



# Maple Ridge Fire & Rescue Paid-On-Call Firefighter Application Manual



**Mission Statement:**  
*"Protecting Life, Property and the Environment"*

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## **MESSAGE FROM THE FIRE CHIEF**

*Thank you for your interest in becoming a Paid-On-Call Firefighter with Maple Ridge Fire Department.*

*Maple Ridge Fire Department is committed to recruiting talented and motivated individuals who possess a high level of integrity and want to serve our community. We pride ourselves in creating a culture that is reflective of our diverse community.*

*The citizens of Maple Ridge put their trust in Maple Ridge Fire Department and it is imperative that our members have a strong commitment to professionalism, both on and off duty. We strive to recruit candidates who emulate the characteristics we reflect in our Mission Statement of "Protecting Life, Property and the Environment".*

*Paid-On-Call Firefighters devote their time and energy to Maple Ridge Fire Department while maintaining their family and work commitments. They strive to become role models that will develop into leaders within our organization and in our community.*

*We select applicants who demonstrate natural leadership skills and strive for excellence in their daily activities through personal accountability and their ability to lead by example.*

*The role of a Paid-On-Call Firefighter is not a fit for everyone. There are pressures, risks and sacrifices that have to be made that separate this job from many others. Just a desire to be a Firefighter does not suggest an ideal fit for the role. The self-evaluation questionnaire in this manual will provide you with a better understanding of what the job entails and whether or not it is a good fit for you.*

*Preparation, combined with a positive & respectful attitude is essential to your future success as a Firefighter.*

**Howard Exner**  
**Fire Chief**

## SELF-EVALUATION QUESTIONNAIRE

- Am I prepared to commit to every Wednesday 1800 to 2200 and Saturday & Sunday 0830 to 1630 MANDATORY for the entire period of recruit training?
- Does my lifestyle support ethical and responsible choices and actions?
- Am I prepared to maintain a level of professionalism, on and off duty?
- Does my lifestyle align itself with the Fire Department values of respect, pride, professionalism and teamwork?
- Have I been free from involvement in unlawful activities?
- Am I actively supporting my community for the benefit of others?
- Have I adopted, and do I maintain, physical fitness as a way of life [i.e. daily workouts]?
- Am I physically able to perform Firefighter job tasks?
- Am I able to meet the training requirements?
- Am I able to work for extended periods of time under difficult and strenuous conditions?
- Am I free of phobias relating to height, confined spaces and able to maneuver with limited or no visibility?
- Am I comfortable using different hand/power tools and technical equipment?
- Do I have the ability to disengage from emotional suffering, tragedy or loss of life in order to complete essential job tasks?
- Do I have a support system in place for debriefing and stress relief?
- Have I considered what the impact of this commitment will have on my family environment?
- Am I familiar with, and able to operate within a paramilitary working environment?
- Do I understand, and will I abide by, the hair, jewelry and other grooming expectations?
- Am I able to work harmoniously in close quarters with other persons?
- Do I treat all people with respect, dignity and professionalism regardless of race, creed, gender or beliefs?
- Am I able to and do I take steps to maintain a positive attitude?
- Am I able to motivate myself? Do I motivate others?
- Do I actively engage myself in a problem solving capacity?
- Am I able to follow and carry out complex oral and written instructions?
- Does my lifestyle allow me to commit to a minimum of two hours weekly to studying training materials during the recruit training process?
- Do I, or will I, reside within the geographical limits of Maple Ridge Fire Department?
- Is my family aware of the time demands that I will have during recruit training?
- Can I meet, and am I prepared to maintain, the minimum qualifications of 25% attendance to incidents and 75% attendance to practices?

## PAID-ON-CALL FIREFIGHTER - GENERAL INFORMATION

### Paid-On-Call Firefighters' Benefits

Maple Ridge Paid-On-Call (POC) Firefighters receive a generous remuneration and benefit package once they have completed recruit training. During recruit training, a \$300 honorarium is paid for each month of training that has been completed.

Paid-On-Call members are paid in accordance with Operational Guideline 1.2.05 (Paid-On-Call Compensation). The pay/benefit package is reviewed on a regular basis to maintain parity with other composite fire departments.

Other benefits that POC's enjoy include:

- WorkSafe BC coverage
- Accidental Death and Dismemberment coverage
- Free training to NFPA Standards
- Maple Ridge Fire Department uniform
- Free access to the Maple Ridge Leisure Centre
- Opportunity to serve your community
- Learning new skills
- Meeting people
- Being on a team (camaraderie)
- Personal reward, excitement, fun
- Continual training opportunities
- Opportunity for advancement to officer ranks

### Hours of Commitment – During Recruit Training

- You must be available to attend mandatory recruit training every Wednesday from 1800 – 2200 hours and Saturday and/or Sundays from 0830–1630 hours for up to a total of 13 weeks (dates to be determined).
- Recruits must be able to complete all pre-assigned readings identified from the Recruit Training manual. There will be no compensation given to candidates for this home study.
- Available to attend all training sessions during the recruit training period.

### Hours of Commitment - Upon successful completion of Recruit Training

- **Incidents:** usually 1 hour, can be up to 10 hours for large incidents
- **Regular Weekly Training:** Monday or Thursday nights from 1900-2200h
- **Public Education:** as many hours as you are able to give
- **Volunteer:** as many hours as you are willing to volunteer
- Some weekends for evaluations or specialty training

## PAID-ON-CALL FIREFIGHTER - QUALIFICATIONS

**It is your responsibility to understand and meet the minimum qualifications before you submit your application.** You will need to maintain all of the necessary qualifications throughout the assessment processes. Failure to meet the minimum requirements will result in the rejection of your application. If you are found to have falsified or intentionally misrepresented your credentials, your application file will be permanently closed and will eliminate you from any future opportunities to apply to the Maple Ridge Fire Department.

