue Notre-Dame Est 09 8100, boulevard Saint-Michel 10 1445, rue Saint-Mathieu 13 3250, rue Sainte-Catherine Est 14 8216, boulevard Maurice-Duplessis 15 1255, rue de la Sucrierie 16 1041, rue Rachel Est 17 4240, rue de Charlevoix 18 12012, boulevard Rolland 19 2000, avenue De Lorimier 20 920, rue Saint-Urbain | <ul style="list-style-type: none"> 21 6025, boulevard Lavoisier 22 5455, rue Antonio-Dagenais 23 523, place Saint-Henri 25 1212, rue Drummond 26 2151, avenue du Mont-Royal Est 27 5353, avenue Gatineau 28 7650, boulevard de Châteauneuf 29 5375, 1^{re} Avenue 30 5, avenue Laurier Ouest 31 7041, rue Saint-Dominique 32 16101, rue Sherbrooke Est 33 6040, boulevard Monk 34 5369, chemin de la Côte-Saint-Antoine 35 10827, rue Lajeunesse | <ul style="list-style-type: none"> 37 795, rue Jarry Est 38 14201, rue Sherbrooke Est 39 2915, rue Monsabré 40 8639, avenue Pierre-De Coubertin 41 7405, avenue Champagneur 42 4180, rue De Salaberry 43 1945, rue Fleury Est 44 12145, boul. de la Rivière-des-Prairies 45 5100, rue Hochelaga 46 4760, avenue Cumberland 47 2111, rue Saint-Zotique Est 48 3616, rue Hochelaga 49 10, rue Chabanel Ouest 50 6490, 30^e Avenue | <ul style="list-style-type: none"> 51 550, boul. des Anciens-Combattants 52 330, rue Surrey 53 310, Beaurepaire Drive 54 3048, boulevard Saint-Charles 55 401, boulevard Saint-Jean 56 230, boulevard Chèvremont 57 13795, boulevard de Pierrefonds 58 13, rue du Centre-Commercial 59 18661, boulevard de Pierrefonds 61 10, rue Sunnysdale 62 150, avenue Avro 63 530, boulevard Bouchard 64 3175, rue Remembrance | <ul style="list-style-type: none"> 65 1300, avenue Dollard 66 4398, boulevard LaSalle 67 911, boulevard René-Lévesque 71 5500, chemin du Bois-Franc 72 2727, boulevard Poirier 73 820, rue Saint-Germain 74 10, avenue Roosevelt 75 40, avenue Saint-Just 76 19, rue Stanton 77 114, avenue Westminster Nord 78 6815, chemin de la Côte-Saint-Luc ▲ 6150, avenue Royalmount ▲ 10, chemin du Tour-de-L'Isle |
|---|--|---|---|---|



> MEETING EVERY NEED



FIREFIGHTERS

2,395 firefighters, including

1,925 firefighter-first responders*

509 specialized firefighters*

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

PREVENTION AGENTS

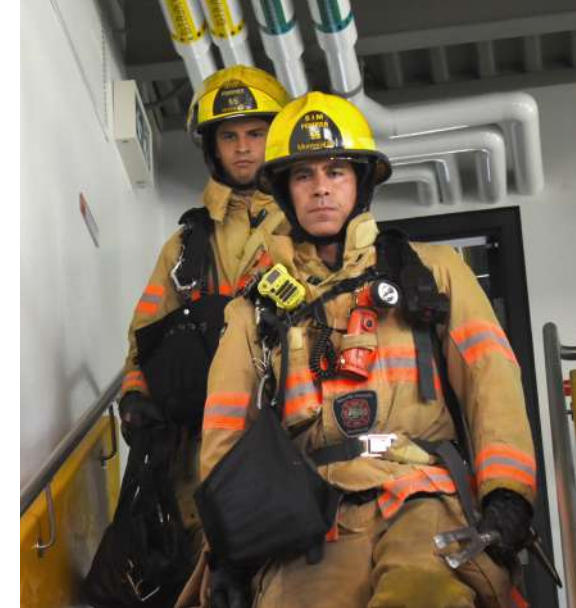
Prevention agents contribute to strengthening the SIM's capacity to promote fire safety within the community. Members of this team play an essential role in raising fire safety awareness and enhancing conformity to fire safety standards.

TELECOMMUNICATIONS OPERATORS

The SIM's fire safety communications team (Centre de communications en sécurité incendie - CCSI) operates around the clock, processing emergency calls requiring the response of firefighters. In addition to managing communications and dispatching resources, the team ensures optimal coverage of the entire territory 24/7.

COMPREHENSIVE SUPPORT

Beyond prevention and firefighting, the SIM provides diversified expertise in engineering, planning, emergency measure coordination, technical legal support, business intelligence, statistics, etc. Numerous members of the SIM provide material, administrative, technical and professional support to carry out the department's mission.



**ARE YOU
INTERESTED
IN A CAREER AS
A FIREFIGHTER
IN MONTRÉAL?**

Applicants must:

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

CIVIL PROTECTION CENTRE

The staff of the centre de sécurité civile (civil protection center, or CSC) in support of the agglomeration's civil security coordinator, works to develop knowledge about major risks across the territory, to implement prevention and preparedness measures, to organize and ensure the deployment of resources on site in case of major incidents, as well as to follow up as required while the situation is being restored.

DID YOU KNOW?

In Montréal, the civil security coordinator is also the fire chief of the SIM.



OFFICERS: PROFESSIONAL DEVELOPMENT

Last year, the SIM implemented a curriculum that is unique in Québec for a fire department, aiming to help develop the competencies of its officers. These programs were launched in 2023 and aimed not only to retain a new generation of competent professionals in sufficient numbers, but also to provide support to members throughout their career.

In one year alone, the SIM managed to attract a record 194 new officers in its fire stations. This exceptional success was made possible by carefully prioritizing projects under the guidance of the Director of operations, as well as through the active contribution of all members of senior management and other SIM employees, as well as the human resources department.

WORKPLACE HEALTH, SAFETY AND WELL-BEING

Promoting overall health

The continued improvement of our staff's and management's well-being is one of the SIM's priorities. In 2023, the workplace health, safety and well-being division (Division de la santé, de la sécurité et du mieux-être au travail - DSSME) welcomed 3 chiefs of operations, a division chief, a psychological health advisor and 2 administrative employees. These new additions have strengthened the team.

With a new approach, new image, and new color palette, the division revamped its tools in order to provide more effective, targeted and meaningful communication. SST en bref, Bulletin SST, Gestion SST and the various reports are all essential tools to communicate to staff important information regarding workplace health and safety issues.

INTEGRATING THE NEXT GENERATION

In 2023, the SIM welcomed 68 new firefighters. These recruits were welcomed, upon arrival, through a unique and innovative 3-week integration program. This is an opportunity to prepare them for the specifics of firefighting in Montréal, as well as to present them with the SIM's vision regarding diversity, equity and inclusion.

Following this program, recruits are provided field mentorship by officers in the fire stations for a period of 11 months, in order to continue their integration and to continue to develop their competencies.





PEER SUPPORT

Psychological health prevention remains an important issue, and the SIM has taken steps towards its integration in department activities. These efforts will continue for years to come. Last year, the division trained 34 new members to provide peer support to all responders. What's more, the PeerOnCall pilot project was rolled out, offering a psychological support app that facilitates access to peer support within the fire department. This new tool is increasingly popular among our members.

TRAINING AND INTEGRATION

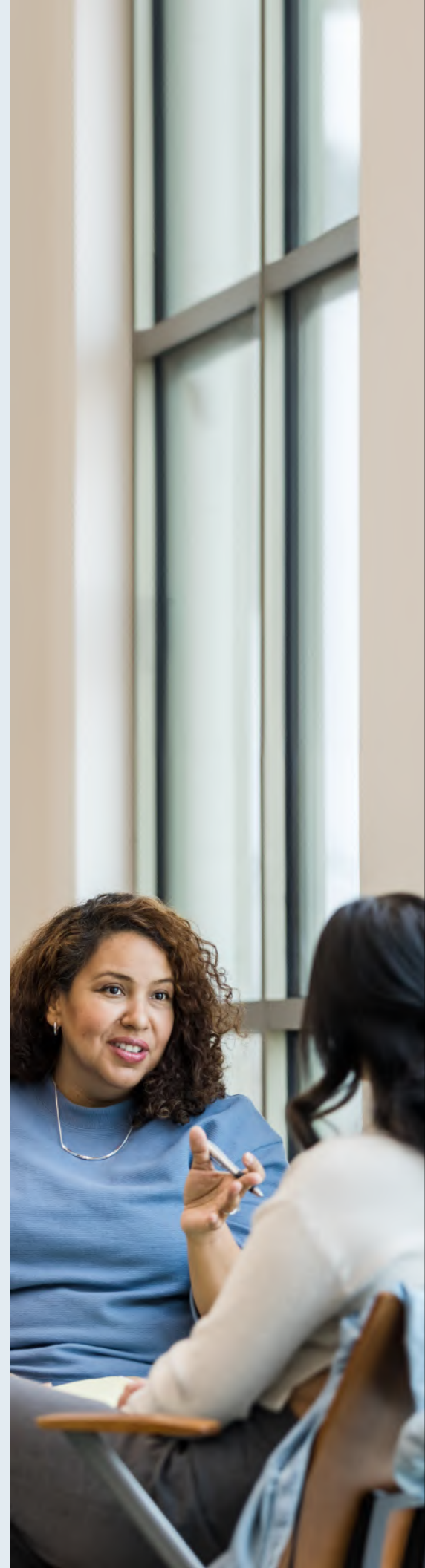
Workplace health and safety certification

- 11 new chiefs of operations
- Certification of senior management in order to provide health and safety support

Integration

- 3 sessions offered to interns and recruits
- 2 sessions offered to lieutenants
- 1 session offered to captains
- 28 orientation agents trained for the firefighters' employee assistance program (PAE*)

* PAE = programme d'aide aux employés (employee assistance program)



SPECIAL HIGH-RISK BUILDING MANAGEMENT INDIVIDUALS

High-risk building management allows us to inform our staff before they arrive onsite of the special risks associated with a particular building.

They can then adjust their attack strategies and tactics against the fire, or any other incident in that building. In order to enhance the quality of the documentation and follow-up concerning high-risk buildings, the SIM is currently revamping its data collection and archiving process.

By improving the statistical visibility of the status of various high-risk buildings across the territory of Montréal, the SIM ensure the health and safety of its responders.

Quantitatively, in 2023, there were 1,612 high-risk buildings, all of which were visited last year, either by firefighters or prevention agents.



> THIS YEAR'S CEREMONIES

Recognition of acts of merit or civic engagement

The management of the SIM and the Ville de Montréal honored 4 citizens and 49 fire department members whose acts of civic engagement and bravery were outstanding. This ceremony is held to highlight particular actions made by SIM members as part of their duties, or by citizens whose actions provided support or facilitated firefighters' work in emergency situations.

Integration of recruits

The SIM launched a series of retroactive ceremonies for the integration of cohorts of recruits hired during the years 2020 to 2022, whose ceremonies could not be held due to public health restrictions in place during the pandemic. In addition, 3 events were also held for the newly integrated members of the SIM. Overall, 190 recruits (122 of previous cohorts, and 68 for 2023) were thus able to take part, along with their families, in one of the 5 integration ceremonies held in 2023. Through these events, the SIM aims to develop a sense of belonging, create memories and kickstart a great career in its ranks.

SIM members

The SIM held various ceremonies to honor 65 of its high-ranking members in 2023. Division chiefs, chiefs of operations, captains and lieutenants who received their badges and insignia were able to celebrate this important milestone with their peers and loved ones.

