



2018 Northern Emergency Support Services Training Weekend

Prepared by the Peace River Regional District,
Regional District of Bulkley-Nechako, & Regional District of Kitimat-Stikine



People Helping People

"The Heart of Emergency Response"

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Event Summary

On April 13 – 15, 2018, 131 Emergency Support Services (ESS) volunteers and staff from communities across Northern BC gathered in Terrace, British Columbia for the 6th Annual Northern Emergency Support Services Training (NESST) weekend. This activity and training filled weekend was hosted by the City of Fort St. John/District of Taylor, City of Terrace, District of 100 Mile House, District of Fort St. James, Peace River Regional District, Provincial Health Authority, Regional District of Bulkley-Nechako, Regional District of Kitimat Stikine, Town of Smithers, Village of Telkwa.

The NESST organizing committee's main goals are to ensure ESS volunteers establish relationships and skills that benefit them in the future by networking and getting to know one another, as well as, participating in training workshops and exercise scenarios.

On Friday night, the volunteers had an opportunity to meet one another at the Skeena Valley Golf Course. A great time was had by all. The buzz in the room was contagious with excitement and anticipation for what the rest of the weekend would hold. Each participant was provided with a delegate bag filled with fun and emergency preparedness themed goodies that were provided by our sponsors and various communities.

Saturday morning, the ESS volunteers were welcomed by Clarisa Spencer from Kitselas First Nation, Terrace's Mayor Carol Leclerc and Emergency Program Coordinator and Thornhill Fire Department Fire Chief Rick Boehm. Tony Goodrow, from Better Impact, a gold sponsor, joined the volunteers for breakfast and gave a presentation about Better Impact Software. After breakfast, volunteers attended their chosen courses. NESST 2018 offered five course options: Operational Readiness, Psychological First Aid & Beyond!, presented by Carolyn Sinclair; Managing Volunteer Programs, presented by Jackie Kloosterboer; Disasters and Trauma, presented by Laurie Pearce; Meet and Greet, presented by John McEwan; Linking Unmet Needs, presented by Tarina Colledge and Sarina McDonell.

Activities were also arranged during the extra-long lunch where participants could choose to participate in a gentle yoga class, visit the Eby Street Fish Hatchery, Tour the historic George Little House or have some self-directed retail therapy.

On Saturday evening the NESST Organizing committee hosted the Volunteer Appreciation Dinner and Awards Presentation where there was a Connected Through Clear Communications panel, with participants from EMBC and City of Prince George.

The Volunteer Appreciation Dinner was filled with gratitude for all of the volunteers' hard work and dedication within their own and neighbouring communities. Community gift baskets filled with local gifts and preparedness resources were also drawn and given away to a number of lucky winners.

On Sunday morning, volunteers participated in a tabletop Reception Centre Exercise where each participant was able to discuss problems and solutions in an ESS response scenario, putting to use what they had learned during the weekend. After the exercise the Mobile Support

Team led a debrief session where everyone had the opportunity to receive feedback. The weekend's activities were wrapped up around noon.

With the experience, stories and knowledge shared by the course facilitators, NESST attendees left feeling they would be able to use their new skills to benefit their communities and were better prepared to assist their ESS team during a response to an emergency.

NESST weekend would not have been possible without the generous donations of our sponsors. The cost for the weekend was **\$16,713.42**. With total sponsor contributions and registration fees NESST 2018 was **100%** paid for. The following is the complete list of sponsor contributions.

Spectra Energy	2,000.00
Pacific Northern Gas	1,500.00
Trans Canada Pipeline - Coastal Gas Link & Prince Rupert Gas Transmission	1,500.00
Dungate Community Forest	1,200.00
New Gold	1,000.00
Taylor Industrial Mutual Aid	1,000.00
City of Prince George	630.00
Regional District of Fraser Fort George	630.00
Valard Construction	750.00
Comfor	500.00
Integrus Credit Union	500.00
Pinnacle Pellet	500.00
Total	11,710.00

Sponsors 'In-kind' were:

- Aqua Clear Bottlers
- Bandstra Transportaion
- City of Prince George
- District of Kitimat
- Lindsay Enterprises
- Northcoast Equipment
- Northwest Fuels
- Northwest Painting
- Peterbilt
- Progressive Ventures
- Raincoast Wash and Lube
- Terry's Lock and Security
- Western Equipment
- Lakelse Dental
- Regional District of Bulkley-Nechako
- City of Terrace
- Silvertip Designs
- Rest Inn
- Studio 3/Aveda