### Minimum Qualifications

1. Must be at least 18 years of age.
2. Must be eligible for employment in Canada by meeting one of the following criteria:
  - Canadian citizen, or,
  - Holder of a Permanent Resident Card, or,
  - Landed Immigrant.
3. Must hold a valid Driver's License.
  - i. A Probationary or Graduated Driver's License (Class 7) is acceptable with the understanding that a Class 5 License will be attained within 24 months being assigned to a Fire Hall.
  - ii. A Driver's License must have less than 7 demerits/points in any one year, a total of no more than 9 points in the past five years, no suspensions under Section 215 of the Motor Vehicle Act, no convictions under Section 320.14 of the Criminal Code of Canada, and no present suspensions or charges pending.
4. A favourable Police Information Check with Vulnerable Sector Check.
5. Must reside within Maple Ridge boundaries by the end of recruit training.
6. Must have Grade 12 or Adult Dogwood Diploma.

### Application and Documents

Candidates must submit, in the **following order**;

1. Completed Application
2. Cover Letter
3. Resume
4. If you were not born in Canada, a copy of documents supporting, refer to Minimum Qualifications (see above)
5. Copy (front and back) of your Driver's License
6. Driver's Abstract (must be obtained within the 30 days prior to application deadline)
7. A copy of the Police Information Check with Vulnerable Sector Check. (The original will be required at the first written test)
8. Copy (**in order**) of any of the following items referenced in your Application, Cover Letter or Resume:
  - Degree
  - Diploma (college, technical school, and/or high school)
  - Certification (e.g. Red Seal)
  - Fire Fighting Certifications
  - First Aid Certifications
  - CPAT (if applicable)

## APPLICATION PROCESS

### The Paid-On-Call Firefighter Recruit Selection Process

- You must be successful at each stage to be considered further in the process.
- If you are unsuccessful at any stage, you will be informed if you are eligible to re-apply and the date when you will be eligible to re-apply.
- If you are eligible to re-apply, you will restart the process at Stage 1; you must be successful again in all stages of the recruitment process regardless of your past performance.
- If you are re-applying, you will be required to follow all process steps as identified at the time you are re-applying.
- Re-applying multiple times may or may not be permitted.
- If it is determined you are unsuitable for this position, your application file will be permanently closed.
- Permanent file closure can occur at any stage in the process.
- If your application is permanently closed, no future Paid-On-Call Firefighter applications will be accepted.

### Police Information Check with Vulnerable Sector Check

The nature of our business requires each candidate to complete a Police Information Check with a Vulnerable Sector Check. These reports can take time, so prepare accordingly and apply for it early. You are responsible for any costs involved - check with the RCMP detachment for the current fees.

Ridge Meadows RCMP will process the Police Information Check for all residents of Maple Ridge. They are located at 11990 Haney Place, Maple Ridge. For more information, visit their website at <http://www.rcmp.gc.ca/detach/en/d/252>.

**A copy of the original completed Police Information Check with Vulnerable Sector Check must be included with your application. The original must be brought on the night of the Fire Knowledge Test.**

**NOTE:** Applicants residing outside of Maple Ridge must request their Police Information Check with Vulnerable Sector from their local police detachment. You may have to present the letter found in the application package to your local RCMP detachment in order to have them conduct the Vulnerable Sector Check.

**This application process for the Maple Ridge Fire Department will take place from February to June 2020 and has been broken down into the following seven (7) stages:**

- Stage 1 – Application Submission and Review
- Stage 2 – Entry Level Testing – Fire Team Test
- Stage 3 – Fire Physical Ability Test
- Stage 4 – Interview, Reference Checks
- Stage 5 – Conditional Offer
- Stage 6 – Pre-Training Preparation
- Stage 7 – Training

All applicants will be notified, if they will be moving on to the next stage of the process via email. It is the candidate's responsibility to ensure email addresses are valid and up-to-date and computer firewalls/security is set up to accept emails from the City of Maple Ridge. It is the candidate's responsibility to check emails on a regular basis as there are deadlines to abide by. Testing for each stage must be done in person, and on the scheduled date(s).

### **Stage 1 – Application Submission and Review**

Application must be submitted by the deadline stated in the application package. Ensure the application is complete and in the required order. Failure to comply may result in your application's rejection.

### **Stage 2 - Entry Level Testing - Fire Knowledge Test**

**FireTEAM** is a video-based testing system that assesses critical skills necessary to be a Firefighter and includes the often overlooked content areas of teamwork and human relations, as well as mechanical aptitude, reading ability and basic math skills.

This step is measured as pass/fail; your test score is not used to determine a ranking order nor will it be utilized in your hiring decision. You must achieve a passing score to be eligible to proceed to next stage.

If you fail to achieve a passing score, you will be advised of your eligibility to re-apply during the next recruitment intake.

More information on the testing can be found at [www.ergometrics.org](http://www.ergometrics.org)

### **Stage 3 - Physical Ability Testing**

You will be contacted via email with booking information. **DO NOT** book or pay for an external Physical Ability Test session, as the testing will be done by the Training division of the Maple Ridge Fire Department

Successful candidates after the first two tests will be invited to an interview.

### **Stage 4 - Interview, Reference Checks**

The intent of a personal interview is to allow us to learn more about you, your experiences and your abilities in your own words. It is also an opportunity for you to demonstrate that you are suitable for the position.

Interviewers will rate you based on the responses you provide. It is your responsibility to provide thorough information in a clear and concise manner.

Behavioral questions will be measured to determine if you meet the criteria for successful job performance. Your scores will not be used to determine a ranking order.

If you fail to demonstrate suitability in the required competencies, you will be advised of your eligibility to re-apply for the next recruitment. However, if your responses are significantly below the minimum criteria required for job success, you will be considered unsuitable for this position and, therefore, will not be eligible to re-apply in the future.

As with the other steps in our hiring process, your interview is based on a pass/fail rating. Each of your responses is rated to determine whether you have met the competency criteria for successful job performance and fit.