Commemoration ceremony for deceased firefighters

Since 1894, the SIM, in collaboration with the Montréal firefighters' association (Association des pompiers de Montréal - APM) and the Montréal retired firefighters' association (Association des pompiers retraités de Montréal - APRM), holds a ceremony where the families of deceased firefighters can gather to celebrate the exemplary work of the women and men who dedicated their professional lives to serving their fellow citizens.



> FIRE PROTECTION INSURANCE RATING REVISION

Following a periodic revision of the urban agglomeration's fire protection insurance rating, Montréal received the highest ranking (class 1) in 2023, from Fire Underwriters Survey.

FUS issues fire protection insurance assessments every year. This is an indication that our investments in fire safety and in water production and distribution infrastructures have been fruitful, as a class 1 ranking represents an "ideal" situation, in that it means the highest level of protection.

This classification reflects a community's level of preparedness to fight major fires. In order to set adequate fire protection insurance premiums for the residences and industrial and commercial properties on a given territory, insurers require reliable and up-to-date information regarding fire protection.

FUS collects data regarding public response services provided across Canada and analyzes it to establish appropriate fire protection insurance premiums.

Investments in firefighting services are a tried and tested indicator of a city's effectiveness in fighting future fires, which then leads to insurers setting lower insurance premiums for well-protected communities.

Excerpt of the letter confirming the class 1 rating for the urban agglomeration of Montréal:

"We have reached the conclusion, based on the data provided and analyzed, that the ranking of public firefighting response services for businesses has improved in various areas of the urban agglomeration, from level 3 to level 1 (on a scale from 1 to 10, 1, being the highest rating. The city's efforts to ensure (...) optimal public fire safety is reflected in this improvement of the fire protection insurance classification. Congratulations, you thereby provide optimal safety to your population."





> DIVERSIFICATION OF HUMAN RESOURCES

Launched in 2021, the equity, diversity and inclusion bureau (Bureau de l'équité, de la diversité et de l'inclusion - BEDI) has made it its mission to diversify the SIM's human resources in order to provide better services to the city's communities. Through innovative tools, resources and events, it aims to inform all communities of the urban agglomeration of the various professional opportunities within the department. The BEDI also provides assistance to managers, in order to ensure that all staff members feel included in their teams.

Main actions in 2023:

- Raising awareness regarding equity among all members of senior management, through activities lead by the bureau of the commissioner on the fight against racism and systemic discrimination (Bureau de la commissaire à la lutte au racisme et aux discriminations systémiques) and the city's Respect – DEI.
- Raising awareness regarding equity, diversity and inclusion among the 64 operations recruits and 12 prevention agents.
- Raising awareness regarding equity, diversity and inclusion among some 100 interim lieutenants.
- Collaboration of the SIM with the Montréal Police department (Service de police de la Ville de Montréal) in holding the event: "Diversité en uniforme", as part of Black History Month.
- Participation in Montréal's community day events and in the Pride parade.
- Participation in the events "Les filles ont le feu sacré" and "On a tous le feu sacré" aiming to showcase firefighting careers to girls and youth from under-represented communities.

UNPRECEDENTED MOBILIZATION

For the very first time in its history, the SIM sent a delegation to Montréal's Pride festival, on August 13, 2023. Staff members and management marched for diversity and inclusion, along with more than 300 colleagues from various Montréal municipal departments, who were also participating in the event for the very first time.

Under a gigantic rainbow-colored arch, various members were photographed in the company of flamboyant drag queen Barbada, who was leading the entertainment for the day.

The city's delegation was one of the first to open the parade. A total of 192 groups walked along Boulevard René-Lévesque, along nearly 3 kilometers until Parc de l'Espoir, located in the Gay Village, where a minute of silence was held in memory of the victims of AIDS and of those who died because of their sexual orientation or gender identity.



> WOMEN IN MANAGEMENT

The city is more inclusive and diverse than ever before, and it welcomes increasing numbers of women in its ranks. Acknowledging their expertise and contribution, the department recruited valuable women who contribute to developing and strengthening the services it provides to Montrealers.

ANNICK MALETTO

Director of Montréal's civil protection centre

A SIM member since 2014, Annick Maletto is the director of Montréal's civil protection centre. She is the right-hand person of the urban agglomeration's civil protection coordinator and SIM director, Richard Liebmann. Her team made up of 16 employees ensures that the urban agglomeration is prepared to face major disasters. Concretely, when things get serious enough for civil protection to get involved, she pilots the response across the entire territory of Montréal. During calmer times, she works at the centre on recovery, prevention and preparedness, as well as on post-disaster recovery.

The new director was an important actor in all major crises experienced in Montréal over the past few years. These include the 2019 floods, the COVID-19 pandemic from March 2020 to May 2022, and the ice storm episode in 2023. Not to mention the 2023 floods that only had a limited impact on the population, thanks to the improved preparedness and proactivity of recent years.

She holds a Bachelor's of environmental sciences from Concordia University and a Master's of Atmospheric Science and Meteorology from the University of British Columbia. Ms. Maletto is a strong leader whose expertise and professional experience are most valuable to the SIM and to the urban agglomeration.

The director has shown impeccable leadership through her ability to mobilize and unify resources. Her relentless commitment and her accomplishments have earned the civil protection centre various prestigious awards since she became a manager of our department.

In 2022: "Prix mérite" award in the disaster response category of the Mérite québécois de la sécurité civile (ministère de la Sécurité publique).
In 2019: "Prix Vectora" award (Association de géomatique municipale du Québec).
In 2018: Honorable mention in the disaster response category of the Mérite québécois de la sécurité civile (ministère de la Sécurité publique).



CHANTAL BIBEAU

Deputy chief for fire prevention and comprehensive risk management

A fire prevention specialist with more than 30 years of professional experience in the field, Chantal Bibeau joined the SIM in 2021. She was tasked with making fire prevention the department's utmost priority. She is the strong leader behind the main components of the SIM's new vision regarding fire prevention, and she is overseeing its deployment and implementation.

She is also responsible for the reorganization of resources within the new comprehensive risk management directorate (Direction de la prévention et de la gestion intégrée des risques - DPGIR), the creation of the Fire incident analysis and causal and circumstantial determination bureau (Bureau de l'analyse des incidents et de recherche de causes et circonstances des incendies - BAIRCCI) and the elaboration of the new qualitative approach to fire safety visits.

Staunch supporter of the motto: "The best way to fight a fire is to prevent it", she bases every aspect of her work on this commitment.

Actively involved in various provincial, national and international associations, Chantal Bibeau namely represented Québec at the National Advisory Council of the Canadian Association of Fire Chiefs, where she proposed the creation of a prevention committee in 2022, which she now chairs.

She is also involved in the International Association of Fire Chiefs as a voting member of the Fire & Life Safety Section, in the Association des gestionnaires en sécurité incendie et civile du Québec (AGSICQ), of which she was prevention co-chair from 2016 to 2022, and in the Régie du bâtiment du Québec as a governing board member from 2018 to 2023.

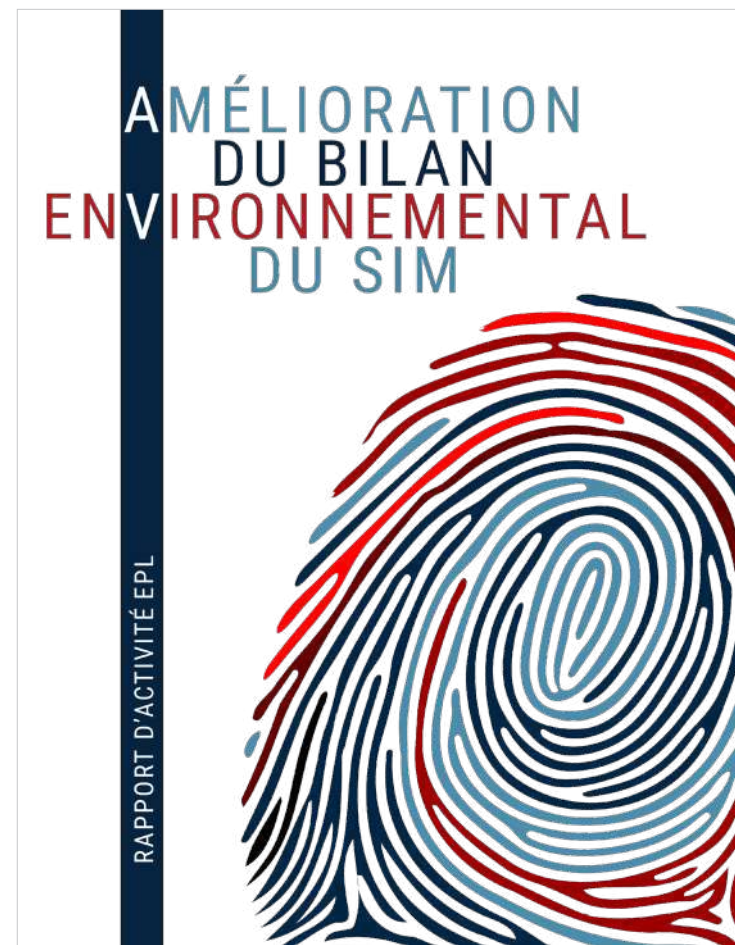
Her passion for prevention and her inspiring leadership contribute to her role as an important asset for the SIM, as well as for the urban agglomeration as a whole.



> GREEN PARTNERSHIP

In partnership with the École de technologie supérieure (ETS) of the Université du Québec, the SIM carried out the first study of the carbon footprint generated by its activities. This comprehensive analysis is a global first for a sizeable fire department. The scope of this project extends to all of the SIM's activities including drinking water both onsite during response operations and at its fire stations, compostable food waste, the energy consumption of buildings and vehicles, and the life cycle of products and equipment purchased by the SIM.

This project for the environmental assessment of the SIM was carried out as part of course ENV825 – Procédés et processus propres, offered to cycle 2 students in environmental engineering at ETS. The project was carried out by a team of 30 students, under the supervision of two professors, during the winter 2023 semester.



> HIGH-END EQUIPMENT

For more efficient and safe response operations, the SIM aims to provide its members with the latest technology and high-end equipment.

Titan boats

In 2023, the SIM totally renewed its nautical rescue fleet, with the addition of 12 new boats. Titan models are highly specialized for search and rescue in the waters surrounding the urban agglomeration of Montréal.

More modern, these boats are ergonomically suitable for nautical rescue operations. They are equipped with the latest nautical technology available.

The SIM relies on these boats to carry out more precise and faster search and rescue operations, providing enhanced safety for their occupants. What's more, the fire department is certain that these boats will facilitate multi-modal response operations in cooperation with other partners.

Bunker gear

In order to replace the bunker gear that has reached the end of its service life and to provide new firefighters with gear as soon as they are hired, 800 units of bunker gear were acquired in 2023.

With improved performance features, the new model can block 99.9% of particles, while allowing clean air to circulate. The bunker gear is also more resistant to evaporation and heat, and is equipped with a ventilation system in the back, designed to reduce the risk of heat stroke. Moreover, the firefighter may choose the model best suited for their body type, since there are now models for men and for women as well.

Thermal cameras

During this past year, the SIM completed the installation of new portable thermal cameras on its vehicle fleet. These cameras provide improved safety for firefighters, enhanced victim search and rescue techniques, and assist decision-making during response operations.

Decontamination

In 2023, 70 DECON/pak portable decontamination systems were installed on the SIM's fire engines. Onsite, during a response operation, DECON/pak systems dose rinsing agents meant to decontaminate firefighting equipment, thus reducing cancer risks for firefighters. Eliminating particles may reduce contamination by 85%.



> MODERNIZED SYSTEMS AND PROCESSES

In order to comply with CRTC regulations, and to adapt to the ever-evolving communications technology, the SIM is working on creating an improved citizen and staff experience in its management of 911 calls.

This wide-scope project will unfold over several years and is led in collaboration with the Montréal police department (SPVM), the city's information technology (Service des technologies de l'information) and the city's building management and planning department (Service de la gestion et de la planification des immeubles).

