



# Investigation Report

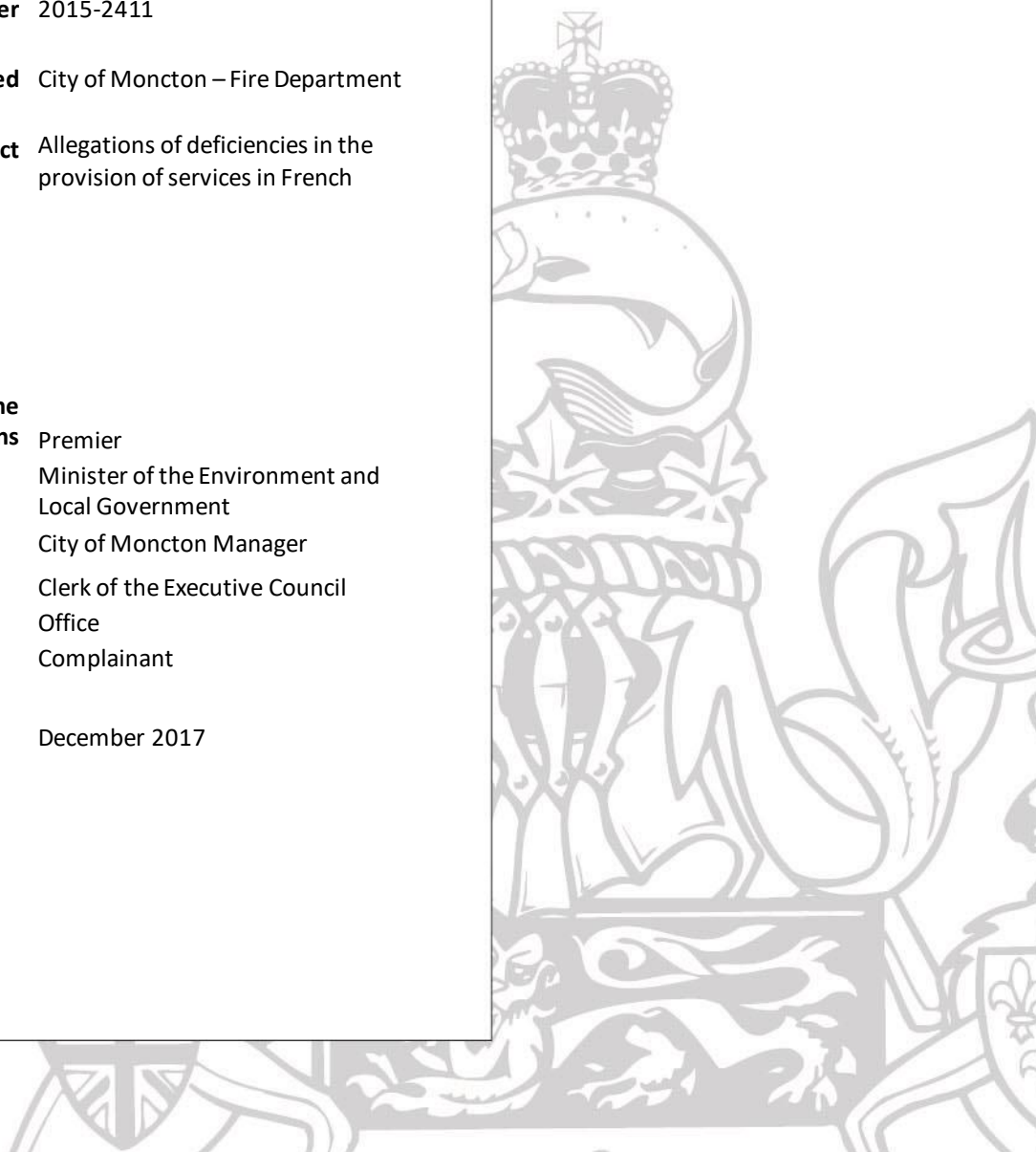
**File Number** 2015-2411

**Institution concerned** City of Moncton – Fire Department

**Subject** Allegations of deficiencies in the  
provision of services in French

**Report sent to the  
following persons** Premier  
Minister of the Environment and  
Local Government  
City of Moncton Manager  
Clerk of the Executive Council  
Office  
Complainant

December 2017



# Summary

This investigation report was prepared in response to a complaint concerning the Moncton Fire Department. The complainant alleged that the Fire Department should have provided him with service in French when a medical emergency occurred at his home in February 2014.

In connection with this, the Office of the Commissioner examined the “first responder” role carried out by the Moncton Fire Department during medical emergencies within its territorial jurisdiction. This is a role that corresponds in many ways to that played by Ambulance New Brunswick (ANB).

Ambulance New Brunswick must offer and provide its services in both official languages pursuant to the *Official Languages Act* (OLA). This means that the role of first responder is subject to linguistic obligations under the OLA. The Office of the Commissioner therefore deems that any organization, consisting of paid employees who serve as first responders in medical emergencies is subject to the same obligations as ANB. The Moncton Fire Department therefore had the obligation to provide the complainant with service in French.

The conclusion of the Office of the Commissioner is based primarily on the principle expressed by the Supreme Court of Canada in *R. v Beaulac*, namely, “Language rights must in all cases be interpreted purposively, in a manner consistent with the preservation and development of official language communities in Canada.”