### **Reference Checks**

We use a number of tools throughout our assessment processes to validate your information and to capture a clear representation of your history. At this stage of the process, we substantiate this information through the references provided by you.



## **Stage 5 – Conditional Offer**

If you successfully advance to this stage, your file has reached the point where a recruitment decision is made. Your file is presented to Fire Chief for review and to determine if you are to receive an offer as a Paid-On-Call Firefighter. Our recruitment decision is based on consideration of all compiled data, your competencies, skills, and abilities. We also consider where you are currently residing, or planning to reside, in Maple Ridge.

## **Stage 6 – Pre-Training Preparation**

- Complete administrative forms
- Fit testing
- Gear fitting and uniform sizing
- Text books issued (pre-reading may be assigned)

## **Stage 7 - Training**

Recruit training will occur every Wednesday from 1800 - 2200 hours; Saturday and Sundays from 0830 - 1630 hours for approximately 9 weeks (dates to be determined). Recruits must be able to complete all pre-assigned readings identified from the Recruit Training Manual. No compensation is provided to candidates for this home study.

As you are expected to maintain standards throughout the course of your employment as a Maple Ridge Paid-On-Call Firefighter, you must physically and mentally prepare yourself to begin a rigorous and challenging fire recruit training program. Your abilities, attitude and demeanor will be assessed throughout this process, and throughout your employment term.

Maple Ridge Fire Department training programs are designed to give Firefighters the knowledge and skills to cope with the dangerous and hostile environments they face. Recruit training curriculum incorporates in-class theory, practical, hands-on training on a simulated training ground.

During your training, you will complete the Maple Ridge Accelerated Recruit Program. Upon successful completion of training, you will be placed at your assigned hall and on probation until your year-end evaluation is successfully completed.

### **Knowledge Preparation**

During recruit training, you will be tested frequently on your theoretical and practical knowledge to ensure you meet the required standards. Failure to meet these standards will result in letter(s) of warning and could result in dismissal.

### **Physical Preparation**

To enhance the likelihood of success during recruit training and to reduce the risk of injury, you must report to training in top physical shape. It is imperative that you are prepared for a high volume of fitness activity. Fire ground training conditions will tax you physically (i.e. breathing compressed air, extreme heat/temperature changes, constant physical activity during inclement weather conditions, etc.).

### **Probationary Period**

During your probationary period, you will undergo extensive training and evaluations to determine ongoing suitability as a Paid-On-Call Firefighter. You will undergo regular evaluations regarding your strengths and weaknesses, to ensure you have the tools (information/feedback) to successfully complete your probationary period. Candidates who fail to meet the training standards will be released from the Maple Ridge Fire Department.

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## Tips to Prepare for the Interview

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### 1. Research the Position/Conduct a Self-Analysis/Compare Your Results

- **Research the position to build a list of essential job tasks.**

Do what you can to research the tasks and activities performed by a Firefighter. Begin building a list of typical Firefighter job duties.

Use resources available to you to identify the duties and the different types of work environments in which these tasks are performed. (i.e. Internet, your local fire crew, fire training programs, or our website <http://www.mapleridge.ca/143/Fire-Rescue> .

- **Conduct a self-assessment to help determine your Job Fit.**

Job Fit is an important factor to consider when preparing for your interview. If you enjoy the activities that are important to successful job performance, you are more likely to find this type of work personally satisfying.

Begin building a list of activities that you find satisfying and enjoy performing. Simply telling the interview panel you enjoy all activities isn't sufficient. The panel wants to know specifically what activities you like.

- **Reflect on personal experiences to identify similar behaviors to the job tasks.**

Think of and build a list of situations in the past four or five years where you have demonstrated similar behaviors to those on your list of Firefighter tasks.

You do not require prior Firefighter experience to successfully meet the position's competencies. Consider all your experiences including those gained through your school years, team/sporting activities, volunteer opportunities, etc.

- **Compare your lists to identify common factors or shortfalls.**

Compare all of your lists to see how closely they match. By conducting this comparison, you will be able to:

- Identify which factors of this occupation you are drawn to.
- Identify any shortfalls you may have in the areas of experience and skill.
- Compile a list of related examples to draw from during your interview.

### 2. Know the structure, culture and community the Fire Department serves

Your objective should be to develop an understanding of the nature, community and history of the position. Familiarize yourself with particular issues the organization and the department may be facing in Maple Ridge. If you are not familiar with the City of Maple Ridge and surrounding communities, learn what you can of the City's structure (i.e. the climate and geographical layout, sociological issues, Council's priorities, economic environment, etc.) to better identify the types of emergency response calls and resources utilized by the Fire Department.

### 3. Commit to adequate preparation before your interview

Preparation is vital to the Fire Department. Prepare for your interview with the same energy you would commit to responding to an emergency as a Firefighter. You may have little advance notice of your interview spot; therefore, ensuring you are adequately prepared will lessen some of the stress associated with an interview. Planning ahead will allow you to focus on marketing yourself for the position.

#### **4. Presentation is important**

A professional and confident demeanor is expected. This is your opportunity to form a positive impression with your interviewers. Your dress, grooming and manners will be considered. Be well-versed with hair and jewelry guidelines in this manual and recognize that the Fire Department is a paramilitary organization which incorporates a rank and structure model.

Visit our website <http://www.mapleridge.ca/143/Fire-Rescue> to review the department organizational chart and other important information. A respectful approach is warranted.

Recognize any distracting nervous habits you may have and develop strategies to curtail or lessen their impact on your behavior. Practice maintaining good posture and direct eye contact.

Plan your arrival for no more than 10 - 15 minutes before your appointed time. Arriving late always creates a bad first impression. If circumstances beyond your control prevent you from arriving on time, ensure you contact Maple Ridge Fire Department Administration at 604-463-5880 to discuss your options.

