



Fire and Emergency Services

annual report

2025





MISSION STATEMENT:

Proudly Protecting People and Property Through Public Education, Fire Prevention & Emergency Response.

Contents

CAO's Message	2
Chief's Message	3
Support Services	5
Training Division	9
Suppression Division	12
Recognition	17

Land Acknowledgment

The Town of Whitchurch-Stouffville acknowledges this land is the treaty territory of the Williams Nations. It is also the traditional territory of other Anishinaabeg peoples, the Wendat, and the Haudenosaunee. We also recognize the contributions of all Indigenous peoples to this place and commit to a continued dialogue and greater respect for the land we have come to share. This recognition of the contributions and historic importance of Indigenous peoples must also be clearly and overtly connected to our collective commitment to make the promise and the challenge of Truth and Reconciliation real in our community.

CAO's Message: Fire Services Annual Report

On behalf of the Stouffville administration and our Senior Leadership Team, I am pleased to recognize the exceptional work undertaken over the past year highlighted throughout the Whitchurch-Stouffville Fire and Emergency Services Annual Report.



Sunny Bains
Chief Administrative Officer

Whitchurch-Stouffville Fire and Emergency Services continue to play a vital role in protecting the lives, property, and well-being of our growing community. Whether responding to fires, medical emergencies, motor vehicle collisions, hazardous material incidents, or other urgent calls for assistance, our firefighters consistently demonstrate professionalism, compassion, and expertise. Their ability to respond swiftly and effectively ensures that residents receive the highest standard of emergency service when they need it most.

Under the leadership of the Fire Chief and Deputy Chiefs, and supported by a dedicated team of firefighters, prevention inspectors, administrative professionals, and support staff, the department remains committed to continuous improvement and operational excellence. Ongoing training, investment in modern equipment and technology, and a strong

focus on health and safety ensure that the team is well-prepared to meet evolving community needs.

Prevention and public education remain foundational to their work. Through fire inspections, code enforcement, community outreach, and programs, the department actively promotes fire safety awareness and emergency preparedness. Their proactive efforts help reduce risk, strengthen resilience, and foster a culture of safety throughout Stouffville.

As CAO, I extend my sincere appreciation to every member of the Whitchurch-Stouffville Fire and Emergency Services team for their dedication, courage, and unwavering commitment to service. Their work reflects the very best of public service, and our community is safer and stronger because of their efforts.

We are proud of the accomplishments outlined in this year's report and remain grateful for the outstanding team that continues to safeguard our Town.

Thank you,



Sunny Bains



Iain Lovatt
Mayor



Hugo T. Kroon
Ward 1 Councillor



Maurice Smith
Ward 2 Councillor



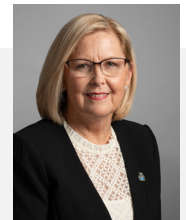
Keith Acton
Ward 3 Councillor



Rick Upton
Ward 4 Councillor



Richard Bartley
Ward 5 Councillor



Sue Sherban
Ward 6 Councillor

Chief's Message

Whitchurch-Stouffville Fire and Emergency Services (WSFES) has proudly served our community since 1903. Our team remains steadfast in our mission: "Proudly Protecting People and Property Through Public Education, Fire Prevention and Emergency Response." We fulfill this mission through proactive initiatives such as fire inspections, our Home Safe Home program, school visits, and maintaining a strong, visible presence throughout the community.



Bill Snowball
Fire Chief



Trevor Wawryk
Deputy Chief - Operations



Mike Doyle
Deputy Chief - Support Services

Since joining WSFES in 2019 as Fire Chief, I have had the privilege of working alongside an exceptional team of professionals. Their unwavering commitment to duty, combined with their willingness and ability to adapt to change, exemplifies the very best of public service. This report, prepared for Council, residents, and staff, provides a snapshot of WSFES activities and achievements throughout 2025.

As noted, WSFES has served the community since 1903. The next decade will bring the most significant growth in our department's history. As the Town continues to expand, so too must our services. Stouffville is evolving with vertical development, infill projects, and increasing urbanization — all of which contribute to greater population density, traffic demands, and service

requirements. In response, WSFES will transition from a composite department to a fully career service model to meet the growing needs of our community.