To ensure respect for language rights and citizen safety, the Commissioner makes the following recommendations:

**THAT** by January 31, 2018, the City of Moncton adopt a guideline requiring that the Fire Department’s interventions as first responders comply at all times with sections 27 to 29 of the *Official Languages Act*;

**THAT** the Moncton Fire Department identify bilingual staff requirements and the minimum level of second-language proficiency required for a firefighter to be considered bilingual, using the Oral Proficiency Rating Scale of the Department of Post-Secondary Education, Training and Labour<sup>1</sup>;

**THAT** by March 31, 2018, the Moncton Fire Department prepare a plan with timelines to increase the Department’s bilingual capacity and thus ensure that it meets its language obligations when serving as a first responder. This plan must contain, among other things, measures for bilingual firefighter recruitment and firefighter second-language training;

**THAT** by March 31, 2018, the City of Moncton report to the Office of the Commissioner on the implementation of these recommendations.

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<sup>1</sup> See Appendix D.

# Background

This investigation report is distinctive because it concerns an emergency response that was already the subject of an investigation following a 2014 complaint concerning Ambulance New Brunswick (ANB). In March 2015, the Office of the Commissioner completed its investigation report following this complaint targeting ANB. In June 2015, a second complaint was then made against the Moncton Fire Department for the same emergency response. This investigation report addresses the second complaint.

It should be noted that, as part of the investigation concerning ANB<sup>2</sup>, a number of stakeholders were interviewed to obtain a complete picture of the interventions carried out by first responders. On December 2, 2014, a team from the Office of the Commissioner met with and gathered testimony from the four firefighters involved in the incident, thus enabling a better understanding of the role of the paramedics and firefighters during this emergency response and to establish the facts. The investigation revealed that the team of firefighters managed this critical situation for nearly 10 minutes prior to the arrival of the paramedics on the scene at which time the paramedics took charge. The Office of the Commissioner also learned that one of the firefighters on the scene was fluently bilingual.

In the investigation report concerning ANB, the Office of the Commissioner suggested that the Moncton Fire Department did not have any linguistic obligations under the OLA during the emergency response. This interpretation was based on section 10 of Schedule A of Regulation 2002-63 under the OLA, which restricts obligations of fire services to “public notices, information, educational programs and responses to inquiries related to fire prevention services.” This interpretation was challenged by the complainant, who raised the point that the Fire Department was acting as a “first responder” at the time. The complainant then filed a complaint against the City of Moncton and its Fire Department. The Office of the Commissioner deemed it necessary to examine the issue from this angle and prepared this investigation report.

The Office of the Commissioner wishes to note that some of the information collected during the ANB investigation was used in the investigation into the Moncton Fire Department.

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<sup>2</sup> Investigation report of the Office of the Commissioner, March 2015.

# Complaint

On February 20, 2014, at 7:34 a.m., the complainant called 911 to obtain help for his spouse whom he had discovered lying on the floor, showing no vital signs. A team of four responders from the fire station located at 132 McLaughlin Drive, Moncton, was dispatched to the complainant's residence. The team consisted of a captain, a lieutenant, and two firefighters.

When they arrived on the scene, the captain addressed the complainant in English only to obtain details about the incident. The team then performed cardiopulmonary resuscitation.

The complainant says that he asked if one of the responders could communicate in French, and the reply he received was "No."

The team of firefighters managed the situation for nearly 10 minutes, prior to the paramedics arriving on the scene and taking over.

In the hours following the first aid response, the complainant was informed that his spouse had died at the Dr. Georges-L.-Dumont University Hospital Centre.

# Investigation

It should be specified that the investigation does not target the employees, but rather the institution in order to determine whether it met its linguistic obligations in the circumstances.

After the complaint was filed in August 2015, the Office of the Commissioner reviewed the relevant documentation and then sent the institution a notice of investigation that included four (4) questions:

- 1. In May 2016, what was the bilingual capacity of the firefighters employed by the Moncton Fire Department?

$\frac{\text{Total number of bilingual firefighters employed by the City of Moncton Fire Department}}{\text{Total number of firefighters employed by the City of Moncton Fire Department}} = \text{Bilingual capacity}$
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- 2. According to the information found on the City of Moncton website, there are 21 firefighters on duty per shift at the Moncton Fire Department.
  - a) Please confirm this information, or provide us with the correct number.
  - b) Of this number, how many are volunteer firefighters and how many are professional firefighters on this work shift?
- 3. What are the criteria taken into consideration when putting together teams to respond to emergency calls during a work shift at the Moncton Fire Department?
- 4. What procedure does the Moncton Fire Department follow to provide quality service when responding at any time to an emergency in the region's English-speaking community and French-speaking community? Please send us a copy of the procedure currently in effect in that regard.

## Detailed Responses from the Institution

**In response to question 1**, the institution stated that the Moncton Fire Department had 103 officers and firefighters in the Operations Division who interact with the public on a daily basis in emergencies, and of this number, 36 are bilingual, which amounts to 35 percent of the workforce. The institution also stated that the Fire Prevention Division had four officers, two of whom were bilingual, i.e., 50 percent of this workforce. The Fire Prevention Officers interact on a daily basis with the public as part of inspections, investigations, and public awareness. The Training Division employs three Training Officers, none of whom is bilingual. The Training Officers interact with the Operations Officers and the firefighters for training and education purposes. Lastly, the institution stated that the management group employed six senior officers and an office employee, and that one employee on this team was bilingual. On the basis of this information, the Office of the Commissioner is able to note the work already done by the institution, particularly with respect to the Operations Division and the Fire Prevention Division, whose employees must interact on a daily basis with the public.

