

Erika Kiviaho

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EDUCATION

College Certificate, NFPA 1001 Level 1 & 2 Pre-Service Firefighter Program, FESTI (IFSAC)	2023
University Degree, General Bachelor of Arts, Wilfrid Laurier University	2016
Ontario Secondary School Diploma (OSSD), Lively District Secondary School, Sudbury, ON	2010

FIREFIGHTER EDUCATION AND CERTIFICATIONS

OFAI Stage 1, 2, 3 and Swim Test Candidate Testing Program Certificate	2023
NFPA 1001 Level 1 & 2 Pre-Service Firefighter Training Program, FESTI (IFSAC)	2023
NFPA 1006 Surface Water Rescue – Technician Level, Southwest Fire Academy	2023
<i>NFPA 1006 Common Passenger Vehicle Rescue – Technician Level, RS Rescue</i>	2024
<i>NFPA 1006 Confined Space Rescue – Technician Level, Access Rescue</i>	2024
<i>NFPA 1035 Fire & Life Safety Educator, Conestoga College (IFSAC)</i>	2024
NFPA 1072 Hazardous Materials - Awareness & Operations Level, Lambton College (IFSAC)	2023
<i>Suppression Tactics in Single Family Homes, UL Fire Safety Research Institute</i>	2023

FIRST AID AND LIFE SAFETY TRAINING

Emergency Medical Responder + CPR Level BLS (HCP), Canadian Red Cross	2023
Standard First Aid, BLS and CPR Level C, Canadian Red Cross	2023
<i>Psychological First Aid, John Hopkins University</i>	2023

EMERGENCY MANAGEMENT ONTARIO EDUCATION

IMS 100 – Intro to Incident Management System, EMO	2023
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EMERGENCY RESPONSE PREPARATION AND SAFETY TRAINING

Ontario DZ License (with airbrakes) Training, Transport Training Centres of Canada	2023
<i>Pleasure Craft Operator License, Transport Canada</i>	2023
<i>WHIMS 2015, Workplace Safety Compliance Centre</i>	2023
<i>Working at Heights, Workplace Safety Compliance Centre</i>	2023
<i>Asbestos Safety Awareness, Workplace Safety Compliance Centre</i>	2023

EQUITY, DIVERSITY, INCLUSION AND LANGUAGE TRAINING

<i>American Sign Language for First Responders, Humber College</i>	2023
<i>Accessibility for Ontarians with Disabilities, AODA.ca</i>	2023
<i>LGBT2SQ+ Inclusion Training, Canadian Police Knowledge Network</i>	2023

WORK EXPERIENCE

Volunteer Firefighter	Muskoka Lakes Fire Department, Foot's Bay, ON	2023 – Present
<ul style="list-style-type: none">Member of Muskoka Lake's Volunteer Fire Suppression Team training out of and responding from Station 1.Works closely with firefighting crew under the guidance and direction of our Captain and Chiefs to respond to a variety of emergency situations (such as medical emergencies, car accidents and fully involved house fires).Maintains excellent rate of attendance for active calls, training days and community volunteering events.Responsible for operating, maintaining, servicing equipment, and performing physically demanding labour.Performs daily inspections, truck and apparatus circle checks, documents and restocks inventory.Frequently interacts with the public presenting fire safety messages and providing emotional support.Required to constantly use problem solving, stress management, communication, and team working skills.Complies with the Fire Protection and Prevention Act of Ontario and Section 21 Guidelines.Ensures compliance with the Occupational Health and Safety Act – Section 28 Duties of Workers.		
Labourer	Sundance Gardening, Muskoka, ON	2023 – Present
<ul style="list-style-type: none">Worked on a crew of landscaping professionals servicing residential cottage clients across the Muskoka's.Responsible for building rock beds, building flower beds, cutting grass, planting trees and watering plants.Frequently drove, loaded, and unloaded large pick-up trucks, cube vans, trailers and used power tools.Performed daily inventory checks, inspection of workspace, tools, and equipment, and read shift briefings.Ensures compliance with the Occupational Health and Safety Act – Section 28 Duties of Workers.		