In 2025, we recognized several important milestones and achievements:

- Captain Kent Armstrong retired after 24 years of dedicated service.
- Firefighter Kevin Chiavatti was promoted to Training Officer.
- Firefighter/Acting Captain Mike Lombardo was promoted to Captain.
- Firefighter Dan Clark was promoted to Acting Captain.

We were also pleased to welcome Deputy Chief Doyle and six new recruits in 2025: Ryan Colvin, Jordan Thompson, Rod Assinck, Kevin Chiavatti, Hayden Bavelaar and Samantha Carvalho. We look forward to long, rewarding careers for each of them as they contribute to the safety and well-being of our community.

Deputy Chief Mike Doyle, Deputy Chief Trevor Wawryk, Captain John Winters, and Captain Laura Cliff were honoured with the Provincial Long Service Medal in recognition of 25 years of dedicated service.

As Fire Chief, I am extremely proud of our dedicated staff, who work tirelessly each and every day to fulfill our mission and continue our pursuit of excellence in serving a safe and resilient community.

On behalf of all the women and men who proudly wear the WSFES uniform, I am pleased to present the 2025 Annual Report.

In closing, I extend my sincere thanks to Deputy Chiefs Wawryk and Doyle, the Town's Senior Leadership Team, and Council for your continued support and commitment to ensuring a safe community for the residents and visitors of Stouffville.



Bill Snowball



Support Services



- Administration Division
- Prevention & Public Education Division
- Emergency Management Division

Outdoor Burning By-

Recreational Fire Che

 **Fires are prohibited when;** the excessive amounts of smoke they create a nuisance, or the speed exceeds 20kph or wind changes frequently.

 **Fires must be small -** no more than 0.75 metres (roughly 30 inches) in diameter and no more than 0.75 metres (roughly 30 inches) in height.

 There must be an adequate means of extinguishment present and in proximity to the fire.

Administration

The Whitchurch-Stouffville Fire and Emergency Services administrative team is comprised of the Fire Chief, Deputy Chief of Operations, Deputy Chief of Support Services, an Administrative and Project Coordinator, and a part-time Operations Clerk. Robust administrative support services and established office systems are utilized to ensure the efficient and effective management of the department's core functions, including organizational planning and assessment, resource coordination, data analysis and research, records management, reporting, business communications, public engagement, and procurement. The Administrative and Project Coordinator, along with the part-time Operations Clerk, provide essential support to the Management Team as well as to Fire Prevention, Fire Suppression, and Training divisions.

Emergency Management

Support Services continue to lead the Town's Community Emergency Management Program, ensuring the municipality is prepared to effectively respond to and recover from major town-wide emergencies. Key responsibilities include delivering comprehensive training, maintaining emergency response plans, and overseeing the operation of the Town's Emergency Operations Centre (EOC).

In accordance with the Emergency Management and Civil Protection Act (EMCPA), each municipality must maintain an Emergency Management (EM) program consisting of 13 mandatory areas of compliance. The Town successfully fulfilled all required components in 2025 and remains fully compliant with the Act.

The Town's annual emergency exercise was held on June 12, 2025, with 59 employees participating. This exercise contributed significantly to advancing preparedness and strengthening interdepartmental coordination.



Station 5-1

2025 Divisional Highlights

- Hiring of Deputy Chief, Support Services Mike Doyle
- Awarded Fire Protection Grant
- Recipient of the 2025 Bringing Home Safety Award
- Received 174 smoke alarms through the Cause for Alarm campaign on behalf of Enbridge
- Awarded a \$5,000 Safe Community Project Assist grant
- Secured a \$500 grant from the Home Fire Sprinkler Coalition of Canada



Pictured (left to right): Deputy Chief Doyle, Councillor Smith, FPI Couto, FPO Zaykin, FPI Mason, Mayor Lovatt, Daniel Beck from CASA, Councillors Upton, Kroon, Bartley, CAO Bains, Councillors Acton, Sherban, Fire Chief Snowball

Support Services - continued



Resident attending 2025 Open House

Fire Prevention

The Fire Prevention Division, under the direction of the Fire Prevention Officer, is responsible for ensuring compliance with the Ontario Fire Code and educating the community on fire safety. Fire Prevention Inspectors conduct inspections across all building types, investigate fires to determine origin and cause, and review site plans, subdivision plans, and building plans to ensure that life safety systems meet the requirements of the Ontario Building Code.