The SIM has begun to roll out its programmed called Programme 911 PG, which aims to modernize the technology and building infrastructures of its fire safety communications centre (Centre de communications en sécurité incendie - CCSI). The 911 PG project ("PG" for "prochaine generation" or "next generation") aims to provide the population with a live 911 voice calling and text messaging service.

In 2023, the CCSI focused on planning the project, and more specifically on:

- Determining the SIM's needs.
- Mapping the current call management process.
- Creating the plans of the future CCSI rooms alongside a team of architects.
- Preparing significant calls for tenders for technological solutions.

Special consideration will be given to change management and the integration of employees in preparing this major technological transformation.



> FIRE STATION ALERTING SYSTEM

The time had come to modernize the fire station alerting system used to alert firefighters that an emergency call is being placed. This is the computer system that ensures the link between the fire safety communication centre (CCSI) and fire stations. When an emergency call is dispatched to their station, firefighters are alerted to the fact that a mission order must be executed as quickly as possible.

The deployment of the new alerting systems has begun in 2023, which allowed for 34 fire stations to be equipped with the new systems during the year. This new technology allows for faster dispatching in case of multiple alerts, and for visual and sound indicators adapted to the type of call and the units deployed.



> PREVENTION: THE SIM'S MAIN GOAL

The SIM's comprehensive risk management directorate (Direction de la prévention et de la gestion intégrée des risques - DPGIR) has the following mission:

- Raise fire risk awareness among Montrealers through both public campaigns and more targeted local meetings with citizens, in an effort to promote safe behavior.
- Prevent and reduce fire risks by recommending amendments to by-laws to take into account emerging risks and by verifying the conformity of buildings, large worksites and special events.

- Optimize call response times by ensuring that street configuration or the configuration of special event sites does not delay the arrival and access of emergency vehicles.
- Support the civil protection centre (Centre de sécurité civile) during extreme climate events such as floods, intense heat, etc.

In order to reach these goals, the DPGIR is made up of nearly 70% prevention agents, whose main task is inspection. Other team members have more specialized tasks such as by-laws and awareness campaigns. Additionally, there are also engineers, who handle the more technical aspects, as well as investigators who inform the SIM of the causes and circumstances of a fire.

They all act towards a common goal, the SIM's utmost priority: prevention.



> IMPLEMENTING OUR VISION REGARDING PREVENTION

In 2023, the SIM continued its efforts to roll out the SIM's vision regarding fire prevention. Last year, this work progressed and the following initiatives were launched:

- Advisory committees to collect ideas for the improvement of SIM processes
- Two pilot projects regarding the use of new legal tools in order to reduce the timeframe for buildings to return to conformity.
- A project aiming to implement an impact indicator meant to help plan meaningful action where it is needed most.
- Training to enhance the knowledge of the SIM's agents and to allow for the diversification of their tasks.

At the end of its first year of existence, the DPGIR is particularly proud of several gains, namely:

- Reducing the timeframe for buildings to return to conformity, through a close collaboration with the city's legal department (Service des affaires juridiques).
- The beginning of task diversification for prevention agents.
- An increase in inspection capacity thanks to the SIM's collaboration with city inspectors.
- The investment of 8,000 hours in crucial program reviews, continued improvement and vision deployment is a reflection of the directorate's commitment to operational excellence and its commitment to innovate.

> FIRE INCIDENT ANALYSIS AND CAUSAL AND CIRCUMSTANTIAL DETERMINATION BUREAU

(Bureau de l'analyse des incidents et de recherche de causes et circonstances des incendies - BAIRCCI)



Members of the new Fire incident analysis and causal and circumstantial determination bureau (Bureau de l'analyse des incidents et de recherche de causes et circonstances des incendies - BAIRCCI) are called to respond to the site of a fire. The investigation staff must prepare reports and follow up as required with various partners such as the police department (SPVM) and the insurance companies concerned.

The bureau also trains new officers, as well as new chiefs of operations with respect to the fire scenes and the obligations regarding the causal determination of a fire.

A few significant files handled in 2023:

- The fire at the Bon-Pasteur monastery, requiring several weeks of investigation due to the complexity of the building.
- The work to update the fire department declaration, in collaboration with the ministère de la Sécurité publique (DSI 2003). This work will allow for the SIM to adapt its prevention programs (awareness, inspection and regulatory programs) to the evolution of building codes and safety codes, as well to new technologies.
- 165 investigations were led by the BAIRCCI following 286 major fires.

> AWARENESS CAMPAIGN PARTNERSHIP FOR VULNERABLE CITIZENS



Projet Vigilance in partnership with the SPVM

In order to enhance its impact, the SIM's Vigilance project was integrated into the SPVM's program called "Visit an isolated senior". During these visits, members of the SPVM check fire safety elements in various ways. In 2023, there were 3,013 seniors visited as part of this new partnership, and more than 10 high-risk situations were reported to the SIM.

Project with the CIUSSS du Centre-Sud- de-l'Île-de-Montréal

Senior citizens who are in a vulnerable situation represent a high percentage of those who perish during fires. To tackle this issue, the SIM, in partnership with the CIUSSS du Centre-Sud-de-l'Île-de-Montréal, have rolled out an awareness campaign among users of long-term care facilities (CHSLD).



> DEVELOPING A CULTURE OF CITIZEN SAFETY

In addition to its well-known awareness campaigns, such as "Safe Holidays" or "No butts in the flower pots!", the SIM has created a major campaign aiming to raise awareness specifically among stores that retail micromobility (vehicles such as electric kick scooters and bikes). These stores have been listed and targeted specifically due to the high risk of fire associated with ion-lithium batteries. The SIM has also worked in collaboration with the Association des gestionnaires en sécurité incendie et civile du Québec (AGSICQ)

to publish an article in the Journal de Montréal, regarding the risks related to such batteries.

Youth conference

The citizen awareness team prepared a conference for young adults, on the topic of fire hazards and prevention. Presented in youth centres since January 2023, it is integrated in high school curriculums since the fall of 2023. The conference presents various jobs at the SIM and encourages profitable exchanges that young audiences can relate to.

> AWARENESS ACTIVITIES

Raising awareness is one of the SIM's essential activities. It aims to inform citizens of prevention measures and of their responsibility to know and comply with the by-laws in effect.

This awareness campaign is taken up by all staff members and it encourages every individual's active participation in the preservation of our collective safety and well-being.

In 2023, more than 135,000 people have been reached through our awareness activities: educational conferences (15,000 people), neighborhood parties, open-house events, FireFit competition, stands, inspections, etc. During these activities, the SIM paid special attention to informing more vulnerable people (nearly 5,000 people living in vulnerable situations were reached).



Fire prevention week

This staple awareness event enables the SIM to mobilize its teams and to offer engaging activities regarding fire risks to the general population. In 2023, various innovative awareness activities were explored, including food delivery, in collaboration with Popotes Montréal.





“TRIANGLE VERT” AWARD

Every year, the Association des techniciens en prévention des incendies du Québec (ATPIQ) grants the “Triangle vert” award to a person or organization that stands out through the quality of their work in the broad field of fire prevention.

In 2023, the SIM won the award thanks to a partnership with the Réseau FADOQ through which 550,000 residents who are 50 or older were reached across the province through the organization's web site and magazine.

Open house activities at fire stations

These special activities allow the population to meet SIM members and talk about their daily tasks, job opportunities, as well as fire risks in the home and elsewhere. They also provide a great opportunity for citizens to learn about safety tips. They are entire days of learning and discovery offered at our fire stations, using material and tools used in response operations or as part of awareness campaigns, including the very popular SIMulator.

13 participating fire stations

17, 22, 25, 28, 46, 48, 54, 55, 57, 58, 65, 67, 75



> OPTIMIZATION

Legal processes and tools

During the last year, the SIM integrated new legal processes and tools in order to reach out to landlords more efficiently. The initiative also aims to guarantee a shorter timeframe for uncooperative landlords to comply. Here is an overview of improvements and other work undertaken.

- Implementation of the inspection-city committee Comité Inspectorat-Ville (SIM, Direction de l'aménagement urbain et des services aux entreprises [DAUSE] and Service de l'habitation) for the harmonization of practices and data exchange.
- Use of statements of offence “tickets”, rather than paper format, so that they may be issued immediately, thus reducing administrative delays.
- Introduction of a legal process aiming to accelerate compliance for critical non-compliant cases.

Impact measures

As the city's population continues to increase, we must take priority action where it is felt the most, and where inspection quality must surpass inspection quantity. A team of SIM members worked in partnership with an agent from the ministère de la Sécurité publique in order to define an impact indicator whereby buildings of the urban agglomeration of Montréal will be ranked based on the severity of the consequences a fire would have on people's lives, health and safety as well as on their property and environment, as well as the impacts on the community and on emergency responders. Upon completion, this new indicator, combined with data generated by the prediction tool, will help identify the highest risk buildings of our territory, and thus point inspectors in the direction where their response would be most beneficial.



Mobility tool

Prevention agents now have a new mobility tool to streamline field data collection. The tool includes a personalized app with live data collection capabilities, robust connectivity and enhanced security features.

> URBAN SAFETY



The SIM works in close collaboration with city departments in order to ensure that all urban activities are led in compliance with by-laws. They namely take action to ensure that festivities unfold safely, to oversee conversions of built heritage and to plan road safety, in such a way as to streamline mobility in order to allow for efficient emergency response.

Support for major events

As part of various major events, such as the Feux Loto-Québec, the Canada Grand Prix (Formula 1), the Marathon Beneva de Montréal and all activities at Place des Festivals, the SIM ensures that nothing will prevent the events from unfolding safely.

In 2023, through rigorous planning and thanks to a close collaboration between the SIM, event organizers and security services, these major events were held successfully both in terms of their organization and in terms of their safety.

Significant capital works projects

The SIM continuously oversees all major projects, ensuring that safety issues are handled effectively and that traffic hindrances during major construction work are properly managed.

Last year, the major worksite unit (Section des grands chantiers) was particularly invested in safety surrounding the work on the Louis-Hippolyte-La Fontaine tunnel, as well as in the internal coordination of SIM efforts in preparing the implementation of the REM service in July of 2023.

The unit oversaw the alignment of operational procedures, actively participated in various simulations, and prepared a training curriculum shared with staff, thus guaranteeing a smooth transition during the implementation of the REM service, as well as ensuring passenger safety at all times.



TECHNICAL RESPONSE

The technical response team provides preventive technical support to SIM operations and oversees compliance with safety standards across territory of the urban agglomeration of Montréal.

It responds to emergency calls for the following motives:

- Fire alarm systems
- Sprinkler systems
- Emergency exits
- Reports of dangerous structures
- Reports of at-risk walls

This team is also present during fires, to handle the external logistics, including coordination with partners such as the Canadian Red Cross, follow-ups with tenants and landlords, as well as the collaboration with other stakeholders, such as the Service de police de la Ville de Montréal (SPVM) and building inspectors.

Number of calls received:

2190

Increase between 2022 and 2023

42%

ENGINEERING

In 2023, the engineering team, whose mission it is to ensure that urban infrastructures are safe for Montrealers, faced an increase in requests pertaining to the following:

- Permanent redevelopment of shared streets (namely for pedestrians and bikers).
- Various projects related to water supply.
- Analysis of alternative fire safety measures.
- Development of public streets and accessways.
- Other regulatory aspects related to fire prevention.

TARGETED PREVENTION OPERATIONS

Operation Vulcain

The SIM planned a series of inspections in 2023 in buildings reported for priority risk management concerns, in close collaboration with the city's housing department (Service de l'habitation), the 19 boroughs, and the Régie du bâtiment du Québec (RBQ).

The goal is to implement a new process and strategies to improve processing times, establish partnerships, and to widen the scope of our awareness activities, as well as develop more coercive legal tools for non-compliant landlords.

