

The events leading up to, and including, the MetCalfe Rock Rescue on April 10, 2022:

1. We were hiking at the top of MetCalfe Rock, following what we believed was the trail.
2. We followed the trail down a large crevice and slid down ice onto a rock platform.
3. Then we realized that we could not continue descending the trail due to the amount of ice, and the posed risk of the rocks lying at the bottom.
4. Since we couldn't continue down, we tried to go back up the way we came.
5. As mentioned, we slid down on a sheet of ice, so we were not able to climb back up.
6. For approximately 30 minutes we tried different options trying to resolve the situation.
7. After failed attempts, we knew we had to call someone for help.
8. Being in the Township of the Blue Mountains, which is a fair distance from our parents in the Barrie area, they were not a reasonable option.
9. Needing advice and direction on how to proceed with the situation at hand, we called the non-emergency line that Collingwood advertised online.
 - a. Phone: (705) 445-4321
10. As we spoke with the operator we informed them that none of us were hurt and there was no need for immediate medical attention.
11. The operator advised us to download the app, "what three words". This app, we were told, would allow them to pinpoint our location with more accuracy than cell phone towers.
12. Due to our location we only had one bar of service, and the phone that we were calling from only had 50% battery life.
13. This prevented the app from downloading, however we were able to give them the address to MetCafe rock, along with directions of where we were on the 'trail'.
14. The duration of the phone call with the non-emergency line was about 20 minutes, while we waited for the app to download. Then we were told to call 911.
15. The 911 operator asked what services we needed, and we briefly explained the situation and how we didn't need medical attention, just a few individuals to help us climb down.
16. Following our explanation, they proceeded to hang up the phone
17. Unsure of what to do, we called the non-emergency line once again, and spoke with the same operator
18. At this point, the operator told us that they had dispatched people to come help
19. We stayed on the phone, until we made contact with the officers.
20. Once the officers had arrived, they assessed the situation. There were 4-5 cops and a volunteer firefighter (Caleb)
21. One the volunteer firefighter was able to climb up from his vantage point to us to assist us from our level (cops stayed on the ground)
22. After a few minutes, firefighters began to show up (bill states 15)
23. They carried a ladder in from the trucks and were able to send one up to ensure we were safe, leaving 5 people on the ledge.

24. One by one, we climbed down the ladder, with three points of contact at all times. The ladder was held at the top and bottom by a firefighter on each end.
25. Once we were all safely off the platform, we made our way to the parking lot for the logistical work of EMS
26. This is when we were told by police officers, that this would cost us approximately \$5000
27. This was shocking news to us, as we were not aware that calling 911 had financial consequences
28. Up until this point, no one had mentioned this to us
29. While in the parking lot, the fire chief took our names, information and addresses and he re-stated that this could cost us between \$3500-5000



Town of The Blue Mountains Fire Department

P.O. Box 548, 496916 Grey Road 2

Thornbury, ON N0H 2P0

<https://www.thebluemountains.ca/fire-services.cfm>

Taya Eisses,
[REDACTED]
[REDACTED]

Dear Ms. Eisses,

Re: Metcalf Rock rescue on April 10, 2022 @ 17:26 hours
Response #: 22-32

Please be advised that as per the Town of The Blue Mountains By-Law # 2022-12 Schedule B, Item 4 Emergency Response Services fees will be issued for any rescue responses. These fees include a labour rate of \$50.00 per volunteer firefighter and \$80.00 per full time firefighter per hour, an apparatus rate of \$200 for small vehicles and \$509.89 for large vehicles.

As per this by-law, please find a summary of a list of personnel and equipment on scene for your emergency response rescue at Metcalf Rock on April 10, 2022:

1. Personnel on Scene: 12 volunteer firefighters = 12 Personnel @ 2 hours = \$1,200
2. Personnel on Scene: 3 full time firefighters + 1 incident command = 4 Personnel @ 2 hours = \$640
3. Apparatus on Scene: Rescue 181, Rescue 281, Command 501, Half Ton 503, and Car 506 = \$3239.56
4. Total cost = \$5,079.56 divided by 3 = \$1,693.19

As a gesture of goodwill and under the circumstances, the Fire Chief has reduced the personnel and equipment numbers, so it is not a significant hardship to you. Please find below a summary of the attached invoice to be billed:

1. Personnel on Scene: 9 volunteer firefighters = 9 Personnel @ 2 hours = \$900
2. Personnel on Scene: 3 full time firefighters = 3 Personnel @ 2 hours = \$480
3. Apparatus on Scene: Rescue 181, and Half Ton 503 = \$1,419.78
4. Total cost = \$2,799.78 divided by 3 = \$933.26



Town of The Blue Mountains

32 Mill Street, P.O. Box 310, Thornbury, ON N0H 2P0

Tel: (519) 599-3131 Fax: (519) 599-2474

Toll Free: 1-888-BLU-MTNS (1-888-258-6867)

accountsreceivable@thebluemountains.ca

INVOICE	INV00019533
Type	Invoice
Date	2022-07-04
Page	1

Bill to: EISSES TAYA

Payment Terms: ON RECEIPT
Finance Charges: 1.25%
Contact: (519) 599-3131 x221

Customer ID	Customer P.O. No.	GST #	Payment Terms	
EISSE0002		868489899RT001	ON RECEIPT	
Quantity	Description	U Of M	Unit Price	Subtotal
1	STAFF TIME 9 VOLUNTEER FIRE FIGHTERS @ 2 HRS EACH 18 x \$50 = \$900 / 3	Each	\$300.00	\$300.00
1	STAFF TIME 3 FULL TIME FIRE FIGHTERS @ 2 HRS EACH 6 x \$80 = \$480 / 3	Each	\$160.00	\$160.00
1	EQUIPMENT USE RESCUE TRUCK #181 2 x \$509.89 = \$1019.78 / 3	Each	\$339.93	\$339.93
1	EQUIPMENT USE RESCUE TRUCK #503 2 x \$200 = \$400 / 3 RESCUE RESPONSE #22-32 ON APR 10/22 6TH SDRD & 10TH LINE--PAYMENT DUE ON RECEIPT	Each	\$133.33	\$133.33
			Subtotal	\$933.26
			Tax	\$0.00
			Total	\$933.26



Please return this portion with your payment.

Town of The Blue Mountains

Customer ID EISSE0002

Customer EISSES TAYA

Invoice No. INV00019533

Town of The Blue Mountains
32 Mill St. P.O. Box 310
Thornbury, Ontario
N0H 2P0

Invoice Total	Amount Paid
\$933.26	

Payment Due Upon Receipt - Payable to The Town of The Blue Mountains
E & O.E. 1.25% Charged Monthly

This document can be made available in other accessible formats as soon as practicable and upon request.