The Fire Prevention Division conducted mandatory fire drill observations and inspections for all 16 Vulnerable Occupancies, ensuring compliance with Ontario Regulation 364/13 made under Fire Protection and Prevention Act, 1997.



Pictured (left to right): FPI Varsamis, Mayor Lovatt, Beepa, Deputy Chief Doyle, Nick Caldareri, CAO Bains, Fire Chief Snowball, Jamie Kovacs, FPI Mason, FPO Zaykin, FPI Porter

Public Education – Community Engagement

The Public Education team continued to strengthen its community outreach efforts in 2025, resulting in a significant increase in resident engagement with fire safety messaging. Strong partnerships with internal and external stakeholders played a vital role in this success.

Fire Department staff engaged with approximately 21,000 residents through in-person events and programs. A total of 124 public education events and station tours were delivered throughout the year.

A notable highlight was the success of the Sleepover with Sparky Program, which reached 420 kindergarten students. Additionally, in collaboration with Corporate Communications, the department launched its official Instagram account, achieving the highest level of interaction across social media platforms to date.

2025 PUBLIC EDUCATION METRICS

 **124** In Person Education Activities

 **21,443** In Person Public Interactions

 **311,732** Social Media Impressions

 **17,820** Total Engagements



2025 Open House attendees with FPI Varsamis

Support Services - continued

Home Safe Home Program

The Home Safe Home Program remains a key component of the department's proactive fire prevention strategy. This initiative ensures residents have functioning smoke and carbon monoxide alarms through education, incident based inspections, and summer door to door canvassing.

2025 HOME SAFE HOME METRICS

Number of Dwellings Entered	423
Percentage of Dwellings in Compliance	52%



22% of non-compliant homes had alarms that were **beyond the required replacement date.**



Pictured: FPI Porter



Pictured (left to right): TO Benincasa, FPI Couto, TO Chiavatti, FPI Varsamis, Fire Chief Snowball, Councillor Smith, Mayor Lovatt, Desirée Swance from Enbridge, CAO Bains, Deputy Doyle, FPO Zaykin, FPI's Mason and Porter

Fire Inspection and Plans Review Activities

The Fire Prevention Division continues to perform mandatory inspections in vulnerable occupancies, respond to complaints, and proactively inspect residential, commercial, industrial, and institutional properties. The team is also responsible for conducting building and site plan reviews and participating in life safety system commissioning for new construction.

2025 INSPECTION METRICS

 **838** Total Inspections

 **135** Assist Inspections

 **136** Building Permit Reviews

 **178** Planning and Development Reviews

 **16** Vulnerable Occupancy Inspections

 **16** Vulnerable Occupancy Fire Drills

 **3** Fire Investigations

Training Division

Currently all Whitchurch-Stouffville Fire and Emergency Services staff meet or exceed the mandatory training that is required by the Province of Ontario.

NFPA 1001 Level 1 & 2 Firefighter

The National Fire Protection Association (NFPA) is a globally recognized, self-funded, non-profit organization dedicated to reducing fire-related death, injury, property damage, and economic loss. NFPA certification provides assurance of competency and professionalism and is now mandatory for all fire services across the Province of Ontario.

The NFPA 1001 Level 1 & 2 Firefighter curriculum represents the foundation of firefighter competencies and accounts for a significant portion of the annual training hours. This program ensures firefighters are able to operate safely, effectively, and in accordance with established professional standards.

SOG Review

Standard Operating Guideline (SOG) review ensures firefighters remain current with departmental procedures. Regular review promotes consistent, safe, and effective operations while reinforcing accountability and compliance.



Training Hours per Curriculum: All Divisions

- 2,007 - NFPA Qualifications
- 1,562 - NFPA 1001 Level 1 & 2 Firefighter
- 841 - NFPA 1002: Driver/Operator
- 817 - OFC Courses
- 250 - Fire Prevention Training
- 223 - Ontario Job Performance Requirement (JPR) Practical Refresh
- 197 - Refresher Block Training
- 190 - SOG Review
- 148 - Live Fire



Water Rescue Training

Ontario Job-Specific Requirements (JPRs)

Ontario Job-Specific Requirements are derived from the National Fire Protection Association (NFPA) 1001 Level I & II standard and tailored to reflect the unique operational needs of the Ontario Fire Service. These standards also incorporate guidance from Section 21 of the Occupational Health and Safety Act (OHSA), ensuring firefighter safety, regulatory compliance, and operational effectiveness.