The SIM's division for prevention and proximity with citizens (Division de la prévention et de la proximité avec le citoyen - DPPC) expedited its action plan and mobilized its resources since March, 2023.

During operation Vulcain, more than 500 inspections were carried out, resulting in 2,500 non-compliant premises. Moreover, 20 registered letters were sent in cases that were considered critical.

Not only did this operation address imminent safety concerns, but it also laid the groundwork for a solid and durable partnership for inspections in Montréal. The fruitful collaboration between the DPPC, the housing department (Service de l'habitation), the city's boroughs, reconstituted municipalities and the RBQ

strengthened prevention and surveillance mechanisms, thus improving safety in Montréal's residential institutions.

Operation Sentinelle

Sentinelle operations aim to inspect gathering places such as bars, restaurants and other establishments holding a permit from the Régie des alcools, des courses et des jeux (RACJ), in order to ensure the safety of all occupants.

The following inspection criteria is considered:

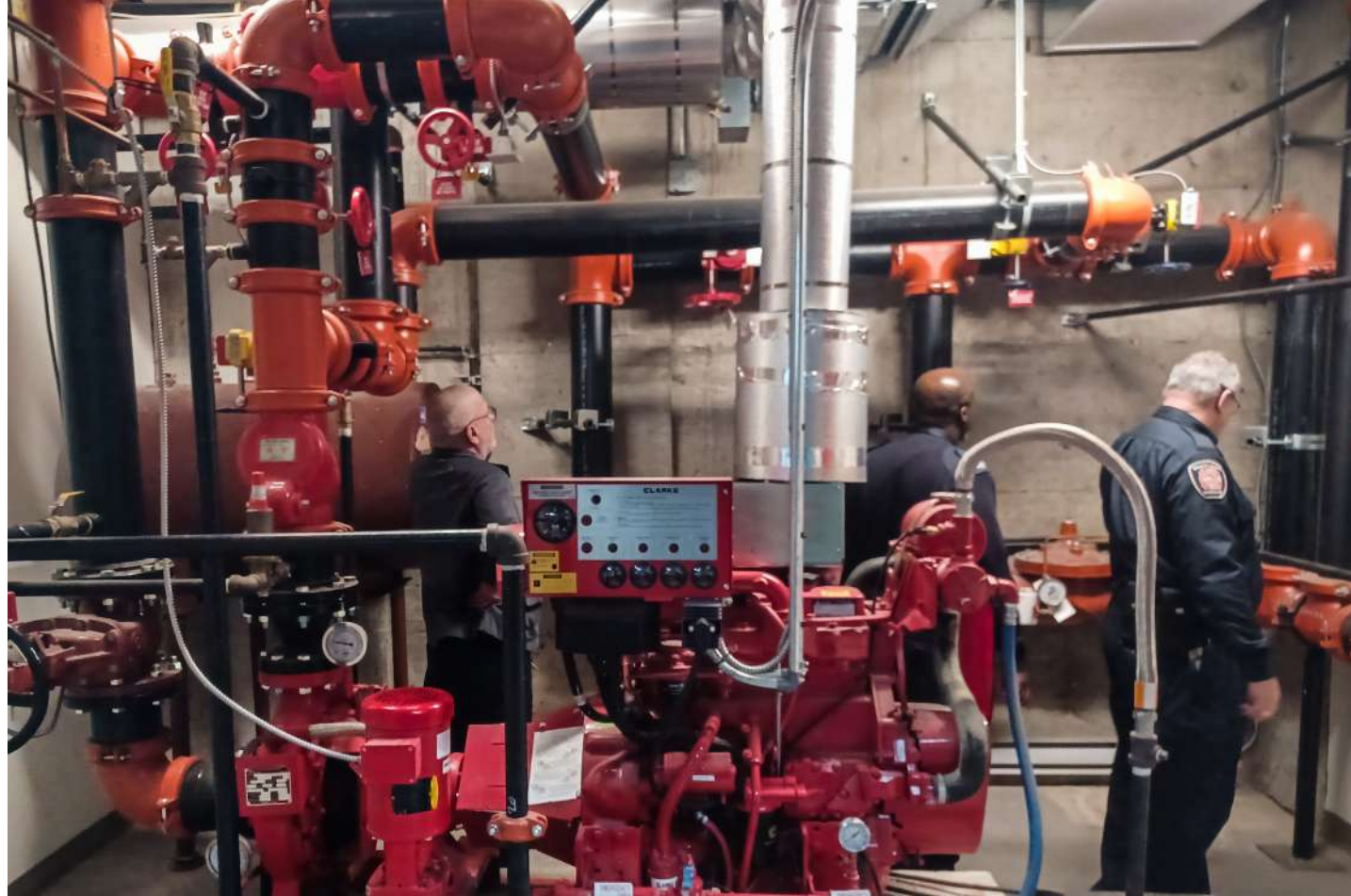
- Compliance with means of egress.
- Aspects related to decorative panels.
- The maximum capacity of the premises.
- The use of candles or pyrotechnics.

In 2023

- 91 establishments inspected
- 20 immediate legal proceedings instated
- 10 immediate evacuations ordered in unsafe locations
- 50 pyrotechnic devices seized
- 1,000 candles put out onsite

Operation downtown

In collaboration with various stakeholders, namely the directorate of suburban planning and services to corporations (Direction de l'aménagement urbain et des services aux entreprises - DAUSE), the DPGIR secured 54 vacant buildings.



> AWARENESS CAMPAIGN VISITS

As part of the visits carried out by prevention agents for smoke alarms, the SIM noted that 80% of rental units in residential dwellings were equipped with a functioning smoke alarm. In 2023, in an effort to increase this percentage, prevention staff required of owners of residential rental dwellings to fill out a smoke alarm registry. Overall, 1,408 registries were sent out, which is the equivalent of 46,667 rental units visited. This new approach aims to encourage landlords to take responsibility, as they are required to ensure that all their units are equipped with smoke alarms that are in good working order.

Moreover, 42,000 single-family homes were visited by firefighters. During these visits, staff raised awareness using communication tools pertaining to the importance of having smoke alarms in good working order and in compliance with by-laws and regulations. The homeowners met were told about the roles and responsibilities and were invited to go to the [Web site](#)

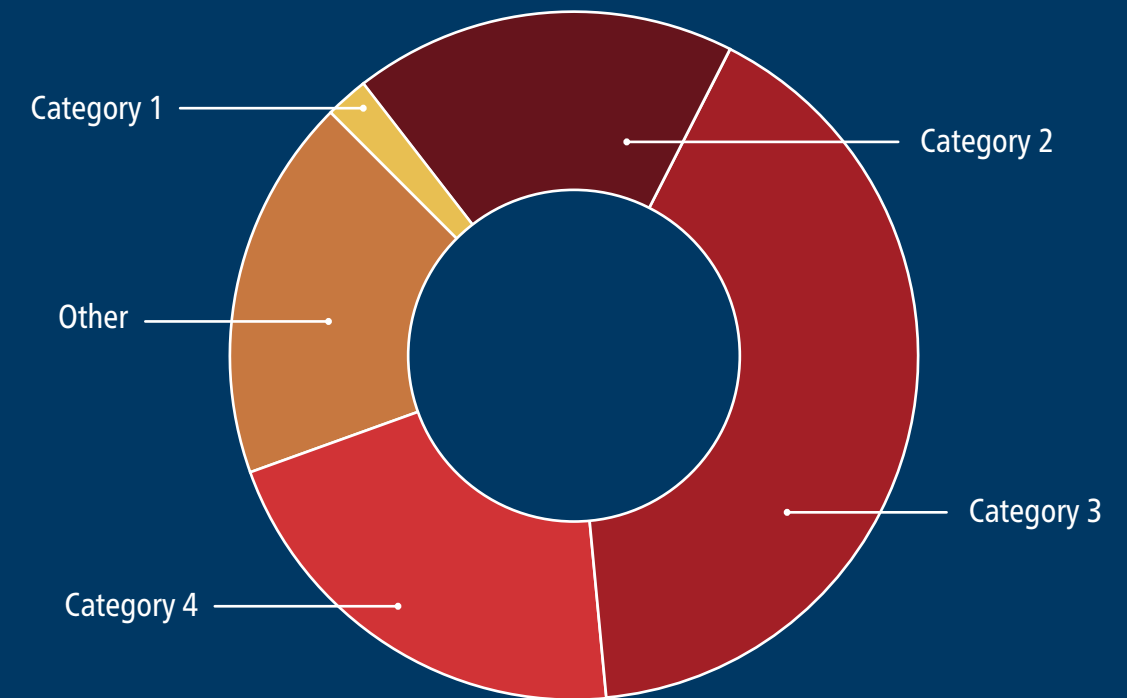
to find out more about the topic. If occupants were not home (71% of visits), fliers were left on the premises.

Nearly one third of planned interventions took place in high-impact locations (vulnerable residents, high risk of fire, high-capacity gathering place, etc.). Since 2021, the number of situations reported by the population, SIM partners and firefighters has increased by 27%.

DID YOU KNOW?

During their prevention awareness visits, firefighters found that in 17% of homes, smoke alarms were not in compliance (either missing or not in working order).

Inspections by categories of risks



In numbers

Categories	
Category 1	176
Category 2	2,218
Category 3	5,000
Category 4	2,599
Other	2,219
Total	12,212

At the SIM, all buildings located in the urban agglomeration of Montréal are classified in a computer-assisted dispatching system (CAD). This enables the department to adapt the response force in case of an emergency, based on a building's risk level or occupancy. In the table above, the statistical criteria was narrowed down to provide a more specific and comprehensive picture of the risk assessment program. This program was optimized with the implementation of the SIM's vision regarding fire prevention, which began in January, 2023.

> MANAGEMENT, COORDINATION AND COMMUNICATION

The civil protection centre (Centre de sécurité civile - CSC) is responsible for major risk management across the territory of Montréal. Consequently, it defines and rolls out a public protection program for every urban agglomeration mission, which is produced in accordance with the Civil protection Act and the city's by-law concerning the fire department, titled Règlement sur le Service de sécurité incendie de Montréal (12-003), the city's civil protection policy (Politique de sécurité civile de l'agglomération de Montréal - PoSCAM) and the civil protection plan of the urban agglomeration of Montréal (Plan de sécurité civile de l'agglomération de Montréal - PSCAM).

Based on the issues and difficulties encountered during the various missions undertaken by the urban agglomeration's civil protection organization (Organisation de sécurité civile de l'agglomération de Montréal - OSCAM) as part of the emergency measures of recent years, the public protection centre reviewed the role of these missions, the mobilization mechanisms and the accountability reports. This was done in an effort to optimize, streamline and simplify operations and tasks assigned to responders. Past experiences have also led to the integration of business continuity management in major risk management, and thereby also in the very mission of the civil protection centre.

Thus, the civil protection and business continuity missions of the OSCAM have yielded a new mission plan in 2023, that will allow for a clearer understanding of the role and responsibilities of all responders.



> IMPLEMENTING NEW DIVISIONS WITHIN THE CSC

In recent years, in Montréal, like elsewhere in Québec and around the world, there has been a notable tendency towards a sharp increase in the frequency, magnitude and variety of fires. This tendency has caused a significant increase in the civil protection centre's activities over the past few years.

In addition to the significant increase in response operations, and to the efforts required to ensure adequate preparedness, the civil protection centre, in collaboration with its partners, must also take on the responsibility of supporting the urban agglomeration's efforts to prevent disasters by reducing vulnerability factors across its territory.

This prevention approach can take various forms, including:

- Implementing permanent infrastructures to avoid or contain overflow near bodies of water.
- Adopting development policies to avoid certain types of urban development in high-risk areas.
- Reducing the intensity of urban heat islands.
- Maintaining the integrity of essential infrastructures.
- Developing business continuity strategies during disruptions likely to hinder the provision of essential services to the population.