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| Turf Maintenance Crew | Weston Golf & Country Club, Toronto, ON | 2022 |
| <ul style="list-style-type: none"> • Performs lawn mowing, aeration, dethatching, mulching, garden design, sodding, and other lawncare services. • Built and maintained tee boxes, fairways, bunker (sand traps), greens, cart paths, cleaned hazards and ponds. • Worked with hazardous chemicals following company Standard Operating Procedures and WHIMS 2015. • Functioned with team members from other departments and trained new hires about course procedures. • Uses strong customer service, communication, team working and problem-solving skills to meet course needs. | | |
| Labourer | City of Waterloo, Waterloo, ON | 2020 – 2022 |
| <ul style="list-style-type: none"> • Member of the city's crew tasked with keeping municipal properties and public spaces in great condition. • Performed a variety of duties like landscaping, grass cutting, building maintenance, road work and water works. • Interacted with citizens and facility rental customers to ensure that they enjoyed their experience on grounds. • Frequently used strong customer service and problem-solving skills in order to respond to citizen complaints. • Operated a variety of vehicles ranging from pick-up trucks and ride-on mowers to dump trucks and front loaders. • Performed daily truck checks, inventory, equipment checks, used power tools and small engine equipment. • Demonstrated a strong understanding of team building, the usage and maintenance of small engine equipment, and an ability to perform physically demanding work for long periods of time in adverse weather conditions. • Interacted with a number of other municipal departments (ie. Fire & Emergency Services, Water & Recreation) • Maintained road safety and ensured compliance with the Highway Traffic Act and the Municipal Act of Ontario. • Ensured compliance with the Occupational Health and Safety Act – Section 28 Duties of Workers. | | |
| Barista | Starbucks, Somewhere, ON | 2018 – 2020 |
| <ul style="list-style-type: none"> • Provided exceptional customer service and built strong relationships with clients, vendors and suppliers. • Demonstrated active listening skills while recommending featured beverages, promotions, and upcoming events. • Operated the register with accuracy during open/close functions, managing day-end balances and cash deposits. • Trained new team members in coffee preparation, customer interactions, and upheld high cleanliness standards. • Collaborated with colleagues to support back-of-house operations, ensuring a seamless and efficient workflow. | | |
| Varsity Student Athlete | Wilfrid Laurier Golden Hawks, Waterloo, ON | 2010 – 2016 |
| <ul style="list-style-type: none"> • Played as a Forward and served as Assistant Captain for three years on the Varsity Women's Hockey Team. • Responsible for maintaining physical fitness, mental fortitude and building relationships with teammates. • Travelled to different universities serving as an ambassador for the school at various community events. • Operated in high stress environments and used situational awareness to ensure safety and achieve team goals. • Demonstrated ability to follow directions, stay committed to training fundamental skills and building camaraderie. • Acted as a leader and mentor, provided guidance to junior team members, and supported coaching staff orders. | | |

VOLUNTEERING & COMMUNITY SERVICE

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| Construction and Build Volunteer | Habitat for Humanity, Toronto, ON | 2023 – Present |
| <ul style="list-style-type: none"> • Uses power tools and manual labour to help provide low-income families with safe and clean, affordable housing. | | |
| Coach & Trainer | Waterloo Ringette Association, Waterloo, ON | 2022 – Present |
| <ul style="list-style-type: none"> • Responsible for building fitness and skill development programs for young ringette players aged 7 to 18. • Frequently used strong communication, initiative, motivation, and team building skills to help break barriers. | | |
| Council Member & Mentor | Ringette Canada Athletes Council | 2020 – Present |
| <ul style="list-style-type: none"> • Developed policies and procedures to help protect ringette players and to advocate for important needs/concerns. | | |
| Team Captain | Canadian National Ringette Team | 2012 – Present |
| <ul style="list-style-type: none"> • Travelled to different countries and experienced a wide variety of diverse cultures and languages. • Demonstrated ability to be an ambassador in the community through frequent appearances at team events. • Frequently interacted with fans and team/tournament sponsors; overcame language barriers through the use of compassion, empathy, effective verbal, and non-verbal communication skills. | | |

HOBBIES & INTERESTS

Ringette, Hockey, Outdoors Activities, Weightlifting, Running, Travel, Cooking, BBQing, Exploring Different Cultures through Food and Music, Construction DIY Projects, Reading, Movies, Listening to Music/Podcasts, Hanging out with Friends and Family.