Refresher Block Training

Refresher Block Training reinforces firefighter knowledge of departmental operations, policies, and procedures. This training includes area and building familiarization specific to Whitchurch-Stouffville and surrounding communities, ensuring operational readiness and local risk awareness.

NFPA 1002 – Driver/Operator

The NFPA 1002 Driver/Operator program ensures firefighters are properly trained to safely and effectively operate fire apparatus. Given the inherent risks associated with emergency vehicle operations, strict adherence to this standard is critical to maintaining firefighter and public safety.

NFPA Qualifications (Specialized Training)

This curriculum includes all training outside the foundational NFPA 1001 program. It encompasses:

- Specialized rescue disciplines
- Incident command
- Medical training
- Hazardous materials response
- Auto-extrication
- Water rescue
- Additional specialized operational competencies

The NFPA Qualification curriculum saw a significant increase in training sessions due to the volume of auto-extrication and water rescue training conducted, primarily by career staff, with additional participation from volunteer firefighters.



Pictured (left to right): FF Carvalho, AC Russell and FF Bavelaar

Training Division - continued

OFC Courses

Courses delivered through the Ontario Fire College (OFC) are completed throughout the year as part of ongoing professional development. Upon successful completion, these courses provide recognized NFPA accreditation and are recorded as completed training within departmental records.



E511 staged during pre-plan at Mosaic House

Live Fire Training

Live Fire training is conducted annually and provides firefighters with realistic, hands-on fire suppression experience under controlled conditions.

In 2025, three live fire training events were completed at:

- Richmond Hill Fire Training Centre (Burn Tower)
- Oshawa Fire Training Centre (Class A Live Fire Facility)



Search and Rescue training

Fire Prevention Training

Fire Prevention training includes education and operational training related to:

- Fire alarm systems
- Fire suppression systems
- Inspections and code enforcement
- Fire investigations
- Pre-incident planning
- Public education initiatives

This training is primarily delivered and completed by the Prevention Division and supports proactive risk reduction within the community.



Live Fire training

Suppression



2025 Incidents

- 51% Medicals (1139)
- 15% Fires (339)
- 13% Rescue (281)
- 11% Public Hazard (244)
- 10% Non-Fire (217)

Types of Incidents:

Fires

- Fire / Smoke Visible
- Remote Alarms
- Brush / Grass Fires
- Garbage Fires
- Vehicle Fires

Medical

- Life Threatening Medical Emergencies

Public Hazard

- Police Assistance
- Hazardous Materials
- Hydro
- Home / Vehicle Lockouts
- Elevator Rescues

Rescues

- Vehicle Accidents
- Aircraft / Train Accidents
- Industrial Accidents
- Water Rescue

Non-Fire

- Burning Complaints
- Public Assistance



Gormley Fire
July 3, 2025

2025 Incidents

Suppression Division responded to 2,220 calls for assistance in 2025, resulting in 3,487 vehicle movements. This represents a 22.7% increase in calls over 2024.

INCIDENTS INCLUDED:

- Structure and outdoor fires
- Medical assists
- Technical rescues
- Motor vehicle collisions
- Public hazard calls

Whitchurch-Stouffville Fire and Emergency Services continues to support neighbouring municipalities through mutual aid, automatic aid, and fire protection agreements.

Under a fire protection agreement, Whitchurch-Stouffville Fire and Emergency Services responded to 32 incidents in Uxbridge in 2025.



Truck Fire on Highway 404
June 11, 2025



Mutual Aid response to East Gwillimbury
March 14, 2025

Through a reciprocal automatic aid agreement along Davis Drive, Whitchurch-Stouffville Fire and Emergency Services responded to 18 incidents in East Gwillimbury.

Due to travel time to the northwest portion of the municipality, Whitchurch-Stouffville Fire and Emergency Services maintains a fire protection agreement with Central York Fire Services for initial response within the contract area.