**Question 2** asked how many firefighters were on duty for each Moncton Fire Department shift and whether any of these firefighters were volunteers. The institution stated that a minimum of 21 officers and firefighters were on duty per shift. The institution explained that the shifts were made up of 26 employees and that the Fire Department operated with a “safety margin” of five members in order to make provision for sick leave. The institution pointed out that the City of Moncton had abolished the volunteer firefighter force on January 1, 2016.

The **third question** sought additional information about the criteria used to put together teams of firefighters who would respond to emergency calls during work shifts. The institution told the Office of the Commissioner that it was the Fire Chief’s responsibility to organize an offer of a platoon or shift every two years in accordance with the terms and conditions of the collective agreement and to ensure that the firefighters were authorized to choose where and with whom they would be working. The institution stated that an order had been issued requiring that at least one bilingual firefighter be on duty at all times at the Botsford and McLaughlin fire stations, which are located near the municipality’s Francophone institutions. The institution added that it was also trying to strike a balance of bilingual staff at the other three fire stations, although this was not always possible.

With respect to **question 4**, the institution informed the Office of the Commissioner that there is no specific procedure in effect for the delivery of bilingual services at the Moncton Fire Department when firefighters respond to emergencies. The institution stated that the Fire Department had standard operating procedures to be used in emergency responses to ensure the health and safety of the public and of firefighters responding to emergencies on site. The institution also stated that these procedures included dispatching the fire truck nearest to the scene of a medical emergency in order to provide support for ANB. The procedures also provide details about the correct response for various types of situations, such as building fires, wildland fires, and road accidents.

# Analysis by the Office of the Commissioner

## Linguistic obligations not arising from OLA Regulation 2002-63

The OLA and its Regulation 2002-63 impose certain linguistic obligations on cities and municipalities. Services and communications prescribed to be offered in both official languages for fire prevention services are as follows:

*10 Public notices, information, educational programs and responses to inquiries related to fire prevention services<sup>3</sup>*

However, this was not the provision that the Office of the Commissioner used to determine whether the Moncton Fire Department had linguistic obligations when firefighters went to the complainant's home on February 20, 2014. Rather, the Office of the Commissioner examined the "first responder" role played by the Moncton Fire Department, a role that in many ways corresponds to that of an institution with broader obligations under the OLA: Ambulance New Brunswick.

### Role of first responder

According to the information gathered during the course of this investigation, in 1996, the municipal council of the City of Moncton<sup>4</sup> mandated its Fire Department to serve as a first responder in medical emergencies. It is worth noting that the interventions associated with the role of first responder account for most of the activities of firefighters in the City of Moncton. In fact, in 2016, about 64 percent of the interventions<sup>5</sup> of the Moncton Fire Department were related to medical emergencies.

To serve as first responders, firefighters with the Fire Department must take additional first aid training, under the supervision of a physician. Also, any response by firefighters in a medical emergency must comply with a response protocol. This protocol, which is approved by a physician, is used to define what a firefighter may and may not do in a medical emergency. For example, the protocol will describe the conditions under which a firefighter may do such things as using an EpiPen auto-injector or administering oxygen to a patient.

As first responders, Moncton firefighters go to the scene of any traffic accident, after the Fire Department has been informed of such a call by the 911 dispatcher. Firefighters also respond when the 911 service receives a call about a medical emergency. This may be a respiratory problem, an allergic reaction, or a fainting episode. A Moncton Fire Department document<sup>6</sup> intended for 911 dispatchers gives examples of symptoms or situations requiring a response by the Fire Department.

Having the Moncton Fire Department respond in a medical emergency is intended to support, not replace, the response of Ambulance New Brunswick paramedics<sup>7</sup>. When firefighters are the first to

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<sup>3</sup> *Official Languages Act*, Regulation 2002-63, Schedule A, Municipalities – Services and Communications.

<sup>4</sup> See excerpt from minutes of March 18, 1996 (Appendix A), English document provided by the City of Moncton.

<sup>5</sup> See Appendix B, English document provided by the Moncton Fire Department.

<sup>6</sup> See Appendix C, English document provided by the Moncton Fire Department.

<sup>7</sup> According to the Moncton Fire Department, there exists no written agreement between Ambulance New Brunswick and the City of Moncton for the delivery of services as first responders.

arrive on the scene of a medical emergency<sup>8</sup>, they will perform only acts authorized by the Fire Department's protocol pending the arrival of the paramedics. When the paramedics arrive on the scene, they take over supervision of the response. Depending on the nature of the medical emergency, the paramedics will then tell the firefighters that they can leave or ask them to remain on the scene to provide assistance.

### **Paramedics, professional firefighters: all first responders**

The firefighters with the Moncton Fire Department do not have the same training as paramedics. However, the additional first-aid training that firefighters with the Moncton Fire Department receive allows them to carry out certain acts similar to those of paramedics. During the ANB investigation<sup>9</sup>, the Office of the Commissioner learned that the team of firefighters had managed the situation for nearly 10 minutes, performing cardiorespiratory resuscitation on the patient, prior to paramedics arriving on the scene and taking over.

Ambulance New Brunswick must offer and provide services in both official languages (sections 27 to 29 of the OLA). This means that the role of first responder is subject to linguistic obligations under the OLA. The Office of the Commissioner therefore deems that any organization, consisting of paid employees who serve as first responders in medical emergencies is subject to the same obligations as ANB.