#### **5. Use your interview time wisely**

A job interview is a communication process. Sharpen your verbal communication skills to ensure you:

- Listen carefully (ask for clarification if needed).
- Remain professional and positive.
- Speak clearly and audibly.
- Answer the questions with specific examples.
- Moderate your volume and animation.
- Avoid excessively lengthy responses; however, ensure that you provide relevant details – do you want to leave your interview thinking "oh, I forgot to tell them about..."
- Ask well-thought out questions, when given the opportunity, which demonstrate your interest in the position. Let your interviewers know why you want the job and what you can offer.

## STANDARDS

### Medical Standards

Medical standards follow the requirements outlined under the National Fire Protection Association Standard on Comprehensive Occupational Medical Program for Fire Departments (“[NFPA 1582](#)”).

#### Section 3.3.13 - Medical Condition Classifications

3.3.13.1 Category A Medical Condition. A medical condition that would preclude a person from performing as a member in a training or emergency operational environment by presenting a significant risk to the safety and health of the person or others.

3.3.13.2 Category B Medical Condition. A medical condition that, based on its severity or degree, could preclude a person from performing as a member in a training or emergency operational environment by presenting a significant risk to the safety and health of the person or others.

#### Section 6.3 – Head and Neck

Skull/facial deformities that prevent adequate helmet or respirator face-piece fit.

#### Section 6.4 - Eyes and Vision

Applicants must meet the requirements for a Commercial Driver (Class 3/4) as outlined by Canadian Council of Motor Transport Administrators (CCMTA) Medical Standards [Section 22, Vision Impairments](#).

#### Section 6.5 - Ears and Hearing

Applicants must meet the requirements for a Commercial Driver (Class 3/4) as outlined by CCMTA Medical Standards [Section 9.6.2 Hearing loss – Commercial Drivers](#).

#### Section 6.9 - Heart and Vascular System

Section 6.9.1 – Heart Coronary Artery Disease, Cardiomyopathy or Congestive Heart Failure, Acute Pericarditis, Endocarditis or Myocarditis Recurrent Syncope, Condition requiring an automatic implantable cardiac defibrillator, Third-degree Atrioventricular Block, cardiac pacemaker, Idiopathic Hypertrophic Subaortic Stenosis.

Section 6.9.2 – Vascular System Hypertension not controlled by approved medications. Thoracic or Abdominal Aortic Aneurysm. Carotid Artery Stenosis or Obstruction. Peripheral Vascular Disease.

#### Section 6.10 – Abdominal Organs and Gastrointestinal System

Presence of uncorrected Inguinal/Femoral Hernia regardless of symptoms

#### Section 6.12 – Urinary System

Renal Failure or insufficiency requiring continuous ambulatory peritoneal dialysis (CAPD) or haemodialysis

#### Section 6.13– Spine and Axial Skeleton

Scoliosis of Thoracic or Lumbar Spine with angle greater than 40 degrees. Multiple spinal surgeries or spinal surgery involving fusion of more than two vertebrae, discectomy or laminectomy, or rods still in place. Any spinal or skeletal condition producing sensory or motor deficits or pain frequently requiring narcotic analgesic medication; Cervical, Thoracic or Lumbosacral vertebral fractures

### **Section 6.14 – Extremities**

Metal plates or rods supporting bone during healing. Total joint replacement. Amputation or congenital absence of upper or lower extremity (i.e. hand, foot, thumb proximal to the mid- proximal phalanx). More than one shoulder dislocation without surgical repair or recurrent shoulder disorder within last five years.

### **Section 6.15 – Neurological Disorders**

Ataxias of here do-degenerative type. Cerebral arteriosclerosis, Hemiparalysis, Multiple sclerosis or Myasthenia gravis with activity within previous three years, all epileptic conditions without complete control during previous five years. Dementia and Parkinson's diseases.

### **Section 6.18 – Endocrine and Metabolic Disorders**

Diabetes mellitus which is treated with insulin.

Diabetes which is not treated by insulin nor controlled.

For reference, a complete copy of the NFPA 1582 standard can be purchased from the National Fire Protection Association at [www.nfpa.org](http://www.nfpa.org) or (617) 770-3000.

## **Physical Fitness Hiring Standards**

### **Physical Ability Test**

The intent of the Physical Ability Test is to establish an individual's ability to perform physical job tasks with enough reserve for emergency situations and normal activities. Some of the activities you should be able to perform can be found on this CPAT Orientation [video](#).  
(<https://www.youtube.com/watch?v=oS-YywTWZHO>)

### **Fitness Requirements**

The Fire Department views fitness as an integral component in firefighting due to the physical strain induced while performing operational tasks varies according to each person's muscular strength/endurance, cardiovascular conditioning, motor coordination and flexibility.

### **Physical Demands / Background**

The risk of injury in firefighting and rescue work results mainly from:

- The use of various heavy machines and apparatus
- Dangerous entrances and awkward spaces
- Extreme heat exposures
- Rapidly changing environmental conditions

In emergency situations, Firefighters must be physically able to act quickly and at times, under duress.

### **FOR EXAMPLE**

*In a multi-story structure fire, a Firefighter climbs stairs while wearing heavy and cumbersome personal protective equipment [weighing up to 25-kg] and carrying tools [weighing up to 15-kg]. Following this strenuous stair climb, the Firefighter must be fit enough to then carry out physically demanding operational tasks. In rescue operations associated with traffic accidents, a Firefighter must be capable of handling hydraulic tools [weighing up to 15 kg] in strenuous and awkward work positions for considerable lengths of time.*

### Physical Fitness Preparation

A personal commitment to a life-long fitness regime is essential to safely performing Firefighter duties. To prepare for this, you need to follow and maintain a total body program that is specific for the job tasks and one that focuses on:

- Flexibility
- Cardiopulmonary endurance
- Muscular strength
- Muscular endurance

Body composition is also considered an area of physical fitness. Excess body fat increases the workload placed on the body and decreases its ability to dissipate heat. Consulting a Certified Personal Fitness Trainer or Certified Fitness Consultant can help you achieve your fitness goal.