IN 2025:

- Whitchurch-Stouffville Fire and Emergency Services and Central York Fire Services jointly responded to 5 calls within the contract area.
- Central York Fire Services responded independently to 63 motor vehicle collisions on Highway 404.

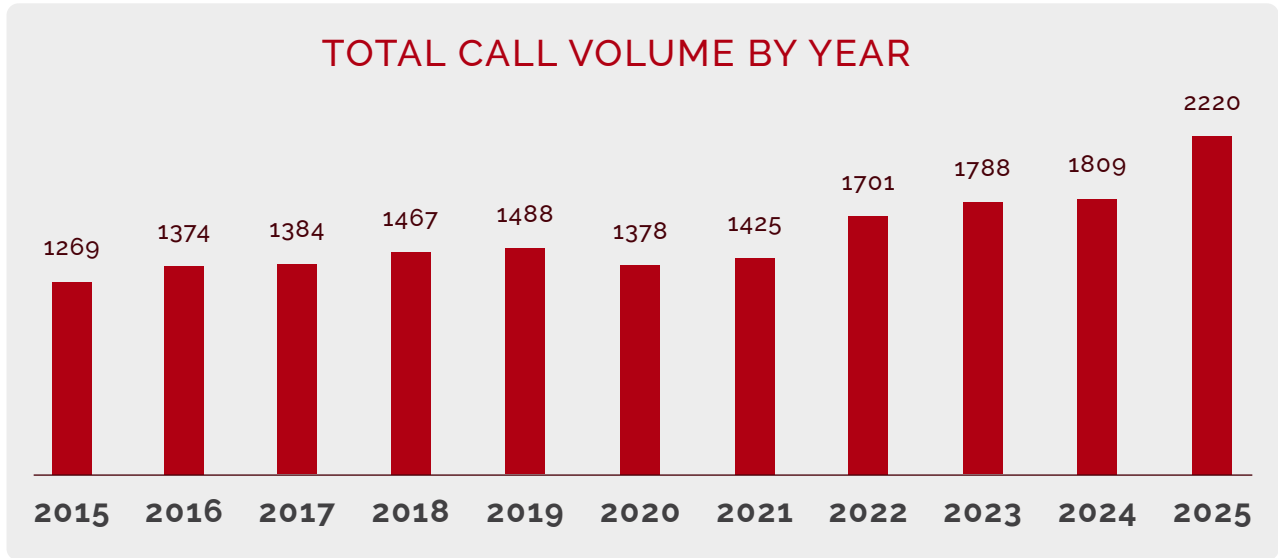


Mutual Aid response to East Gwillimbury
March 14, 2025

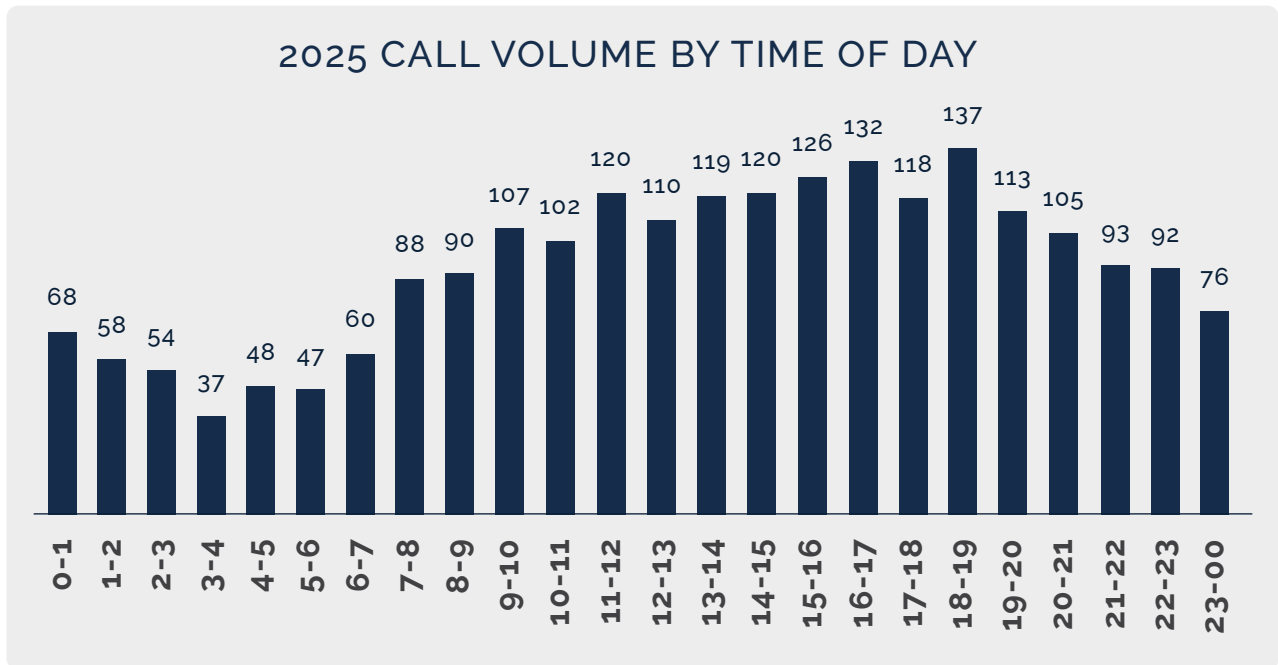
Call Volume

As the Town continues to grow, the number of incidents per year continues to rise as well. Based on call volume trends, Whitchurch-Stouffville Fire and Emergency Services is expecting to respond to more 2400 calls for assistance in 2026.