The Office of the Commissioner finds it inconceivable that Moncton area residents would have the right to communicate in English or French with Ambulance New Brunswick's "first aid providers" and not with first aid providers with the Moncton Fire Department. Furthermore, it should be noted that firefighters may very well arrive on the scene of a medical emergency before ANB paramedics, as was the case on February 20, 2014.

These findings by the Office of the Commissioner are directly linked to the statement by the Honourable Mr. Justice Bastarache at paragraph 25 in *R. v Beaulac*, [1999] 1 SCR 768:

"Language rights must in all cases be interpreted purposively, in a manner consistent with the preservation and development of official language communities in Canada."

### **No obstacles to clear communication**

When human lives are at stake, ineffective communication can have serious consequences. A person in distress as well as family and friends often experience stress that makes clear communication more difficult. The situation can become more complicated and even dangerous if these people cannot use the official language of their choice when speaking with first aid providers.

For the protection and safety of Moncton's Anglophone and Francophone residents, it is essential that they be able to freely use the official language of their choice when calling for help – from the actual 911 call until they arrive at the hospital.

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<sup>8</sup> According to the City of Moncton website (consulted in October 2017), the strategic locations of the fire stations allow Moncton firefighters to respond to emergencies in the City of Moncton's limits in four minutes or less, 80 percent of the time.

<sup>9</sup> Investigation report of the Office of the Commissioner, March 2015.



### **Active offer of service**

The active offer of service consists in informing people, from the first interaction, that they may express themselves in English or French. This is an obligation under section 28.1 of the OLA.

In an emergency, the active offer serves a much larger role. First, it reassures the person in distress and those accompanying that person that language is not an obstacle to receiving help. It thus opens the door to precise communication that will enable the first aid providers to properly assess the physical and psychological situation of the person in distress.

It is essential that the active offer become a true reflex for any firefighter who establishes communication with a person in distress as well as those in the immediate environment.

### **Team approach, better coordination**

A so-called “team” approach to the delivery of services in both official languages means that the institution, in this case the Moncton Fire Department, relies on the language skills of all employees in order to ensure quality services in English and French. This approach therefore does not require that all employees be bilingual. Rather, it ensures that the response team includes firefighters who are able to communicate in each official language.

It is important to note that a bilingual firefighter was on the team dispatched to the scene on February 20, 2014, which should have made it possible to provide service in the complainant’s language of choice at that time. When the paramedics arrived, that firefighter could then have informed them that the complainant wished to proceed in French. The ANB investigation<sup>10</sup> revealed that a bilingual ambulance attendant was a member of the team that went to the complainant’s home but that he remained inside the vehicle during the response and was not informed of the complainant’s official language of choice.

With respect to the incident in question, the Office of the Commissioner finds that there was not necessarily a shortage of bilingual staff but rather a lack of coordination in the delivery of services, which was caused by a lack of communication and consideration of the complainant’s language of choice. In fact, none of the Fire Department’s responders thought it necessary to provide the paramedics with this information. In short, the collaboration between firefighters and paramedics that is necessary for the provision of first aid must be considered as a whole. These services do not operate in a vacuum and they respond jointly to the needs of persons in distress and those around them.

### **Framework for the delivery of bilingual services**

Despite the existence of bilingual capacity within the Moncton Fire Department (35%), the institution does not have a specific procedure for the delivery of bilingual services. The lack of such a procedure is directly related to the fact that the complainant was unable to obtain service in French. The institution therefore needs to adopt guidelines for the delivery of service in both official languages by its fire department when it is acting as a first responder. This guideline must require that each Operations Division response team has sufficient bilingual capacity to provide service of equal quality in both official languages. In addition, the guidelines must require that each firefighter make an active offer of service.

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<sup>10</sup> Ibid.

It is important that the operations of the Moncton Fire Department be strategically planned, organized, and carried out to ensure the delivery of appropriate service in both official languages. While recognizing the efforts of the City of Moncton, the Office of the Commissioner believes that the institution must adopt a comprehensive plan to increase the bilingual capacity of its fire department. This plan should define bilingual staffing needs and the level of second-language proficiency required for a firefighter to be considered bilingual. Furthermore, the plan should propose a series of measures concerning recruitment and second-language training.

## Actions taken by the institution

The institution informed the Office of the Commissioner that, given the low percentage of bilingual firefighters, the Moncton Fire Department had implemented a requirement concerning the recruitment of new firefighters to the effect that they must be able to communicate in both official languages at a level 2+ according to the Oral Proficiency Rating Scale. Furthermore, those who have not achieved this level will receive an offer of employment conditional upon achieving this level before the end of the 12-month trial period. The institution also plans to use various means to provide funding for second-language training for firefighters wishing to improve their language skills.

The Office of the Commissioner supports the actions proposed by the institution for hiring additional bilingual staff. It reminds the institution that it must objectively identify the minimum level of second-language proficiency required for a firefighter to be considered bilingual. Indeed, it is possible that level 2+ (Intermediate Plus) is insufficient to ensure effective communication between a first responder and a person in distress.

# Conclusion and Recommendations

The complainant alleged that he did not receive an active offer of service or service in French from the firefighters who went to his home on February 20, 2014. The institution did not refute that allegation.

The Office of the Commissioner deems that, when acting as a first responder during medical emergencies, the Moncton Fire Department is subject to the *Official Languages Act*, specifically, sections 27 to 29.

## **Communication with the public**

27. Members of the public have the right to communicate with any institution and to receive its services in the official language of their choice

28. An institution shall ensure that members of the public are able to communicate with and to receive its services in the official language of their choice.