### Physical Activity Readiness

Before beginning any exercise routine or aerobic fitness evaluation, it is essential you have an awareness of your ability to partake in physical activity.

Please review the following questions before starting any exercise routine or aerobic fitness training.

	Yes	No
Has your doctor ever said that you have a heart condition and recommended only medically approved physical activity?		
Do you have chest pain brought on by physical activity?		
Have you developed chest pains (while resting) in the past month?		
Do you lose consciousness or balance as a result of dizziness?		
Do you have a joint or bone problem that could be aggravated by prescribed activity?		
Is your doctor currently prescribing medication for your blood pressure or a heart		
Are you or have you been pregnant within the last six (6) months?		
Are you aware, through your own experience or a doctor's advice, of any other reason against your exercising without medical approval?		

**If you have answered "Yes" to any of the above questions, please consult your physician BEFORE you start exercise routine or aerobic fitness training.**

If you are uncertain how to interpret any of the questions and/or their relationship to your health, please discuss with your doctor.

## Department and Grooming

Projecting proper department and appearance by Maple Ridge Firefighters indicates a sense of pride and professionalism. All expectations will be applied in a manner consistent with Human Rights laws. Where applicable, Maple Ridge Fire Department will provide a reasonable accommodation short of undue hardship.

### All Members

- Hair must be worn to the general shape of the head and to a maximum length that does not extend beyond the top of the shirt collar, measured while standing at attention. Hair that is longer will be bound with hairpins, barrettes or elastics of a neutral colour, in a way that keeps it from extending past the top edge of the shirt collar and not interfere with the proper wearing of regulation headgear nor impede the donning/utilization of any equipment, and/or accomplishing any function that a member may be required to perform
- Hair may be coloured, frosted or tinted in a colour naturally occurring in human hair.
- Etching or other extreme hair cutting is not permitted.
- Depth or bulk of hair must not exceed 50mm from the scalp.
- Ribbons, hair nets or combs will not be allowed while on duty or while representing the Fire Department in the community.
- Any jewellery worn above the neck is prohibited, i.e. earrings, ear bands, elaborate hair accessories, piercing paraphernalia, etc.
- Necklaces may be worn in a fashion that makes them not visible.
- A wristwatch or medic-alert bracelet may be worn on either wrist, provided it is snug enough to prevent a snagging hazard.
- The safest practice for rings is removal.
- Sunglasses shall not be of a mirrored type lens; they may be worn whenever conditions warrant their use. Sunglasses should be removed while addressing a member of the public.
- Tattoos are permitted if they are:
  - Not exposed above the shirt collar.
  - Not offensive in nature (e.g. offensive - nudity and/or slang or gang affiliation).
- Sideburns must be neatly groomed and cannot extend below the bottom of the earlobe, and cannot encroach onto the area covered by the self-contained breathing apparatus face piece or respirator mask.
- Beards and goatees will not be allowed. Moustaches are permitted but must be neatly trimmed and be clean shaven to within 10mm of the corner of the mouth and 10mm below the centre line of the mouth. Moustaches must not interfere with the proper seal of the Self-Contained Breathing Apparatus face piece or respirator mask.

## **PAID-ON-CALL FIREFIGHTER - DUTIES**

### **Environmental and Working Conditions**

Environmental factors play a large role in the performance of a Firefighter's duties. Some working conditions that Firefighters experience as part of normal operating procedures include:

- The requirement to report "fit for duty", both mentally and physically.
- Performing required tasks while wearing full personal protective equipment including self-contained breathing apparatus.
- Withstanding strong vibrations over extended periods of time i.e. riding in emergency vehicles, operating/holding heavy power tools in awkward positions, etc.
- Working quickly to extinguish fires in extreme heat and when visibility is poor/non-existent.
- Experiencing physically demanding tasks during extreme fluctuations in temperature.
- Lifting, carrying, extending and climbing ladders to extreme heights, while maintaining balance and maneuvering in unwieldy positions.
- Working in hazardous areas that are hot, wet, slippery, muddy, icy, dirty, cramped, etc.
- Working on and around moving machinery, vehicles and equipment.
- Being aware of and protecting against: burns and other injuries, exposure to sharp objects, hazardous substances through inhalation, injection, ingestion and absorption, high noise levels, infectious agents/biological hazards; radiation hazards, smoke, dust; noxious odours and contaminants, uninstalled or unshielded electrical equipment.

### **Suppression Duties**

All on-scene fire ground operations are performed while wearing department issued personal protective equipment and may include donning, doffing and regulating a self-contained breathing apparatus (SCBA).

### **Emergency Response/Initial Scene Assessment**

- Receiving/comprehending radio dispatched information accurately
- Responding to:
  - The Fire Hall safely as a Paid-On-Call Firefighter
  - Residential/industrial/structural/wildland fire emergencies
  - Rescues/requests for assistance/reports of smoke
  - Electrical hazards/potential sites of ignition
- Safely driving/riding in firefighting/emergency apparatus in response mode
- Identifying on-scene hazards and seeking the source of the fire
- Advising commanding officers of on-scene fire conditions and hazards
- Determining the stability of supporting surfaces
- Determining the safest route for extricating/evacuating victims
- Following radio response protocols including exchanging information with other crew members, dispatchers and commanding officers at the scene

### **Hose Handling**

- Calculating building height in meters and/or feet from its floors
- Determining water stream required to reach the fire
- Calculating liters or gallons per minute out of a particular size hose
- Determining the number of hose lines needed to extinguish the fire
- Wrapping hose around a hydrant to stretch it out and ensure it reaches the port
- Removing the hydrant cap with a wrench
- Coupling a hose connection to the hydrant
- Coupling and uncoupling hose connections
- Dragging/extending accordion folded or flat load, uncharged



- Dragging/holding a charged hose unassisted and opening the nozzle
- Opening hydrant to charge fire hose
- Applying a hose clamp to a charged/uncharged hose