Given the increase in activities related to prevention, preparedness, response and recovery in cases of major disasters, the civil protection centre has amended its organizational structure in 2023, thus creating two new divisions, allowing for a coherent distribution of its various missions:

- The major risk and business continuity management division (Division de la gestion des risques majeurs et de la continuité des affaires) is responsible for developing strategies aiming to prevent major disasters across the territory of the urban agglomeration of Montréal, for ensuring business continuity during a disaster, and for coordinating the recovery and return to normal in the aftermath
- The division for response preparedness in case of major disasters is responsible for developing operational and administrative strategies aiming to prepare the urban agglomeration of Montréal to face a major disaster. When emergency measures are deployed, this division assists in mission coordination and takes on the management of the emergency measure coordination centre (Centre de coordination des mesures d'urgence - CCMU).



With the help of a multidisciplinary team made up of professionals having an expertise in engineering, environmental sciences, geography, public protection, geographic information systems, territory planning, political sciences and history, the civil protection centre is more equipped than ever before to complete its various missions effectively. This new structure, along with the complementary experience and expertise of its staff members will enable the civil protection centre to meet its objectives in all four spheres of public protection, namely prevention, preparedness, response and recovery.



> EMERGENCY MEASURES IN 2023

The year 2023, much like previous years, was riddled with exceptional emergency situations requiring the involvement of the Organisation de sécurité civile de l'agglomération de Montréal (OSCAM). Several major emergency situations required that emergency measures be put in place and, consequently, the deployment of the city's civil protection structure.

EXTREME COLD

In February, the OSCAM faced two periods of extremely cold weather, which required the opening of emergency shelters where homeless people could spend the night safely.

ICE STORM

The ice storm episode of April 5, 2023 caused considerable damages across the urban agglomeration of Montréal, which greatly impacted the city's population. Numerous branches, often having a very large diameter, as well as electric wires collapsed under the weight of the ice, causing major power outages. At its peak, nearly 484,000 Hydro-Québec clients were without power on the island of Montréal.

In addition to power outages, the obstruction of public thoroughfares by fallen trees, branches and electric wires, combined with the lack of functioning traffic lights, caused major mobility issues along major arteries.

Due to the significant impact of the storm, the OSCAM became involved, and the Centre de coordination des mesures d'urgence (CCMU) opened to coordinate efforts and prioritize actions across the urban agglomeration. Firstly, priority was given to:

- Supporting impacted residents – opening of 8 emergency shelters around the clock from April 6 to April 11, with a total of 650 places, as well as twelve heated rest areas where residents could charge their electronic equipment, take a shower or simply warm up.
- Ensuring the safety of the territory – clearing priority thoroughfares, felling trees and collecting branches that posed an immediate danger to the population.
- Supporting the work of Hydro-Québec.

It is important to mention that recovery from this event did not yield a return to normal, since the damage caused by the storm to the urban forest is permanent and it will likely take decades for the situation to be restored to its pre-storm state.



SPRING FLOODS

On April 16, 2023, the "Alert" mode of the special response plan (Plan particulier d'intervention - PPI) in case of spring flooding was instated. At that time, the boroughs and reconstituted municipalities concerned rolled out several preventive measures, namely the construction of temporary dykes and the installation of pumps to protect key areas. On April 18, the "Response" mode was instated, and the coordination centre (CCMU) was opened. At the peak of the floods, the bridge to Île Mercier, in L'Île-Bizard–Sainte-Geneviève borough, had to be closed, which prevent residents from crossing it. Support was provided in order to allow for their safe evacuation and to provide them with shelter until the situation was restored.

The preparedness and proactive approach of all OSCAM responders allowed us to limit impacts to a minimum across the urban agglomeration.

AIR QUALITY

The summer of 2023 was marked by unprecedented forest fires that ravaged the north of Québec and Ontario and impacted the south of our province as well. The smoke, made up of various gases and fine and ultrafine particles generated smog episodes in the metropolitan area. While Montréal had faced smog episodes in the past, this was the first time that the urban agglomeration faced recurring episodes with such high concentrations of fine particles.

In response to the situation, OSCAM acted to determine the measures required, in accordance with the recommendations issued by the regional public health authority (Direction régionale de santé publique), in order to protect those concerned both within the city and reconstituted municipalities.

BROKEN WATER MAIN

On July 28, a major aqueduct pipe broke at the limit of Villeray–Saint-Michel–Parc-Extension and Rosemont–La Petite-Patrie boroughs, requiring the mobilization of OSCAM partners.

As a result, a segment of Rue Bélanger was flooded, which caused an important collapse of the street. Preventively, 18 buildings had to be evacuated, and residents were assisted by the Canadian Red Cross. In addition to the evacuation of several residents, the broken water main required that a preventive boil-water advisory be issued, affecting 73,000 residents.



PRESENTATION OF THE REPORT BY THE COMMITTEE FOR THE REDUCTION OF RIVER FLOODING RISKS (COMITÉ POUR L'ATTÉNUATION DU RISQUE D'INONDATION FLUVIALE)

The report by the committee for the reduction of river flooding risks presents a methodological approach and recommends permanent measures (grey or green infrastructures) aiming to reduce flood risks. It was completed in September, 2023. The report is a product of the work of experts from the city's central departments and from the main boroughs and reconstituted municipalities at high risk of river flooding. It includes 42 recommended protection measures to reduce risks.

In an effort to follow up on the recommendations, the work continues with the appointment of a subcommittee, whose objective is to produce an action plan and identify potential sources of funding for the implementation of recommended measures. This is done in order to protect our territory from the consequences of river flooding.

BUSINESS CONTINUITY

To enhance its resilience to various risks likely to hinder its activities, the SIM has begun its implementation of the business continuity program within its units. In 2023, this initiative yielded the determination of the SIM's most critical activities, the hindrance of which could endanger citizens' lives and safety.

The development of a civil protection and business continuity plan was made possible thanks to the director's support and the active collaboration of more than 50 members of the fire department. This participation was crucial in determining which activities were critical, developing continuity strategies and producing this plan.



> AWARENESS IN SCHOOLS

The Great Shakeout

Once again, in 2023, the civil protection centre, in collaboration with the SIM'S Direction de la prévention et de la gestion intégrée des risques, participated in Québec's Great Shakeout, an annual earthquake drill. Across the urban agglomeration, various communication activities were organized in order to promote the drill and raise awareness regarding the three actions to take in case of an earthquake: drop, cover and hold on. Conferences were given in schools, and seismic risks were presented to students, along with clips promoting the safety tips and actions recommended in case of an earthquake. The clips were produced last year.

Industrial risks

In March 2023, as part of the activities of the East-end industrial-municipal committee (Comité mixte municipalités-industries de l'est de Montréal - CMMI-Est), the civil protection centre took part in a committee for the coordination and implementation of the pilot phase of the program for awareness regarding industrial risks in schools (Programme de sensibilisation aux risques industriels en milieu scolaire). The program, subsidized by the ministère de la Sécurité publique, aims to raise awareness in schools regarding industrial risks and to promote safety tips in case of an alert siren.



OPERATIONS

> AN ARRAY OF EMERGENCY RESPONSE SITUATIONS

In any given year, the SIM responds to over 125,000 emergency calls, which vary in nature, from pre-hospital medical emergencies, triggered alarm systems, building fires, vehicle fires, car accidents with or without the use of jaws of life, natural gas and propane leaks or the release of other substances, hazardous materials, rescue operations on ice, high altitude or confined space rescue operations, elevator extractions, metro incidents, floods, etc.

CHAIN OF COMMAND

Every emergency call requires a predetermined structure of command in order to coordinate the entire response. The magnitude of the structure depends on the assessed risks and the likelihood that they may materialize. The response is managed under the direction of a commanding officer who takes on the command and ensures that necessary resources are in place in order to preserve lives, property and the environment.



> FIREFIGHTING

The SIM must be able to respond at all times to emergency calls for building fires across the urban agglomeration territory. The organization of responders, the expertise and high-end equipment used allow for safe and optimal firefighting operations.

Building fires	2021	2022	2023
Major	278	304	286
Minor	967	999	1,250
Total	1,245	1,303	1,536

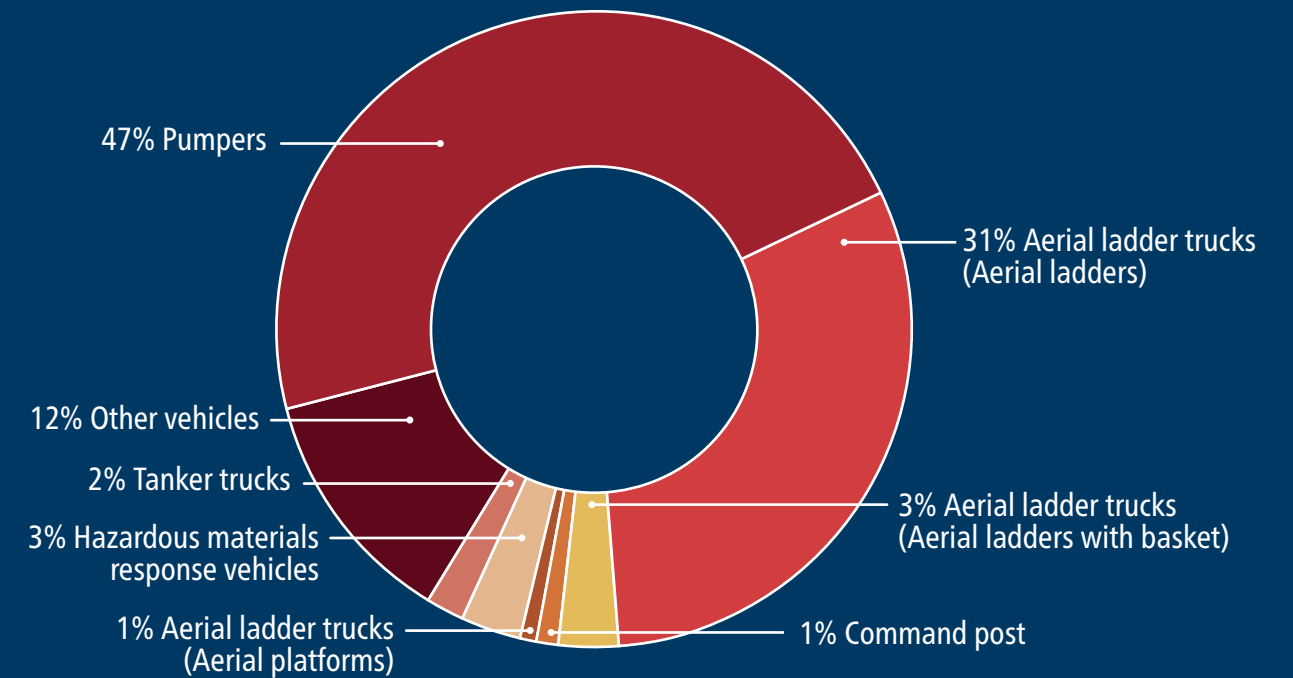
Major building fires: Classification and resources allocated

Alert levels	2021	2022	2023
10-07 Intervention required	217	238	207
10-12 Second alarm	44	44	50
10-13 Third alarm	9	9	17
10-14 Fourth alarm	5	7	5
10-15 Fifth alarm	3	6	7

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

> FLEET OF RESPONSE VEHICLES AND CALLS, 2023

Emergency response vehicles



In numbers

	Number	Number of calls
Pumpers (200 and 2000)	70	165,480
Aerial ladder trucks		
Aerial ladders (400)	45	50,921
Aerial ladders with basket (4000)	4	3,356
Aerial platforms (700)	2	1,568
Command post (1005)	1	218
Hazardous materials response vehicles (1700)	4	428
Tanker trucks (6000)	3	39
Other vehicles for SIM interventions (500, 600, 1400, 1600, 947, 1230 and 1330)	18	10,931
Total	147	232,941

> FIRST RESPONDER FIREFIGHTERS ACROSS THE TERRITORY



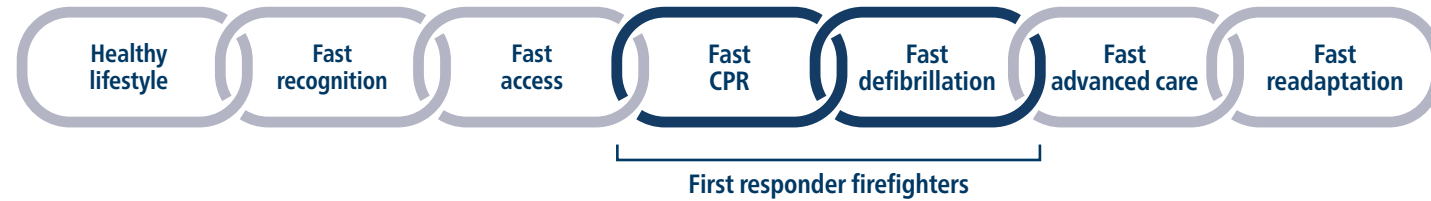
Since 2009, the SIM offers first responder services to the entire urban agglomeration of Montréal, with the exception of the related municipality Côte-Saint-Luc, which has maintained its own emergency service to meet this need.