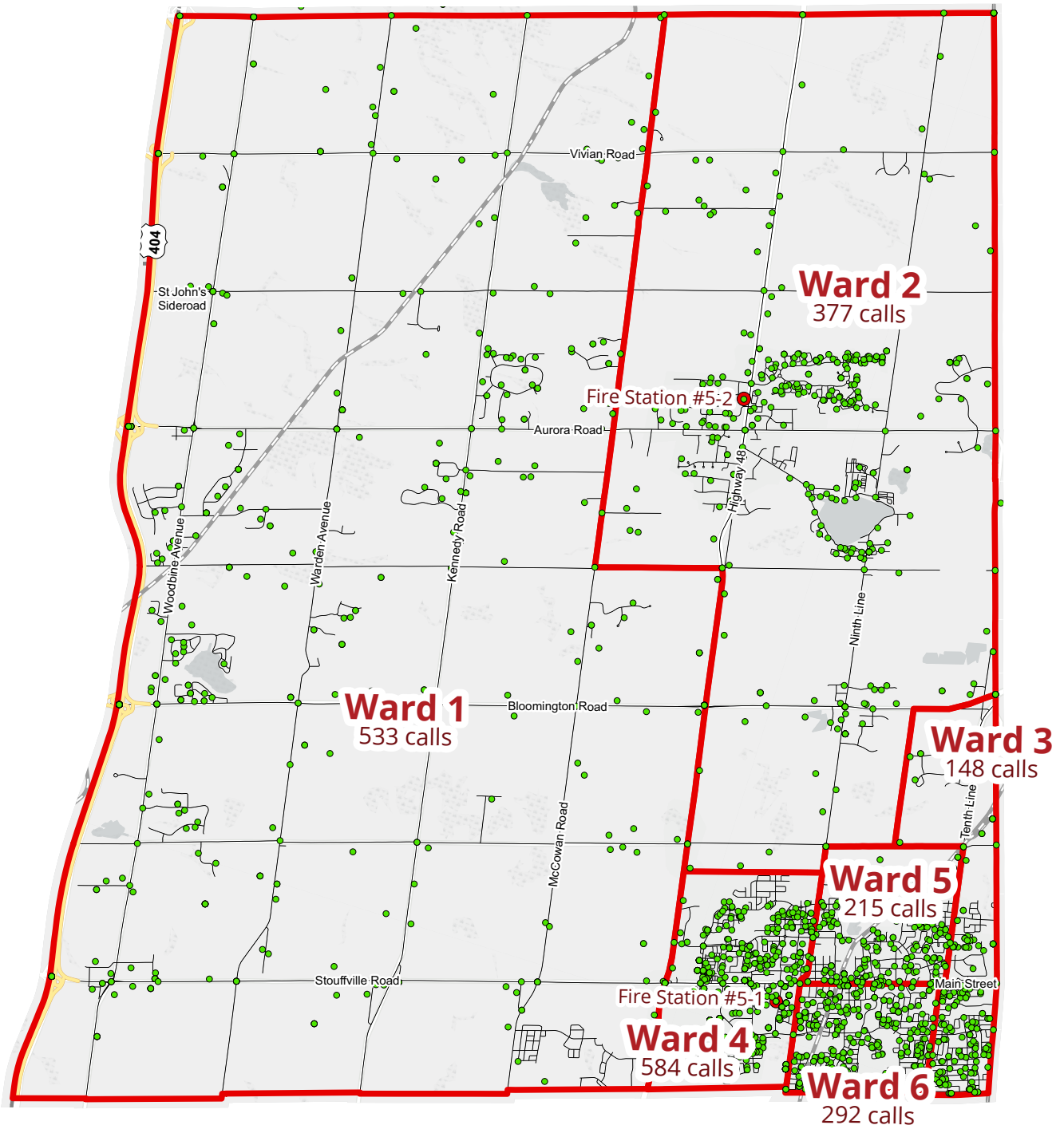
TOTAL CALL VOLUME BY YEAR



2025 CALL VOLUME BY TIME OF DAY



Suppression - continued



2,220
Calls in 2025

- Existing Fire Station
- Municipal Wards
- Railway
- Fire Incident Calls
- Roads
- Freeway

Suppression Division Staffing Overview

The Suppression Division is comprised of 44 career firefighters and 13 volunteer firefighters.

Career staff are organized into four platoons, each consisting of:

- 2 Captains
- 2 Acting Captains
- 7 Firefighters

Each platoon's personnel are distributed between the department's two stations to ensure consistent emergency response coverage across the community.



Pictured: Captain Laura Cliff

Recent Staffing Additions

Between 2024 and 2025, the Suppression Division hired six (6) new career firefighters, including:

- 4 new positions
- 2 replacement positions

These additions have strengthened operational capacity and helped address increasing service demands.

As the Town continues to experience rapid growth, the demand for emergency services continues to rise. The 2022 Fire Master Plan will continue to guide our principles for growth.



Pictured: Mayor Lovatt, Regional Chair Jolliffe, Members of Council, Regional and Town staff at Station 5-2 groundbreaking

Fire Stations

The Town currently operates two fire stations:

- Station 5-1 (Headquarters) – 100 Weldon Road
- Station 5-2 – 15400 Highway 48

To ensure continuous emergency response coverage, a minimum of three firefighters are on duty at Station 5-1 and four firefighters are on duty at Station 5-2, 24 hours a day, 365 days a year.