### **Pump Operations**

- Calculating, achieving and maintaining correct water pressure for hose lines
- Operating foam dispensing equipment
- Inspecting and maintaining fire apparatus during operation by checking gauges and preventing freeze up

### **Primary Search**

- Communicating verbally while wearing personal protective equipment [i.e. a face piece and self-contained breathing apparatus]
- Crawling on floors with limited visibility, feeling around for the heat of the fire source
- Searching systematically for victims, including missing Firefighters
- Extricating trapped conscious/unconscious victims
- Dragging/carrying/removing conscious/unconscious victims from danger source
- Dragging/carrying conscious/unconscious victims down stairs/out of buildings unassisted
- Carrying conscious/unconscious victims down ladders unassisted

### **Fire Ground Operations**

- Calculating building height in meters (or Feet) from its floors to elevated fire apparatus and/or ground ladders to correct height
- Positioning fire apparatus, ladders, etc. while being cognizant of electrical lines/hazards
- Setting up aerial apparatus jacks/out-riggers and placing chocks
- Operating the ladder pipe from aerial platform and positioning/raising ladder
- Removing extension ladder from apparatus and placing in position
- Butting ladder, raising halyard to desired length and then positioning the ladder by lowering it into its objective
- Climbing aerial apparatus and/or ground ladders
- While on a ladder or from other heights [i.e. rooftops], directing hose/nozzle at fire
- Removing from apparatus and transporting/placing heavy equipment into operation [i.e. positive pressure fans, power plants, ladders, tools]
- Hoisting equipment to upper levels with a rope
- Carrying heavy equipment up stairs
- Determining when to open roofs, walls and doors
- Making openings for ventilation using hydraulic/power/hand-tools
- After a fire is extinguished, checking for smouldering fire inside walls and ceiling
- Lowering ladders and re-bedding them onto apparatus
- Reloading wet hose back onto apparatus

### **Fire Suppression**

- Using unwieldy tools [i.e. axes, sledge hammers, etc.] to make forcible entries
- Entering smoke filled buildings/rooms with a hose in hand
- Dragging charged hose on stairs and around obstacles [i.e. furniture, walls]
- Extending the hose line to a fire
- Opening a nozzle on a charged hose line
- Operating/holding a charged line in confined spaces/awkward positions
- Monitoring hot spots/preventing flare ups

### **Salvage/Overhaul**

- Securing/preserving evidence at fire scene
- Stabilizing walls/roofs
- Moving furniture/valuables and protecting them with salvage covers
- Creating dikes for channeling water out of building
- Removing burned and charred waste

### **Pre-Hospital Care**

On-scene pre-hospital care is performed while wearing department issued personal protective equipment.

- Accurately receiving/comprehending radio dispatched information
- Removing from apparatus and carrying to scene heavy trauma bag
- Donning additional personal protective equipment, i.e. gloves, masks, etc.
- Assessing patient condition and providing initial medical care
- Managing hysterical/agitated/unstable patients requiring medical attention
- Applying resuscitation measures as necessary
- Performing CPR or other appropriate cardiac emergency procedures
- Controlling bleeding/immobilizing fractures/bandaging wounds
- Treating shock
- Gathering information from a patient or family regarding the patient's medical history
- Providing concise/complete information to paramedics regarding status of patient(s)
- Assisting paramedics with continued care of the patient
- Preparing and transferring a patient to an emergency vehicle
- AED
- Spinal Immobilization

### **Vehicle Extrication**

Vehicle extrication is performed while wearing department issued personal protective equipment, which may include donning, doffing and regulating self-contained breathing apparatus.

- Controlling the accident scene to protect self, crew, victims, witnesses, etc.
- Directing traffic around accident scene
- Stabilizing vehicles using cribbing and other necessary tools
- Removing from apparatus, carrying, starting and operating heavy/hydraulic equipment to extricate trapped victims
- Safely freeing/removing persons from entrapments
- Preserving evidence at the scene
- Sweeping up/picking up glass, debris and hazardous material spills

## Station Duties

- Maintaining physical and mental abilities to be 'fit-for-duty'
- Reporting for training exercises early to maintain a crew accountability system
- Presenting a clean/neat personal appearance to maintain proper department
- Maintaining positive and harmonious working relationships with crew members
- Removing used equipment from apparatus after calls for cleaning/drying
- Removing hoses from hose tower and storing them
- Preparing the emergency vehicles for the next response, including decontaminating and disinfecting unit and equipment, restocking supplies, inspecting equipment and making arranging for necessary repairs or replacement
- Requesting maintenance calls
- Storing fire equipment and supplies
- Replenishing fire hall supplies when needed
- Maintaining an inventory of tools and equipment
- Thoroughly inspecting, cleaning, polishing and maintaining apparatus, tools, equipment and personal protective equipment
- Inspecting, servicing and performing tests of personal protective equipment including self-contained breathing apparatus
- Performing limited equipment overhaul operations
- Performing limited service tests on all apparatus
- Participating in ongoing training drills to further develop and maintain proficiency
- Maintaining a neat and clean working/living environment at the fire hall
- Maintaining the exterior of the fire hall [i.e. lawns, walkways, driveways]
- Answering routine phone calls in the fire hall
- Conducting fire hall tours
- Working out/participating in group sporting activities to maintain physical fitness

## Administrative Duties

- Writing First Responder Patient Forms and completing other administrative forms
- Completing computerized incident reports
- Completing in-station training materials and following departmental directions

## Training/Drills

Reviewing training materials to learn and have a working knowledge of:

- Fire behaviour and various causes of fire
- How to successfully attack a fire
- Building construction to predict fire reaction
- Forcible entry into buildings
- Ventilation methods to aid in extinguishing fires
- Appropriate fire streams given factors that can affect flow of water through air
- Water supply systems
- Hydraulics and pump operation
- Practicing and performing evolutions
- Caring for hoses, hose lays and hose use
- The characteristics of and proper use of ladders
- Various methods of rescue
- Ropes and knots to accomplish rescues, stabilize vehicles and haul tools
- Extricating victims from vehicles
- Confined Space awareness