28.1 An institution shall ensure that appropriate measures are taken to make it known to members of the public that its services are available in the official language of their choice.

29. Institutions shall publish all postings, publications and documents intended for the general public in both official languages.

The fact that the complainant was unable to obtain service in French therefore means that the City of Moncton failed to meet its obligations under the OLA.

The conclusion of the Office of the Commissioner regarding the linguistic obligations of the Fire Department is based on the principle expressed by the Supreme Court in *R. v. Beaulac*, namely, "Language rights must in all cases be interpreted purposively, in a manner consistent with the preservation and development of official language communities in Canada," as well as on the following:

- In 1996, the City of Moncton mandated its Fire Department to serve as a first responder in medical emergencies.
- When they act as first responders, professional firefighters in the Fire Department carry out certain first aid procedures that are similar to those carried out by Ambulance New Brunswick paramedics.
- Ambulance New Brunswick is subject to sections 27 to 29 of the OLA. This therefore means that this organization provides a first responder service that is subject to linguistic obligations under the Act.

- Any organization, consisting of paid employees, that serves as a first responder during medical emergencies is in the same situation as Ambulance New Brunswick and is therefore subject to the same linguistic obligations.
- A bilingual firefighter with the Moncton Fire Department was a member of the team dispatched to the home of the complainant.

The Office of the Commissioner notes the corrective actions taken by the City of Moncton to ensure that members of the public have access to quality services in both official languages.

On the basis of the analysis provided, and in order for the City of Moncton to be able to provide quality services in both official languages to all Moncton residents, the Office of the Commissioner deems it appropriate to make the following recommendations:

**THAT** by January 31, 2018, the City of Moncton adopt a guideline requiring that the Fire Department's interventions as first responders comply at all times with sections 27 to 29 of the *Official Languages Act*;

**THAT** the Moncton Fire Department identify bilingual staff requirements and the minimum level of second-language proficiency required for a firefighter to be considered bilingual, using the Oral Proficiency Rating Scale of the Department of Post-Secondary Education, Training and Labour<sup>11</sup>;

**THAT** by March 31, 2018, the Moncton Fire Department prepare a plan with timelines to increase its bilingual capacity and thus ensure that it meets its language obligations when serving as a first responder. This plan must contain, among other things, measures for bilingual firefighter recruitment and firefighter second-language training;

**THAT** by March 31, 2018, the City of Moncton report to the Office of the Commissioner on the implementation of these recommendations.

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<sup>11</sup> See Appendix D.

Pursuant to subsection 43(16) of the OLA, the Commissioner submits this report to the Premier, the Minister of Environment and Local Government, the City Manager of the City of Moncton, the Clerk of the Executive Council, and the complainant.

The Office of the Commissioner also wishes to advise that, pursuant to subsection 43(18) of the OLA, if the complainant is not satisfied with the conclusions of this investigation, he may apply to the Court of Queen's Bench of New Brunswick for a remedy.

[Original signed by]

Katherine d'Entremont, MPA  
Commissioner of Official Languages for New Brunswick

Dated at Fredericton,  
In the Province of New Brunswick,  
This 14<sup>th</sup> day of December 2017

# Appendix A

(information provided by the institution)

Court Room , 2nd Floor  
Assumption Place  
Moncton, N.B.  
March 18, 1996  
07:40 p.m.

<u>MINUTES - REGULAR CITY COUNCIL MEETING</u>	<u>PAGE</u>
<u>Delegates</u>	1
Joseph LeBlanc, objector to rezoning 22, 26 & 28 Reade Street	1
Bernadette LeBlanc, objector to rezoning 22, 26 & 28 Reade Street	1
Terry R. Fraser, Readmount Development Ltd. applicant, 22,26,28 Reade Street	1
Brian Foster, Tim Horton's, applicant, 7 St. George Street	1
<u>Opening Prayer</u>	1
<u>Call To Order</u>	1
<u>Add-On Items</u>	1
- Rezoning Request - property located at the west side of Mapleton Road, from R-2 and P & I to R-4 (Sira Enterprises Ltd.)	1
<u>Adoption of Minutes</u>	1
Minutes of the Regular City Council Meeting of March 04,1996, be confirmed, ratified and approved.	2
<u>Committee of the Whole</u>	2
1. <u>Rezoning Applications (Public Hearing)</u>	2
1.1 Rezoning Request - properties located at 22, 26 and 28 Reade Street, from R-3 to HC (Terry R. Fraser) (One Objection Received)	2
1.2 Rezoning Request - property located at 7 St. George Street, from R-3 to HC (Corey Craig Ltd.)(No Objections Received)	3
<u>Conflict of Interest</u>	3
Rezoning Request - property located at 7 St. George St., from R-3 to HC (Corey Craig Ltd.) - Councillor LeBlanc	3
1.3 Rezoning Request - to rezone lots 26, 27 and parcel "A" located on Gilbert St. from R-2 to R-3 (Gervais Cormier, on behalf of St. Anthony Lathing Mills Ltd.) (No Objections Received)	3
1.4 Rezoning Request - property located at the west side of Mapleton Road, from R-2 and P&I to R-4 (Sira Enterprises Ltd.)	3
2. <u>Reports from Committees</u>	3
2.1 Standing Committee of the Whole in In-Camera Session of October 11,1995	4
2.1.1 Agreement of Purchase and Sale - 21 Botsford Street	4
2.2 Standing Committee of the Whole in In-Camera Session of March 11,1996	4
2.2.1 Grant - Ronald McDonald's Children's Charities - Newfangled Vauderville Show	4
2.2.2 Grant - Maritime Sports Blades - Women's Sr. "A" Hockey Club	4
2.2.3 Province - Proposed Sale of School Properties	5
2.3. Standing Committee of the Whole in In-Camera Session of March 18,1996 No Recommendations	5
2.4. Policy & By-Law Review Committee - February 06,1996	5
2.4.1 Joint Dispatch Section, Fire Department and Medical Director Emergency Services	6
2.4.2 By-Law P2 - \$100.00 Environmental Inspection Fee	6