The SIM's first responder firefighters are trained by Urgences-santé paramedics in order to develop and maintain their competencies. Having received the highest level of training, they can respond in situations of cardiorespiratory arrest, anaphylactic shock, traumatic injury and other pre-hospital medical emergencies.

First responder firefighters are deployed on fire trucks in order to optimize the availability of other SIM members in case a fire requires their intervention and in order to comply with workplace safety standards, while optimizing the fleet of firefighting vehicles.

First responders are regulated under the ACT respecting pre-hospital emergency services and are an integral part of pre-hospital interventions.

Overall, first responder firefighters answered an average of 73,000 medical emergency calls, which represent nearly 60% of all of the SIM's response operations in 2023.



DID YOU KNOW?

In 2023, first responder firefighters administered Naloxone 167 times to patients suffering from an overdose.



Most frequent pre-hospital medical emergency interventions

	2021	2022	2023
Respiratory problem	11,659	14,041	13,814
Unconsciousness and Fainting	8,834	10,327	11,353
Chest pain	12,596	11,259	10,531
Traffic - Transportation accident	5,781	5,831	5,914
Fall	3,509	4,538	5,271
Overdose - Poisoning (ingestion)	2,734	2,699	3,114
Cardiac or respiratory arrest - Death	2,955	3,140	3,068
Seizures	2,226	2,524	2,562
Stroke - Paralysis	1,790	2,234	2,161
Unknown problem (unconscious person)	1,853	1,912	2,127
Ill person (specific diagnosis)	2,044	2,148	2,040
Hemorrhage and Laceration	1,491	1,834	1,867
Heart problem and DCAI	924	1,569	1,841
Traumatic injury (specific)	924	1,098	1,363
Allergy (reaction) and Poisoning (sting, bite)	1,543	1,337	1,333
Diabetic problem	579	811	908
Headache	664	784	879
Pregnancy and Childbirth - Miscarriage	N/A	843	779
Psychiatric problem, Behavioral problem and Suicide attempt	N/A	547	575



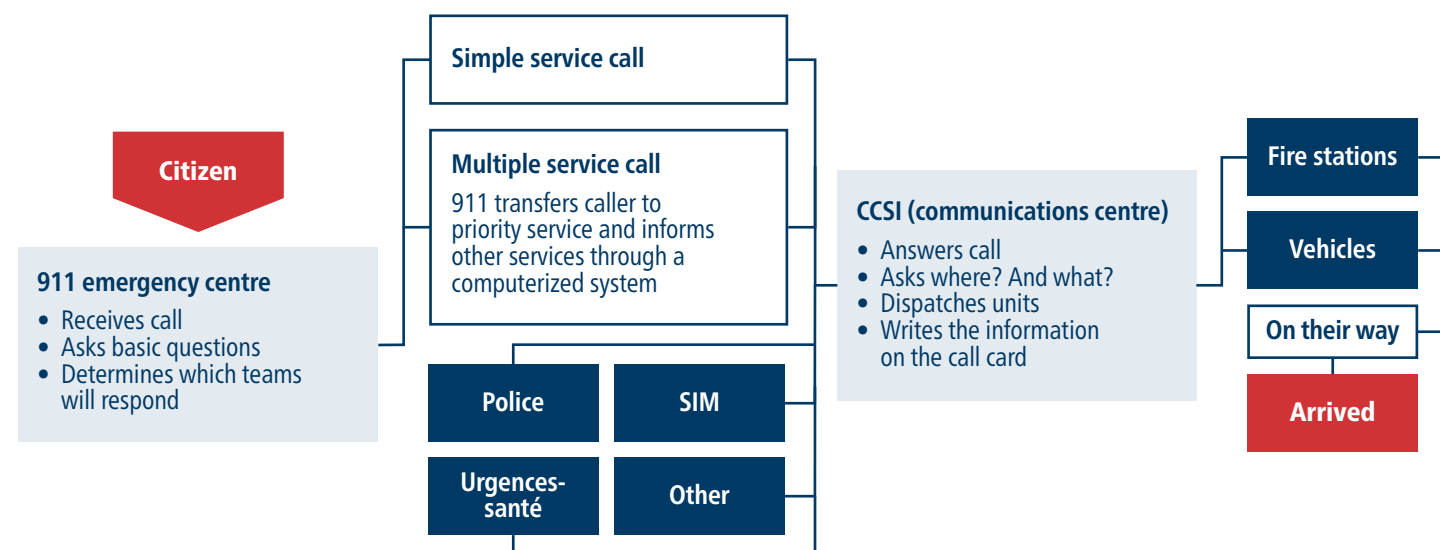
> RESPONDING TO ALERTS

The SIM's fire safety communications centre (Centre de communications en sécurité incendie - CCSI) receives all emergency calls that require firefighter response. Calls can come from the 911 call centre (by voice or electronically) or from Urgences-santé.

Once basic questions are asked of the 911 caller, the agent determines which service must be dispatched and the call, along with the required information, is forwarded accordingly.

At the time of the emergency response, the main priority of communications centre employees is to determine the location and nature of the call, in order to dispatch the required SIM units as quickly as possible.

The communications centre must ensure that the SIM can provide optimal coverage across the territory of Montréal at all times. Therefore, as soon as an event leaves certain areas without the necessary resources, units are deployed according to the risk coverage plan in place in order to optimize response times for all emergency calls.



> CALL STATISTICS

73,826

Urgences-santé calls for pre-hospital

39,269

Computerized call cards transferred by 911

78,987

Calls transferred by 911

55,077

Calls dispatched

DID YOU KNOW?

On average, the communications centre takes 54 seconds to process calls transferred by 911 in (excluding paramedical emergencies).

> OPTIMIZATION OF HUMAN RESOURCE PLANNING

In addition to the consolidation of activities during the year 2023, the human resource planning division (Division de la planification des effectifs - DPE) was transferred to Operations. During this first full year of activity, the DPE has shown that a dedicated projected human resource planning team is a great asset.

Benefits:

- The majority of overtime is now scheduled at least 15 days ahead.
- Significant reduction in the need to resort to mandatory overtime, thanks to projected preparation and dispatching of human resources allows for a considerable reduction in mandatory assignments during critical periods.
- Monitored overtime distribution in order to ensure optimal service.
- Use of "floating" firefighter positions, in order to help fill missing shifts and offer a consistent organizational capacity at all times.

Not only do these activities allow for a more solid and efficient human resource management, but they also contribute to a more attainable work-family life balance for firefighters.

> SHIFTING TOWARDS CITIZEN-FOCUSED PLANNING

In 2023, the SIM undertook a series of meetings with all general managers of reconstituted municipalities, not only to present the department's services, but also mainly to understand their needs and concerns.

This effort allows for the harmonization and enhancement of the SIM's priorities based on its partners' current and emerging needs, both during interventions and as part of its prevention, conformity and citizen awareness activities, as well as for activities related to responders' safety.

The communications centre team has also welcomed these same general managers to present the SIM's emergency call processing system, response vehicles and prevention activities.

The SIM is committed to formalizing this fruitful collaboration with its partners.



Emergency response by boroughs and fire stations

	2021	2022	2023
Boroughs			
Ahuntsic-Cartierville (35-42-43-49)	6,806	7,455	7,935
Anjou (28)	2,425	2,425	2,477
Côte-des-Neiges–Notre-Dame-de-Grâce (4-27-34-46)	8,492	9,079	10,136
L'Île-Bizard–Sainte-Geneviève (56)	900	1,034	1,089
Lachine (64)	2,857	2,963	3,279
LaSalle (65)	3,887	4,262	4,346
Le Plateau-Mont-Royal (16-26-30)	6,725	7,250	7,815
Le Sud-Ouest (3-15-23-33)	4,823	5,173	5,574
Mercier–Hochelaga-Maisonneuve (13-39-40-45-48)	8,359	8,873	9,428
Montréal-Nord (17-18)	5,469	6,192	6,580
Outremont (75)	999	1,094	1,335
Pierrefonds-Roxboro (57-58-59)	2,765	3,033	3,343
Rivière-des-Prairies–Pointe-aux-Trembles (14-38-44-32)	5,671	6,325	6,445
Rosemont–La Petite-Patrie (29-31-47-50)	6,823	7,271	7,684
Saint-Laurent (71-72-73)	5,517	6,098	6,470
Saint-Léonard (21-22)	3,936	3,984	4,112
Verdun (66-67)	3,393	3,434	3,603
Ville-Marie (2-5-10-19-20-25)	11,493	13,347	15,685
Villeray–Saint-Michel–Parc-Extension (9-37-41)	6,872	7,448	7,701

Emergency response by boroughs and fire stations

	2021	2022	2023
Reconstituted municipalities			
Baie-D'Urfé (52)	246	248	342
Beaconsfield (53)	690	771	1,002
Côte-Saint-Luc (78)	588	591	701
Dollard-Des Ormeaux (61)	1,926	2,220	2,419
Dorval (62-63)	1,363	1,673	1,932
Hampstead	271	262	359
Kirkland (54)	699	752	852
L'Île-Dorval	1	1	1
Montréal-Est (8)	541	537	549
Montréal-Ouest (77)	158	176	226
Mont-Royal (74)	1,073	1,174	1,314
Pointe-Claire (55)	1,713	2,083	2,297
Sainte-Anne-de-Bellevue (51)	313	371	454
Senneville	71	87	107
Westmount (76)	1,061	1,230	1,311
Total	108,926	118,916	128,903



> OLD MONTRÉAL FIRE

On March 16, 2023, a tragedy took place in the William-Watson-Ogilvie heritage building, located at the intersection of Rue du Port and Place D'Youville, in Old Montréal. A fire broke out, causing the death of 7 people, thus becoming the urban agglomeration deadliest fire since 1975.

The relentless work of our firefighters at the site of the blaze allowed them to save the lives of 9 people from the burning building. Through their extraordinary efforts, they were also able to save the Fort Ville-Marie heritage building, a pavilion of the Pointe-à-Callière museum adjacent to the burning building, including its invaluable collection of artefacts and the city's archeological archives.

The technical rescue team worked relentlessly for more than 10 days in the aftermath of the fire, showing their astounding expertise and know-how in the process. Through their meticulous work, they were able to locate and retrieve all victims of the fire, while also securing the remaining façade and structure of the heritage building.

Consistently during their interventions, technical rescue experts received precious support from the city's police department (SPVM), as well as from the Heavy urban search and rescue task force (HUSAR), who provided specialized equipment for the SIM teams to carry out their tasks.