- Computers and Computer programs
- Respective Workplace and Diversity
- Salvage and Overhaul
- Fire alarms and automatic sprinkler systems
- Hazardous materials and techniques
- The most direct routes to various addresses in a response area
- The locations of streets, water mains and hydrants in a response area
- Maple Ridge Fire Department operational guidelines
- Other learning as identified by the Fire Hall Captain and/or Training Division

### **Public Education/Public Relation**

- Promoting Positive Public Relations
- Using tact and diplomacy when dealing with all citizens
- Treating citizens, co-workers and members of mutual aid agencies respectfully and with dignity and professionalism regardless of race, creed, gender or beliefs
- Interacting and working successfully with citizens and any outside agencies
- Participating in fire education programs to the public
- Volunteering for public education appearances
- Conducting demonstrations at community events
- Volunteering time and/or participating in fundraisers for charitable work

Questions	Answers
Where can I find information on becoming eligible for employment in Canada?	Please contact the Government of Canada Citizenship and Immigration Centre at <a href="http://www.canadainternational.gc.ca">www.canadainternational.gc.ca</a> or toll free 1-888-242-2100
How can I determine if my medical condition makes me ineligible for hire?	<p>Your physician is the best resource for information on your personal health. We encourage you to book a complete physical with your physician before you decide to submit a Paid-On-Call Firefighter application to identify and/or discuss any conditions that may affect your ability to perform essential fighter job tasks.</p> <p>To aid your physician in understanding the job tasks, a copy of the NFPA 1582 standard can be purchased through the National Fire Protection Association at <a href="http://www.nfpa.org">www.nfpa.org</a> or phone 1- 800-344-3555.</p>
I did not complete a High School Diploma. What will you accept as a suitable equivalent?	<p>We will accept a Adult Dogwood Diploma, a two-year diploma, an undergraduate or applied degree or an Apprenticeship or Journeyman certificate.</p> <p>To find the guidelines for completing High School equivalency programs, please refer to the Provincial and Territorial Departments and Ministers Responsible for Education in Canada at <a href="http://www.cmec.ca">www.cmec.ca</a> or phone (416) 962-8100.</p>
I do not have a copy of my High School or Adult Dogwood diploma. What will you accept as a suitable replacement?	We will accept a copy of an official school transcript providing that it clearly indicates you have met the requirements to be awarded the diploma.
I completed my education outside of Canada. How can I be sure it meets your qualifications?	<p>Please contact International Credential Evaluation Service at <a href="http://www.bcit.ca">www.bcit.ca</a> or phone (604) 432-8800 to determine how your education compares to British Columbia's educational standards.</p> <p>If applicable, please have your non-English documents translated prior to including them with your application.</p>
Do I need Basic First Aid or Higher if I already have the First Responder Certificate?	No, the First Responder Certificate will be considered as equivalent.
How can I find out if my CPR courses have been approved by the Maple Ridge Fire Department?	<p>The approved agencies and courses:</p> <p>Canadian Red Cross <a href="http://www.redcross.ca">www.redcross.ca</a></p> <ul style="list-style-type: none"> <li>• Approved EMR Course: <b>"First Responder"</b></li> <li>• Approved CPR Course(s): <b>"CPR – Level C; CPR – Level HCP (Healthcare Provider)"</b></li> </ul> <p>Heart and Stroke Foundation of Canada <a href="http://www.heartandstroke.ca">www.heartandstroke.ca</a></p> <ul style="list-style-type: none"> <li>• Approved CPR Course: <b>"HeartSaver AED (C)"</b> St. John Ambulance <a href="http://www.sja.ca">www.sja.ca</a></li> <li>• Approved CPR Course: "Level C – HCP (Healthcare Provider)"</li> </ul>
I recently moved to British Columbia. How can I determine if my operator's license and/or demerit points meet your driver license qualifications?	<p>Please contact the Insurance Corporation of British Columbia <a href="http://www.icbc.com">www.icbc.com</a> or in the Lower Mainland: phone (604) 661-2800, or send a fax to (604) 646-7400.</p> <p>Elsewhere in B.C., Canada and the U.S.: 1-800-663-3051 or send a fax to (604) 661-2896.</p>