The City Clerk read, into the record, the following recommendation of the Standing Committee of the Whole in In-Camera Session of March 11, 1996:

3. that the City of Moncton correspond with the Province as follows, relative to the proposed sale of school properties:
1. that no further interest be expressed in the Essex School Property, subject to negotiations between St. Augustines' Parish Council and the Community Services Department regarding the use of the ball field until such time that the Parish Council has determined another use for said property.
  2. that the City express an interest in matching the bid of \$91,088.00 plus G.S.T. for the Wynwood School Property, and
  3. that the City express no further interest in the Rosewood School Property and McNaughton School Lots, and
  4. that the City exercise its right to match the highest bid of \$33,000.00 plus G.S.T. for the acquisition of the Prince Edward School Property, and
  5. that the local M.L.A.'s be contacted for support of the City's position regarding the return of these schools to the City, and further
  6. that the Mayor be requested to arrange a meeting as soon as possible with the Honourable Bruce Smith, Minister of Supply and Services, to discuss the Province's arrangements.

#### **CONFLICT OF INTEREST**

Councillor LeBlanc registered a Conflict of Interest with the above-noted matter

**Councillor LeBlanc left the Council Chambers**

**Moved by Councillor Anderson, seconded by Councillor MacAlpine, that the following recommendation of the Standing Committee of the Whole in In-Camera Session of March 11, 1996, be adopted:**

**"that the City of Moncton correspond with the Province as follows, relative to the proposed sale of school properties:**

1. that no further interest be expressed in the Essex School Property, subject to negotiations between St. Augustines' Parish Council and the Community Services Department regarding the use of the ball field until such time that the Parish Council has determined another use for said property.
2. that the City express an interest in matching the bid of \$91,088.00 plus G.S.T. for the Wynwood School Property, and
3. that the City express no further interest in the Rosewood School Property and McNaughton School Lots, and
4. that the City exercise its right to match the highest bid of \$33,000.00 plus G.S.T. for the acquisition of the Prince Edward School Property, and
5. that the local M.L.A.'s be contacted for support of the City's position regarding the return of these schools to the City, and further
6. that the Mayor be requested to arrange a meeting as soon as possible with the Honourable Bruce Smith, Minister of Supply and Services, to discuss the Province's arrangements."

It was suggested that the City of Moncton have regular meetings with M.L.A. on a continuous basis to discuss some of the City's concerns.

**One Nay Vote was registered - Councillor Gillespie**

#### **MOTION CARRIED**

**2.3 Standing Committee of the Whole in In-Camera Session of March 18, 1996**

**No recommendations**

**Councillor LeBlanc returned.**

**2.4 Policy & By-Law Review Committee - February 06, 1996**

**Moved by Councillor Murphy, seconded by Councillor McGrath, that the following recommendation of the Policy & By-Law Review Committee be adopted:**

- "(1) that the Joint Dispatch Section and Fire Department staff be instructed to develop necessary protocols for appropriate fire dispatch, and**



- (2) Moncton Fire Department Staff continue to liaise with the Medical Director Emergency Services and Medical Staff to finalize the policies and procedures for the Program, and
  - (3) the First Responder Program be formally initiated in spring 1996.
- 2.4.2 that the Legal Department be instructed to prepare an amendment to By-Law P-2 calling for a \$100.00 Environmental Inspection Fee relating to "hook up" to the municipal sewage works to be applicable for new construction only, effective date of fee upon final passage of the By-Law amendment."

In response, Chief Morrison, Moncton Fire Department, stated that this will absolutely not obligate the City of Moncton to examine, manage or operate the Ambulance Service for the City of Moncton now and in the future.

**MOTION CARRIED**

**3. CONSENT AGENDA**

The City Clerk read, into the record, the following items contained within the Consent Agenda of this date:

- 3.1 Cheque Register - Month of January, 1996
- 3.2 Elmwood Veterinary Clinic Request to acquire City-owned land - north side, McAleese Lane

Moved by Councillor Crossman, seconded by Councillor Murphy, that the above-noted items contained within the Consent Agenda of this date, be confirmed, ratified, and approved.

**MOTION CARRIED**

**4. REPORTS FROM CITY MANAGER**

Moved by Councillor MacAlpine, seconded by Councillor Goguen, that the Committee rise and report back to City Council.

**MOTION CARRIED**

**CITY COUNCIL**

Moved by Councillor Crossman, seconded by Councillor Gillespie, that the recommendations of the Committee of the Whole this date be adopted.