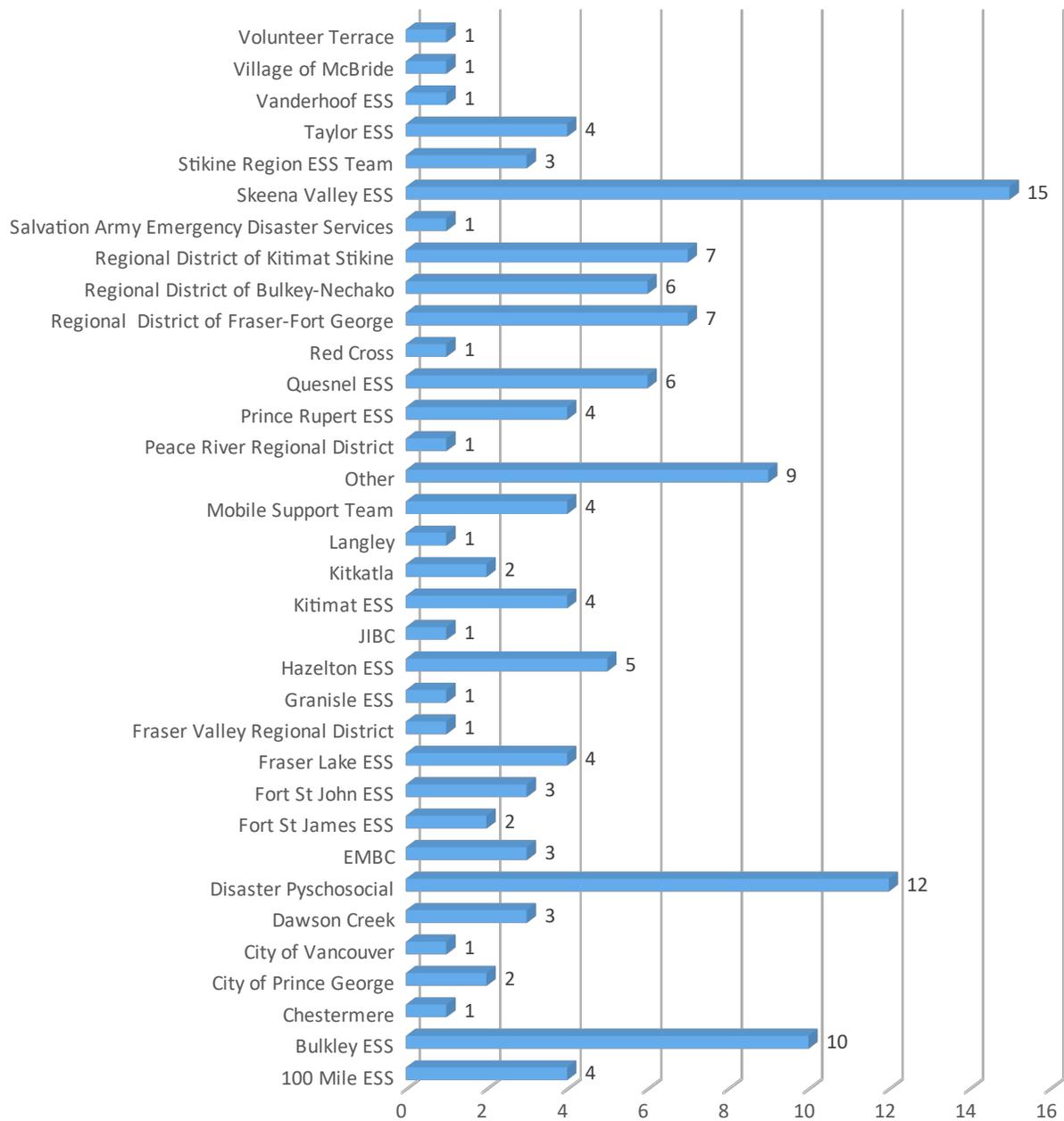
The NESST organizing committee would like to thank the sponsors again for their contributions. Their generosity will benefit the communities of those volunteers which now have a better

understanding of ESS and more tools and experience to bring with them when responding to emergencies.

Attendance

This year's attendance for NESST surpassed the organizing committee's expectations with 43 more people than the previous year, for a total of 131 attendees.

Number of Registrations



Key Outputs

1. Improved capacity of Northern Emergency Support Service Organizations to respond to large scale emergencies:
 - with three course options, NESST attendees have gained skills in Reception Centre, Registration and Referrals, and Documentation Unit;
 - Northern ESS volunteers will be able to respond to a variety of different situations they may encounter during an emergency;
 - These new skills can translate from a level one response across to a Reception Centre.
2. Increased communications between northern ESS organizations:
 - with networking and relationship building opportunities, ESS teams too far away to respond to an incident are still able to communicate with one another for valued support;
 - although they may not be able to respond and help physically, they are always able to count on one another for emotional support, resources, and idea sharing.
3. Increased base of volunteers available for mutual aid between communities:
 - ESS volunteers may be more willing to travel outside of their communities to help others as they are more familiar with neighbouring ESS teams;
 - Interaction and awareness with/of the Mobile Support Team
 - the NESST weekend is aimed to bring volunteers together and implement the importance of relying on and helping one another.
4. NESST Organizing Committee made up of ESS teams across the north:
 - nine ESS team representatives dedicated their time to make NESST possible;
 - during the event, other team representatives expressed interest in joining the committee for future planning.
5. Host NESST in different northern communities each year:
 - the location for NESST is being changed annually to allow another communities to benefit from having the event held locally;
 - this also allows more or less travelling for volunteers depending on where their team is located;

Acknowledgement of Sponsors

Acknowledgement of all the sponsors was provided on correspondence, event signage, and website materials. Different sponsorship levels also identified which 'perks' were available with which levels. Diamond and Platinum level sponsors were given the opportunity to present to the volunteers on Saturday morning.