Ever since, the SIM has been diligently working to ensure that this horrific event will serve as a lever for change. Such a painful tragedy must become a catalyst to strengthen prevention measures, improve prevention operations and solidify the coordination between the various departments and organizations involved.



> FIRE AT THE BON-PASTEUR MONASTERY

On May 25, 2023, 150 firefighters were deployed to fight a major fire at the Bon-Pasteur monastery, a historic site of our metropolis.

The swift evacuation of all of the building's occupants, including a daycare, a housing cooperative, a cultural broadcasting centre and a seniors' residence made it possible to preserve all lives.

The particular structure of the building, as well as the complexity of accessing its burning attic complicated the work of firefighters whose response lasted more than 40 hours. Despite obstacles, the building's integrity was preserved, and instruments of high historic value were saved, thus protecting a significant part of the monastery's heritage.

> FIRES IN MONTRÉAL IN 2023



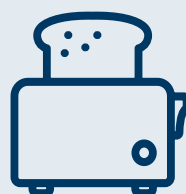
56% of fires are caused by human error.



73% of fires occurred in homes.



60% of fires caused by smoking materials and open-flame objects occur indoors. In 27% of the cases, the place of origin is a bed, sofa, or reclining chair.



Almost 25% of residential fires start in the kitchen.

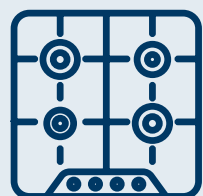


1 in 4 fires is caused by smoking materials or open-flame objects.



7 in 10 fires are of accidental cause.

BOROUGHES MOST AFFECTED



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



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

Sources of fatal fires*

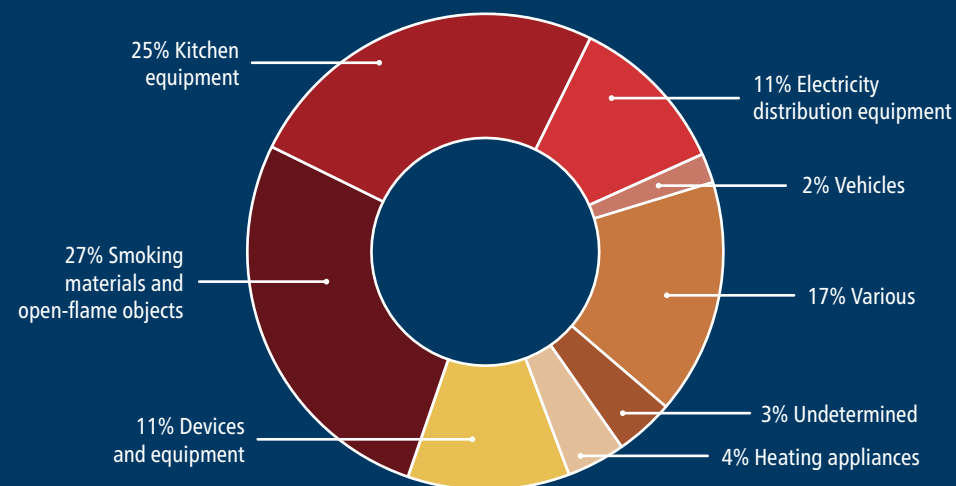
Smoking materials	4
Electrical	3
Candles	1
Undetermined	1
Other	8

* Death investigations following a fire are carried out by the SPVM.

Number of deaths

	2021	2022	2023
Men	8	11	8
Women	5	1	9
Total	13	12	17

Main causes of fires Building fires



In numbers

Heat sources	2023
Heating appliances	66
Devices and equipment	163
Smoking materials and open-flame objects	420
Kitchen equipment	383
Electricity distribution equipment	163
Vehicles	26
Various	255
Undetermined	60
Total	1,536

Source : SDDO, 2023.

> SMOKE ALARMS

Have you checked your smoke alarm? When they are in good working order, they are the most effective way to alert you in case of a fire, and to save lives! Still today, 20% of dwelling units in the urban agglomeration of Montréal are either not equipped with a smoke alarm or it is not in working order.

This is why, under municipal by-laws, all residences must be equipped with at least one smoke alarm per floor, including the basement. If your building was built before 1985, you must install smoke alarms with a non-removable lithium battery having a lifespan of 10 years, unless they are linked to an electric system.

Maintenance tips

- Clean smoke alarms by removing the dust from the casing, in order to prevent an alarm from being set off by excess dust.
- Never paint over a smoke alarm.
- Never cover a smoke alarm.
- If the smoke alarm is set off frequently, try moving it away from the source, always in compliance with manufacturer's instructions.
- Smoke alarms must be replaced ten years after they were manufactured. If no manufacturing date is visible on your device, replace it immediately.



DID YOU KNOW?

To find out if a smoke alarm is in good working order, keep the test button pressed for a few seconds until you hear the alarm. Repeat this test once every month.

Landlords and tenants share a responsibility regarding the maintenance and necessary tests on smoke alarms.



> CARBON MONOXIDE POISONING PREVENTION

Carbon monoxide is odorless, invisible and tasteless. It is called the silent killer for these reasons! When a person is exposed, they can suffer irreversible damage, and even die.

All fuel-burning appliances, tools, and vehicles, whether they run on propane, wood, oil, gasoline, coal or natural gas, can produce carbon monoxide.

This is why, a carbon monoxide detector is required, preferably installed near the potential source of this toxic emanation, on every floor of the residence. Moreover, it is also recommended to install a carbon monoxide detector in every bedroom.

During power outages, it is essential never to use barbecues or camping appliances indoors as a source of energy to cook or to stay warm. What's more, generators must be installed outdoors.

SPRING ICE STORM CRISIS

When?

From April 5 to April 10, 2023

People without power in Montréal:

Up to 480,000

Reports of carbon monoxide poisoning:

More than 200

Prevention tips

- Appliances designed for outdoor use must remain outdoors. This includes generators, camping appliances, propane-fueled appliances and charcoal-burning appliances.
- If you have a generator, place it outdoors, in a well-ventilated location, and make sure to direct the exhaust pipe away from windows and other openings.
- Maintain constant outside air supply in your home when you use a fuel-burning appliance.
- Make sure that the ducts of these appliances remain unobstructed.

If you are exposed to carbon monoxide:

- Make your way outside.
- Leave the door open as you leave, so as to aerate the premises.
- Dial 9-1-1.
- Wait for firefighters to give you authorization before returning inside.
- Keep a close eye for potential symptoms among all family members.

> LITHIUM-ION BATTERIES, A HOT TOPIC

Fire risks evolve along with our lifestyles.

For a few years now, we have been using more and more lithium-ion-powered devices in our daily lives. A sudden malfunction is not predictable, but there are precautions we can take to avoid an increased risk of fire related to lithium-ion batteries.

High-risk devices

- Personal-use electronics: cell phones, tablets, laptop computers, etc.
- Micromobility equipment: electric kick-scooters, bikes, scooters, skateboards, etc.
- Daily-use devices: vacuum cleaners, toys, construction tools, vaping devices, etc.

Five safety tips to follow

- Use the charger provided with your device.
- Keep an eye on your devices as they charge.
- Unplug your devices once they are fully charged.
- Avoid placing your devices on or beneath soft surfaces (couches, beds or pillows), that are likely to trap the heat around the battery.
- Store your lithium-ion battery-powered devices in a location equipped with a smoke alarm.

Storage

Be extra vigilant with electric mobility equipment during the winter! Health Canada* recommends to store lithium-ion batteries charged at 50% when they are not in use during lengthy periods of time. It is also best to check them every three months, in order to ensure that they do not lose their charge. And if they do, recharge them at 50% as required.

* Source : [Battery safety: Lithium-ion batteries](#)



DID YOU KNOW?

You can check if the electric kick-scooter or bike you would like to purchase contains batteries that are certified by a recognized lab. Generally, you can see "UL" written on the casing, for Underwriters Laboratories or "CSA" for Canadian Standards Association, both organizations that test product compliance with standards.

Fires caused by lithium-ion batteries

2021: 7

2022: 24

2023: 28



> A RENOWNED EXPERTISE

In 2023, thanks to its experience and expertise, the SIM piloted the creation of a nautical rescue committee for the greater Montréal area. It includes members of the Canadian Coast Guard, the ministère de la Sécurité publique du Québec, as well as police departments and nautical rescue units from various fire departments around the island of Montréal. These stakeholders came together to share their most specialized knowledge of nautical risks, to join efforts, and to work towards becoming more efficient during rescue missions.

The technical rescue group was asked to train the instructors of the new unit within the Service de protection contre l'incendie de Québec (SPCIQ).

> SPECIALIZED TEAMS

The SIM's specialized operations team is made up of a technical rescue group, a hazardous materials response group, a nautical and ice rescue group, and the 6th Canadian operation force for Heavy urban search and rescue (HUSAR).

The team responds to meet specific needs on the territory. Its expertise and commitment to Montrealers make this team an important public protection asset.

The SIM shares its expertise with several municipalities during incidents involving hazardous materials or for technical rescue missions. Mutual-aid agreements are namely in effect with the cities of Terrebonne, Longueuil and Laval.

> HUSAR

The Heavy urban search and rescue team has continued to grow and was called to respond on three occasions in 2023. It was namely called to lend assistance to other responders at the time of the Old Montréal fire. The unit also took part in the preparation of a deployment plan for the brush fires in northern Québec and northern Halifax.

All year, the team also worked to ensure the safety of major events such as the Canadian Grand Prix (Formula 1) in Montréal, by sharing its expertise in terms of logistical support and / or detection or hazardous materials, along with its SPVM and RCMP partners.

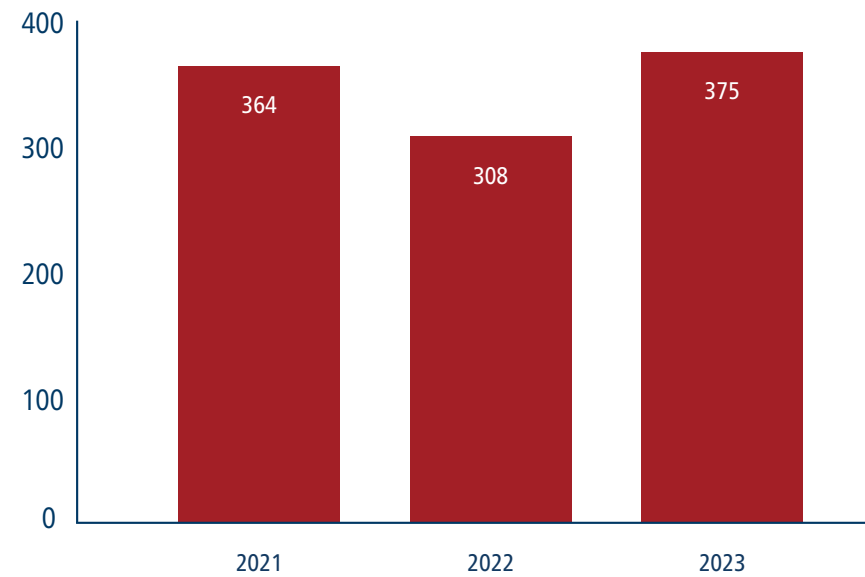
The unit also took part in two meetings with the National Search and Rescue Secretariat, along with teams from other provinces who are also part of the federal USAR program, including British Columbia (Vancouver), Alberta (Calgary), Ontario (Toronto), Nova Scotia (Halifax) and Manitoba.

These meetings yielded the planning and determination of the Canadian operational USAR concept.