**MOTION CARRIED**

**5. READING OF BY-LAWS**

- 5.1 A BY-LAW IN AMENDMENT OF A BY-LAW RELATING TO THE REGULATION AND CONTROL OF THE DISCHARGE OF SEWAGE AND SURFACE DRAINAGE INTO THE SEWAGE WORKS OF THE CITY OF MONCTON, being By-Law P-2.1 (SECOND & THIRD READING)

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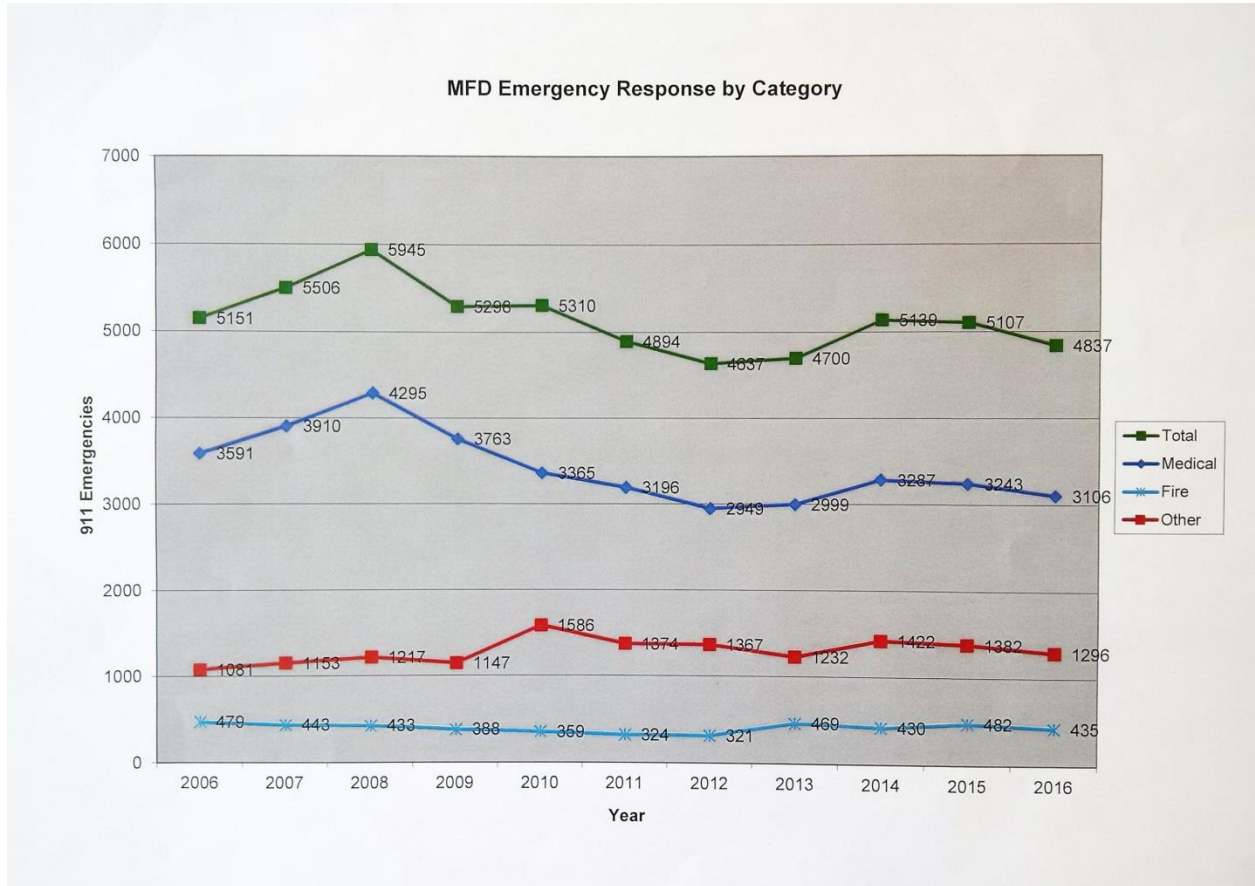
- 5.1 A BY-LAW IN AMENDMENT OF A BY-LAW RELATING TO THE REGULATION AND CONTROL OF THE DISCHARGE OF SEWAGE AND SURFACE DRAINAGE INTO THE SEWAGE WORKS OF THE CITY OF MONCTON, being By-Law P-2.1 (SECOND & THIRD READING)

The City Clerk gave second reading, by title and in its entirety, and subsequent third reading, by title only, to the following By-Law:

**A BY-LAW IN AMENDMENT OF A BY-LAW RELATING TO THE REGULATION AND CONTROL OF THE DISCHARGE OF SEWAGE AND SURFACE DRAINAGE INTO THE SEWAGE WORKS OF THE CITY OF MONCTON, being By-Law P-2.1**

# Appendix B

(information provided by the institution)



## Appendix C (information provided by the institution)

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Predetermined Response Procedure

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leave the station (en route) to the emergency scene.

2. This time shall NOT exceed 1 minute 30 seconds (90 Seconds) day or night. NFPA only requires 1 minute to don gear.

### **MFD FIRST RESPONDER EMERGENCY MEDICAL RESPONSE**

To ensure an adequate response for medical emergencies within the City of Moncton, so as to provide life saving measures until the arrival of an ambulance, the following policy shall be adhered to.

