



## **FREQUENTLY ASKED QUESTIONS:** **Fire Protection and Emergency Services for Salmonier Line and Surrounding Areas**

### **How do I report a fire or emergency?**

In case of an emergency, call 911.

### **What communities are included in this new service?**

Salmonier Line and surrounding areas, including: Middle Gull Pond, South West Pond, The Wilds at Salmonier, Belbin Mill Pond and Old Prison Camp Road.

### **When did this new service come into effect?**

Fire protection and emergency services for Salmonier Line and surrounding areas came into effect on Sunday, January 1, 2017.

### **Who delivers this new service?**

Fire protection and emergency services are provided by the Holyrood Volunteer Fire Department. The fire department will answer and respond to all fire, motor vehicle accident, rescue or other emergency calls in the area.

The Holyrood Volunteer Fire Department will also provide annual inspection services where necessary for an additional fee of \$200.00, and \$50 for each subsequent visit. Inspections are typically required by businesses, public assemblies, etc.

### **Who is responsible for oversight and governance of the service?**

Oversight and governance of the service is the responsibility of the Eastern Regional Service Board (ERSB). For more information about the ERSB, please visit <http://easternregionalserviceboard.com/>.

### **How much does this new service cost?**

All properties in the area with a building present will be subject to a \$50.00 annual fee. Properties are subject to the fee regardless of the condition of the building or ability of the fire department to access the property.

### **What is defined as a “building”?**

A building is defined as a structure, erection, alteration or improvement placed on, over or under land or attached, anchored or moored to land. Mobile structures, vehicles and marine vessels adapted or constructed for residential, commercial, industrial and other similar uses are also subject to the fee. Vacant land is NOT subject to the fee.

### **Where does the money go?**

The annual \$50 fire protection and emergency services fee is specifically used for the administration and operation of the service. The ERSB collects the fee from property owners, retains an administrative allocation (\$5 per property), and then remits the remaining amount to the Town of Holyrood (\$45 per property).

### **How can I pay my bill?**

There are multiple payment options available. Invoices can be paid by cash, credit or debit, as well by a personal cheque or money order. Online payments are also accepted for those customers who subscribe to online banking. Please call 709-579-7960 to make a payment arrangement or if you have questions related to your invoice.

### **What happens if I do not pay my bill?**

There are multiple options available from the Eastern Regional Service Board to accommodate your timely payment of the annual fire protection and emergency services fee. Payments or payment arrangements not made by January 31 will incur interest at 2 per cent compounded monthly. Those accounts left outstanding for a period of 12 months or more, after ERSB has issued three reminder notices, may be subject to court action.

### **What happens if I call the fire department at its local number? Will they respond?**

To ensure the fastest response possible in case of an emergency, call 911.

### **What is the typical response time for fire department?**

All operational response decisions are at the discretion of the Fire Chief who will use the established Standard Operating Procedures approved by the Town of Holyrood in determining the appropriate action. Response times can differ based on the location and the nature of the emergency call. They can be affected by weather or the availability of resources as well. However, a response is triggered the moment you call 911. Firefighters will respond to your emergency as quickly as possible.

**Can the Holyrood Volunteer Fire Department handle all emergency calls it receives? What happens if they are on another emergency call when I report a fire?**

All operational response decisions are at the discretion of the Fire Chief who will use the established Standard Operating Procedures approved by the Town of Holyrood in determining the appropriate action. The Fire Chief, if required, may request additional personnel, apparatus or equipment from any private individuals or service providers, or from the next closest municipality.

In the event of two or more emergency calls at the same time, the Town of Holyrood (and the fire department) have reciprocal agreements in place with neighbouring municipalities with respect to the provision of fire protection services. These agreements are also known as Mutual Aid Agreements, and are common practice throughout the province. They aim to ensure a community is protected if/when its own fire department is engaged in an emergency response.

**I don't have a civic number assigned to my property. How can I get one?**

Civic addressing and the assignment of numbers and local road names are administered through your local government (i.e. municipality or local service district). In the case civic addressing is not present in your community, describe your location in detail to the 911 operator when you report an emergency. The more information you provide, such as landmarks, signage, or visible structures, the greater chance the fire department will find your property quickly.

**What if the fire department can't find me? Who is responsible?**

The Town of Holyrood and the Holyrood Volunteer Fire Department are responsible for any/all emergency responses. When you call 911, the fire department will go to great lengths to find you. You might receive a return phone call from a 911 operator or the fire department's dispatcher to determine your location based on nearby buildings/structures, roads, or other location identifiers. To help the fire department, be aware of your surroundings at all times. Use your phone's GPS to determine your exact location and communicate it to the 911 operator. Rest assured, if you need help in case of an emergency, the fire department will find you.

**Will my home, cottage or business insurance rates go up or down as a result of this change?**

Policy holders are encouraged to contact their individual insurance provider to determine if this new service will affect rates. An insurance company will likely need to know the distance between your property and the fire department, and whether or not your area has municipal water services.

The Holyrood Volunteer Fire Department is located on the Holyrood Access Road (Route 62), approximately one kilometre from the Conception Bay Highway (Route 60).

Insurance-related questions of any kind can always be directed to the Insurance Bureau of Canada by calling 1-844-227-5422.

**Who should I contact if I have additional questions about fire department operations?**

Questions about the operation of the Holyrood Volunteer Fire Department can be directed to Fire Chief, Robert Bauer, at 709-229-7222 or 709-725-4564.

**Who should I contact if I have additional questions about the fee or an invoice?**

Questions about the fee or an invoice can be directed to the Eastern Regional Service Board at 709-579-7960.