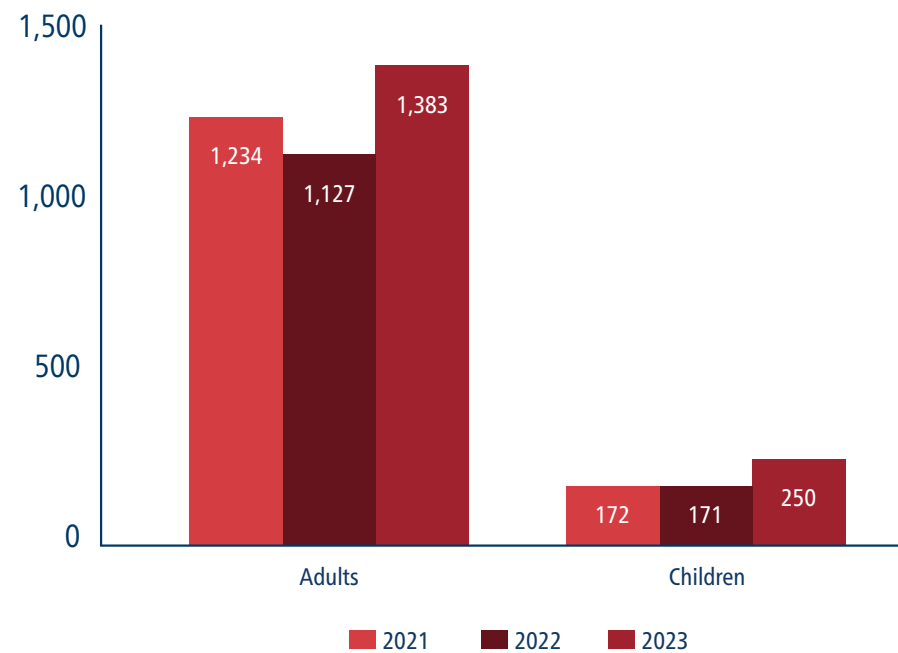
Specialized interventions	2021	2022	2023
Hazardous materials	139	208	266
Technical rescue (high altitude, confined space, structural collapse, trenches)	145	132	148
Nautical rescue	229	178	185
Rescue on ice	24	19	19



Gas leaks



People helped by the disaster service



DID YOU KNOW?

In case of a gas leak, the SIM responds to secure the premises by isolating and evacuating the affected area, by eliminating all risks of ignition, by detecting gas in the target area, and by ensuring the safety of Énergir workers, who are employed by the gas supplier in order to stop the leak. The SIM ensures that there is no more risk once the repairs are complete.

BUILDING DECARBONATION AND UPGRADING

As part of the Plan for a green economy, more specifically the component pertaining to the decarbonation of municipal buildings, several of the SIM's buildings were targeted for decarbonation projects. This component is subsidized by the province and aims to reduce greenhouse gas emissions (GHE), namely through the electrification of heat production inside the buildings (replacement of gas tanks by electric tanks or geothermal systems).

6 fire stations targeted

East training center and technical services division (same building)

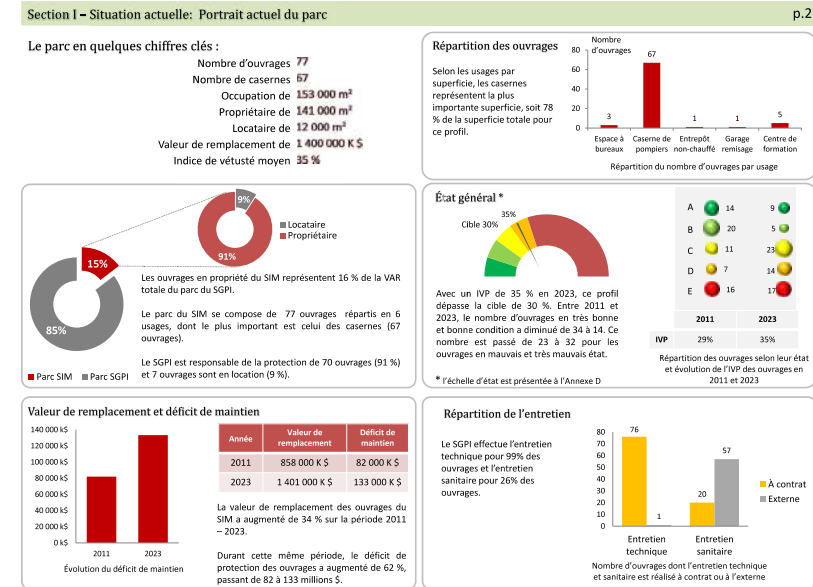
DECONTAMINATION PROCESS

The current and future project for the major renovation of fire stations includes the concept of a transition zone.

During their interventions, firefighters are exposed to various pollutants and toxic substances. In order to protect them from potential work-related illnesses, the SIM and the city's building management and planning department (Service de la gestion et de la planification des immeubles ou SGPI) have started to configure a decontamination area in some fire stations in 3 specific zones.

- Red = garage = contaminated zone
- Yellow = decontamination showers = transition and cleaning space
- Green = living environment = danger-free zone

Architectural developments and signs will help prevent firefighters from transitioning from one zone to the next without decontamination or carrying potentially contaminated items.



Source: Excerpt from the SIM's 2023 asset management plan, p. 2, Ville de Montréal.

SIM-SGPI COLLABORATION FOR THE FUTURE BUILDING ASSET MANAGEMENT PLAN

In 2023, the SGPI and the SIM had the common goal to develop an asset management plan for the SIM's buildings. The plan is composed of two phases, in order to allow them to consolidate their respective priorities: the SIM's operational challenges with respect to its current and future built assets. The first phase was completed in 2023.

The building asset management plan puts into perspective the evolution of buildings and related risks, and proposes recommendations in order to improve the services provided to the population. The document presents the following main aspects:

- Built asset inventory
- The evolution of built assets
- The budgets and needs in terms of investments and operations
- Building-related risks and mitigation measures
- Recommendations to maintain and improve the level of service
- A plan for process improvement.

This collaboration between departments was fruitful: this first asset management plan will serve as a framework for future reference.



> MONTRÉAL AUXILIARY FIREFIGHTERS

Montréal's auxiliary firefighters (Pompiers auxiliaires de Montréal - PAM) also called Fire Buffs provide constant support to SIM members onsite, in order to allow firefighters to recover.

A part of the history of the city's fire department, this organization and its volunteers also collect invaluable artefacts and documents.

Their mission is to maintain, repair and showcase an exceptional fleet of antique fire engines and other firefighting equipment.

MUSÉE DES POMPIERS

Thanks to the auxiliary firefighters, citizens can visit the [Musée des pompiers de Montréal](#), which was recently restored. Among the collection pieces showcased, there are historic documents, photographs, as well as firefighting equipment dating back to the end of the 1800's.

The museum's shop is also available online on the organization's website. By purchasing promotional items, customers contribute to funding the services provided by auxiliary firefighters both during interventions and for all other types of events.



DID YOU KNOW?

You can visit the [Musée des pompiers de Montréal](#) at fire station 30, located at the corner of Boulevard Saint-Laurent and Avenue Laurier Ouest, in Le Plateau-Mont-Royal borough.



> SIM VISIBILITY THROUGH THE PAM

Throughout the year 2023, the city's auxiliary firefighters have taken part in a variety of ceremonial and social and community events, including SIM ceremonies, open-house activities and citizen days.

Below are a few of these events:

- Saint-Patrick's Day Parade in Hudson, Montérégie area, and in Montréal with the Montreal Firefighters Emerald Society: a first participation
- Emergency vehicle parade in Châteauguay, Laval, Pincourt and Terrebonne
- The SIM's Honor Guard carwash: fundraiser for Sun Youth
- Firefit weekend in Parc Angrignon: 3 members of the auxiliary firefighters created a relay team, along with city councillor Sterling Downey in a firefighters' timed race.
- Antique vehicle showcase in Lachine.
- Santa Claus Parade: certain members of Montréal's auxiliary firefighters had the privilege of holding the Grey Cup.
- Christmas baskets: the organization assembled and delivered Christmas baskets and collected \$3,360 in donations.

A REMARKABLE COMMITMENT

New members

Jacob Fournier
Louis Trévisan

RECOGNITION

Auxiliary firefighter of the year 2023:

Michel Allard

Tribute to senior auxiliary firefighters:

Together, Serge Dandurand, Pierre Gascon and Gilles Dandurand have volunteered for a total of 159 years and are a great source of inspiration for us all.





> HONOR GUARD

In 2023, the Honor Guard celebrated its 10th anniversary. The event was marked by a formal ceremony solemnly welcoming the new honorary commander, Mr. Richard Liebmann, director of the SIM, during the ceremonial passing of the flags. This ritual is usually held between the former director and the new director. In the absence of former director Bruno Lachance, who passed away as a result of a work-related cancer, the Sergeant Major of the Honor Guard was his stand-in agent.

During the ceremony, a token of allegiance was unveiled, and will be passed on to the next director of the SIM. It will be kept in a case and will serve as a reminder of the director's role as part of the Honor Guard.

Moreover, members pledged, for the very first time, the new pledge of allegiance to the Honor Guard, as written by one of their members. A new value was also revealed by the Honor Guard: honor. Its banner is now proudly hanging amid the other 6 already present at the Centre de formation de l'Est.

With its usual ceremonial presence, the Honor Guard contributed to 23 activities, namely the state funeral of Sgt. Maureen Breau, of the Sûreté du Québec, as well as the commemoration ceremonies held by the SIM, the Order of Montréal and for Remembrance Day.

The Guard will retain a very fond memory of the ceremony held by the Canadian Fallen Firefighters Foundation, during which several names of fellow firefighters were added to the Canadian Firefighters Memorial in Ottawa, including the name of our late director, Bruno Lachance.

DID YOU KNOW?

For a second year now, the Guard has actively raised funds for Sun Youth, for a total of \$10,100 collected. Live from the telethon, 2 members of the SIM's Honor Guard, accompanied by two members of the Honor Guard of the Service de sécurité incendie de l'agglomération de Longueuil, handed a check in the amount of \$17,000 to the organization.

> CHRISTMAS BASKETS

The SIM participated in the 36th Christmas basket campaign held by the Association des pompiers de Montréal. This campaign is essential, as it provides vulnerable citizens with food, gifts and shopping coupons.

Year-round, more than 80 volunteers have worked hard to carry out this major operation.

A GREAT COLLECTIVE EFFORT!

From December 1 to December 24, SIM teams collected funds on the streets, near their offices and training centres, as well as near their local neighborhood fire stations. Retirees, auxiliary firefighters and other volunteers also went out to collect funds.

This collective effort was most fruitful! A total of \$488,000 was collected for the Christmas baskets to be distributed in 2024. This is a record-setting fundraiser that all volunteers and SIM members are very proud of!

In 2023, the 2022 fundraisers provided for the distribution of 1,236 Christmas baskets to underprivileged citizens, once again thanks to the generous efforts of active and retired firefighters, as well as other volunteers.

This activity would not have been possible without the support of our partners. We would like to thank all those who gave their time or money to this cause.



> SUN YOUTH VOLUNTEERING

On December 13, 2023, from 8:30 to noon, members of the SIM's management went to help distribute Christmas baskets to people who needed a helping hand, as part of the Sun Youth campaign.

Generous volunteers assisted recipients in their grocery shopping and even, at times, in shopping for Christmas presents for their children.

Every small gesture, every shared smile was an opportunity to lend a helping hand. These were special moments that reminded us of the importance of this safety net that many families in precarious situations rely on. The SIM is proud to have been a part of this special Sun Youth event for 25 years and counting.



> MOVEMBER AT FIRE STATION 30

Last year, the SIM launched the first ever Movember campaign in Québec, at fire station 30. The Movember campaign is a fundraising campaign supporting the cause of men's mental health and suicide prevention, as well as the fight against prostate and testicular cancer.

The SIM acknowledges the dedication and active engagement of Sébastien Primeau, as well as of all employees of fire station 30 for this successful campaign. Additionally, we extend our gratitude to staff members of fire stations 31 and 5, as well as to prevention personnel, who have volunteered with great enthusiasm and even greater moustaches... Congratulations!



> ACKNOWLEDGEMENTS

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