<p>At what point in the Paid-On-Call Firefighter recruitment process am I required to upgrade/transfer my driver's license?</p>	<p>You do not require advanced driver certification to apply for a Paid-On-Call Firefighter position. <i>However, if you have a Class 7 license, you will be required to upgrade to a Class 5 license with 24 months of your hire date.</i></p> <p><b>Note:</b> Your license must be valid and have minimal entries and no more than six (6) demerit points in the last year and no more than 9 demerit points in the last 5 years.</p> <p>A current driver's abstract (within 30 days of application date) is required as part of your application package. These can be obtained from Service BC or online at <a href="http://www.icbc.com">www.icbc.com</a>.</p>
<p>What do you accept as a suitable Commercial license?</p>	<p>We will accept either of the following licenses:</p> <ul style="list-style-type: none"> <li>• British Columbia Class 1, 2 or 3 licenses with an air brake endorsement.</li> </ul>
<p>Do I require previous firefighting experience or training prior to making application?</p>	<p>No. Training will be delivered prior to being placed in a Hall</p>
<p>I have CPAT certification from another fire agency. Can I use this certificate in Maple Ridge's process?</p>	<p>Yes, as long as it is within 365 days of the close of applications. You will still need to complete the Maple Ridge Fire Department Physical Ability Testing.</p>
<p>What do I need to bring with me to my interview?</p>	<p>When your interview is booked, we will send you an email outlining items you are expected to bring to your appointment.</p>
<p>What if I cannot come up with an answer to an interview question?</p>	<p>You can ask to gather your thoughts or to bypass the question and return to it later. If you still cannot recall a specific experience to share, try to reflect back on any volunteer experiences or situations that you have dealt with involving your family or friends.</p>
<p>How can I prepare for my interview?</p>	<p>Don't wait until the last minute to prepare! Practice and preparation ahead of time are essential to your success. Our hiring needs may dictate a rapid turnaround between your aptitude test session and your interview. Refer to the tips provided in this manual.</p>
<p>How long is the selection process?</p>	<p>There isn't a set time frame to follow as the recruiting needs of our department fluctuates and are dependent on outside factors such as retirements, funding, city growth, legislation, etc. It may be necessary for us to "speed up" or "slow down" our process in order to meet operational needs. You may be asked to participate in one or more tests in a short period of time or you may need to wait for a period of time until sufficient resources are available.</p>
<p>How often should I expect to hear from Maple Ridge Fire Department?</p>	<p>It is your responsibility to keep us informed of any changes in contact information (email, telephone, address) or if you will be unavailable for a period of time (i.e. on vacation, out of the country, etc.).</p>
<p>I am currently a Volunteer/POC/Auxiliary Firefighter in another City/Municipality. Do you have an experienced Firefighter transfer program?</p>	<p>Yes. You will still be required to complete the full application process to deem suitability. Once this has been completed, you will be given a series of training/evaluation dates to attend. Upon completion of these dates, you would be assigned to a Maple Ridge Fire Hall.</p>
<p>I have completed the Professional Firefighter Certification [i.e. NFPA 1001 Professional Firefighter]. Do I have an advantage?</p>	<p>Not necessarily. We accept applications from individuals from all walks of life and assess their files based on individual skills, experiences, attributes, values, etc. Applicants are measured on their ability to meet/exceed our standards rather than how they compare to other candidates.</p>

Can you recommend courses that I can take to better my chances of being selected?	Due to the competitive nature of the assessment process, we do not counsel or provide recommendations to potential applicants on how to increase their competitiveness.
If I am unsuccessful at any step in the selection process, what feedback can I expect?	General feedback will be provided wherever possible, which will outline your eligibility to re-apply and if applicable, the length of time that must transpire before a future application will be accepted.
Why wouldn't you accept another application if you've closed an applicant's file permanently?	Organizational and job fit are vital to success in this profession. When it is determined an applicant cannot, did not, and is unlikely to meet our standards in the future, the applicant is considered unsuitable for this position. Continuing to assess an unsuitable individual is neither cost-effective nor respectful to that person.
What is the cost of the required training?	The required training for Paid-On-Call Firefighters is provided by the Fire Department free of charge. Transportation to and from additional training sites may also be supplied.
How much will I have to pay for my protective clothing?	All required protective clothing is provided by the Fire Department at no cost to the individual.
What is the format of the training schedule?	The recruit training program is scheduled on every Thursday from 1800 to 2200 and Saturday & Sunday 0830-1630. The cognitive materials will be assigned as pre-reads prior to the start of the practical skill development.
Who provides insurance coverage for my activities as a Paid-On-Call Firefighter?	WorkSafe BC (Workers' Compensation Board) coverage is in effect when the individual member is performing the duties of a Paid-On-Call Firefighter. The City also has insurance coverage for auto liability when operating Fire Department vehicles, as well as accidental death and disability coverage.
Are Paid-On-Call Firefighters paid?	Paid-On-Call Firefighters are paid for required training and for all emergency call-outs at the rate set by City Council.
After my initial training period, how much time will I be expected to give each month as an active member?	While the exact time requirements vary from hall to hall, the average training and call out time is at approximately 20 hours per month. There is no ceiling on how much you can participate in optional duties, such as tours and public education, as well as the additional demands of officer positions.
How quickly will I be expected to respond to emergencies?	The Fire Department expects members to respond immediately to a page out.
How often will I be on call to respond to emergencies?	Our system depends upon Paid-On-Call Firefighters being available to attend emergencies which may occur any time of the day or night. The Fire Department realizes that no one can be available all of the time; however it relies on the commitment from members to respond whenever they are available. <b>This is a major commitment that needs careful consideration before you undertake it.</b>
How long do emergency call outs last?	The average call out lasts less than one hour. A working structure fire may extend to three to four hours. Major, multi-alarm fires may last eight to 10 hours. Occasionally, a major emergency may extend for days.
If I have previous fire rescue training and experience, will it count towards my training with the City of Maple Ridge training requirements?	Prior training will likely assist in you develop the minimum skills that the Fire Department looks for in its Paid-On-Call Firefighters. Participation in all City of Maple Ridge Fire Department programs is required in order to demonstrate your proficiency regardless of previous experience and current certifications.

Is it possible for me to concentrate my participation and specialize in one area of Fire Department response?	All Paid-On-Call members are generalists, capable of doing any of the fire or rescue tasks that may occur at an emergency. Specialized training is provided, but not to the exclusion of the ability to participate in all Fire Department activities.
Is there a medical examination prior to acceptance by the Fire Department?	You will be required to attend a full physical evaluation on your health and fitness.
Are there written or physical tests prior to acceptance by the Fire Department?	A written test to evaluate your interpersonal skills, mechanical aptitude, mathematics and reading retention is administered by a Chief Officer. The physical assessment administered is called the Physical Ability Test. This is a timed event.
How are Paid-On-Call members integrated with Career members?	Operational Guidelines dictate the training levels required by the Fire Department and these standards apply to both Paid-On-Call and Career members. In training and at emergency scenes, Paid-On-Call and Career members operate as a team, working together to ensure each other's safety and on behalf of the residents of Maple Ridge.
Is there a social aspect to belonging to the Fire Department?	Yes. In addition to the contribution to the community, Firefighters often find personal satisfaction in belonging to the Fire Department. Members participate regularly in fire hall social activities, as well as Fire Department related activities, such as our annual awards night.

**Thank you for your interest in Maple Ridge Fire Department**