In Fall 2022, the Town acquired property at 4902 Aurora Road for the future relocation of Station 5-2. The new facility is anticipated to be completed by mid-2027 and will be a joint Fire/EMS station in partnership with York Paramedic Services, further strengthening emergency services within the community.



Pictured (left to right): FPI Porter, Captain Leonard, TO Chiavatti, FPI Varsamis, FF Carvalho, FPI Mason, FF Ridout, FF Bavelaar, AC Irwin and Maintenance Coordinator, Housing Services, Community and Health Services

New Hires & Retirement



Happy to Welcome Deputy Chief Mike Doyle in January 2025



4 additional career firefighters started Nov 18-2024 (from left to right, Firefighter Kevin Chiavatti, Firefighter Ryan Colvin, Firefighter Jordan Thompson, and Firefighter Rod Assinck)



2 replacement career firefighters started July 25, 2025 (from left to right, Firefighter Hayden Bavelaar, and Firefighter Samantha Carvalho)



In May 2025, Captain Kent Armstrong retired after more than 24 years of service.

Promotions



With the retirement of Captain Kent Armstrong, Firefighter Mike Lombardo was promoted to the rank of Captain on June 01, 2025.



In June 2025 Firefighter Kevin Chiavatti was promoted to the rank of Training Officer.



With the promotion to Captain for Firefighter Mike Lombardo, Dan Clark was promoted to the rank of Acting Captain on June 01, 2025.

25 Year Provincial Long Service Medal Recipients





Exterior rendering of the new Station 5-2 coming to Ballantrae.
Proposed Opening August 2027

Whitchurch-Stouffville Fire and Emergency Services

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 @WSFES

 @StouffvilleFire

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