1. This Policy applies to emergencies within the City of Moncton
2. 911 Dispatchers upon receipt of a call for a medical emergency as outlined in section 3.0 below shall immediately:
  - Record appropriate caller information
  - Dispatch closest available response unit
  - Simultaneously transfer call to MTC C for dispatch of ambulance
3. Samples of typical responses
  - Chest Pains
  - Respiratory Problems
  - Loss of consciousness and seizures
  - Suicide attempt/overdose
  - Emergency OB
  - Allergic Reactions – Life Threatening
  - Motor Vehicle accidents/Rescue
  - Calls of any type of trauma
  - Shootings, Stabbing, Assault
  - Industrial / work place accidents /Rescue
  - Broken Bones

**NOTE:** Indicates a potential crime scene. Review Policy

4. Samples of Typical Non-Response

Person in Bed with back pain  
Flue like symptoms  
Requests for Ambulance Transfer

## Appendix D

### Oral Proficiency Rating Scale; Department of Postsecondary Education, Training and Labour

#### **Novice (0+) Memorized Proficiency**

Able to satisfy immediate needs using rehearsed utterances. Shows little real autonomy of expression, flexibility or spontaneity. Can ask questions or make statements with reasonable accuracy only with memorized utterances or formulae. Attempts at creating speech are usually unsuccessful.

#### **Basic (1) Elementary Proficiency**

Able to satisfy minimum courtesy requirements and maintain very simple face-to-face conversations on familiar topics. A native speaker must often use slowed speech, repetition, paraphrase or a combination of these to be understood by this individual. Similarly, the native speaker must strain and employ real-world knowledge to understand even simple statements/questions from this individual. This speaker has a functional but limited proficiency. Misunderstandings are frequent, but the individual is able to ask for help and to verify comprehension of native speech in face-to-face interaction. The individual is unable to produce continuous discourse except with rehearsed material.

#### **Basic+ (1+) Elementary Proficiency Plus**

Can initiate and maintain predictable face-to-face conversations and satisfy limited social demands. He/she may, however, have little understanding of the social conventions of conversation. The native speaker is generally required to strain and employ real-world knowledge to understand even some simple speech. The speaker at this level may hesitate and may have to change subjects due to lack of language. Speech largely consists of a series of short, discrete utterances.

#### **Intermediate (2) Limited Working Proficiency**

Able to satisfy routine social demands and limited work requirements. Can handle routine work-related interactions that are limited in scope. In more complex and sophisticated work-related tasks, language usage generally disturbs the native speaker. Can handle with confidence, but not with facility, most normal, high-frequency social conversational situations, including extensive but casual conversations about current events, as well as work, family and autobiographical information. The individual can get the gist of most everyday conversations but has some difficulty understanding native speakers in situations that require specialized or sophisticated knowledge. The individual's utterances are minimally cohesive. Linguistic structure is usually not very elaborate and not thoroughly controlled; errors are frequent. Vocabulary use is appropriate for high-frequency utterances but unusual or imprecise elsewhere.

### **Intermediate+ (2+) Limited Working Proficiency Plus**

Able to satisfy most requirements with language usage that is often, but not always, acceptable and effective. The individual shows considerable ability to communicate effectively on topics relating to particular interests and special fields of competence. Often shows a high degree of fluency and ease of speech, yet when under tension or pressure, the ability to use the language effectively may deteriorate. Comprehension of normal native speech is typically nearly complete. The individual may miss cultural and local references and may require a native speaker to adjust to his/her limitations in some ways. Native speakers often perceive the individual's speech to contain awkward or inaccurate phrasing of ideas, mistaken time, space and person references, or to be in some way inappropriate, if not strictly incorrect.

### **Advanced (3) General Professional Proficiency**

Able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics. Nevertheless, the individual's limitations generally restrict the professional contexts of language use to matters of shared knowledge and/or international convention. Discourse is cohesive. The individual uses the language acceptably but with some noticeable imperfections; yet, errors virtually never interfere with understanding and rarely disturb the native speaker. The individual can effectively combine structure and vocabulary to convey his/her meaning accurately. The individual speaks readily and fills pauses suitably. In face-to-face conversation with natives speaking the standard dialect at a normal rate of speech, comprehension is quite complete. Although cultural references, proverbs and the implications of nuances and idioms may not be fully understood, the individual can easily repair the conversation. Pronunciation may be obviously foreign. Individual sounds are accurate, but stress, intonation and pitch control may be faulty.

### **Advanced+ (3+) General Professional Proficiency Plus**

Able to use the language to satisfy professional needs in a wide range of sophisticated and demanding tasks.

### **Superior (4) Advanced Professional Proficiency**

Able to use the language fluently and accurately on all levels normally pertinent to professional needs. The individual's language usage and ability to function are fully successful. Organizes discourse well, using appropriate rhetorical speech devices, native cultural references, and understanding. Language ability only rarely hinders him/her in performing any task requiring language; yet, the individual would seldom be perceived as a native. Speaks effortlessly and smoothly and is able to use the language with a high degree of effectiveness, reliability and precision for all representational purposes within the range of personal and professional experience and scope or responsibilities. Can serve as an informal interpreter in a range of unpredictable circumstances. Can perform extensive, sophisticated language tasks, encompassing most matters of interest to well-educated native speakers, including tasks which do not bear directly on a professional specialty.

Source: Judith Liskin-Gasparro. *Testing and Teaching for Oral Proficiency*. Boston: Heinle and Heinle Publications. 1987.

**Postsecondary Education, Training and Labour**, *Oral Proficiency Rating Scale* [Online] [http://www2.gnb.ca/content/gnb/en/departments/postsecondary\\_education\\_training\\_and\\_labour/Skills/content/AdultLearningAndEssentialSkills/oral\\_proficiency\\_ratingscale.html](http://www2.gnb.ca/content/gnb/en/departments/postsecondary_education_training_and_labour/Skills/content/AdultLearningAndEssentialSkills/oral_proficiency_ratingscale.html) (July 2017)