Conclusion

NESST 2018 was an amazing success. Volunteers left feeling like they were part of a larger team and had new skills to put forward in the field. NESST would not have been possible without the generous support of the sponsors and the hard work and dedication of the host community, the Organizing Committee and the attendance of ESS volunteers.

Attachments

1. Evaluation Summary
2. NESST Agenda
3. Expenses
4. Sponsor Acknowledgement
5. Pictures of event
6. 2017 NESST Final Report



Evaluation Summary

Chart 1 demonstrates how NESST attendees rated their experience for the following: Saturday afternoon exercises, keynote address, volunteer appreciation dinner, networking opportunities, food and refreshments, check-in process, and pre-event registration.

NESST Attendee Experience

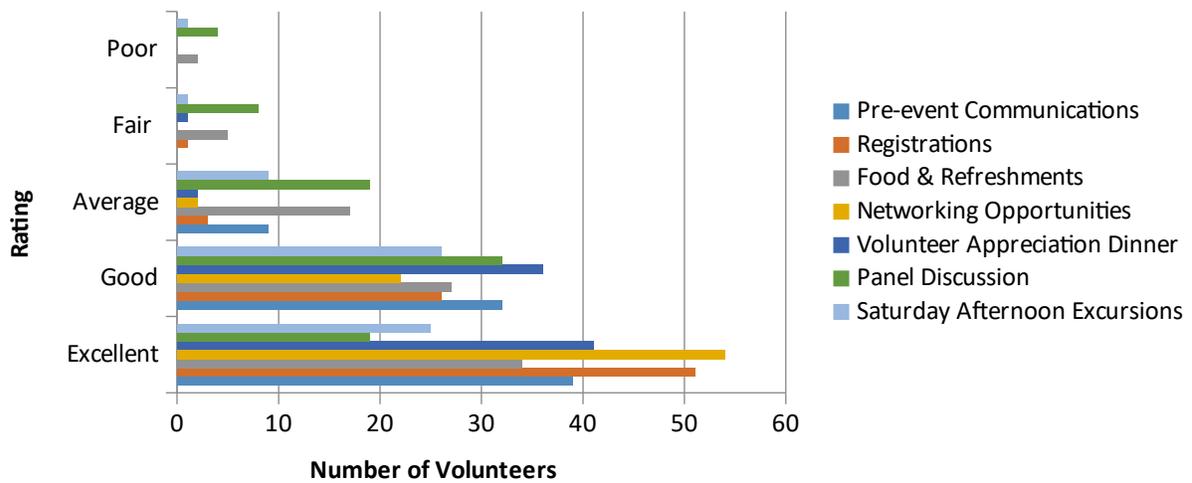


Chart 2 demonstrates how NESST attendees rated their experience for the following: Linking Unmet Needs; Meet and Greet; Operational Readiness, PFA & Beyond!; Disasters and Trauma; Volunteer Program Management.

Courses and Workshops

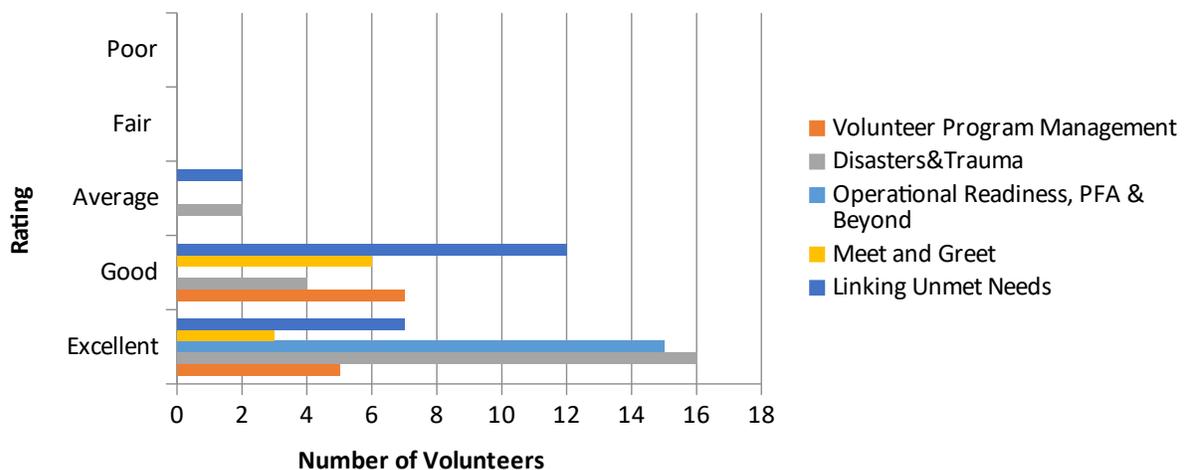


Chart 3 demonstrates interest of NESST attendees for possible courses for next year.

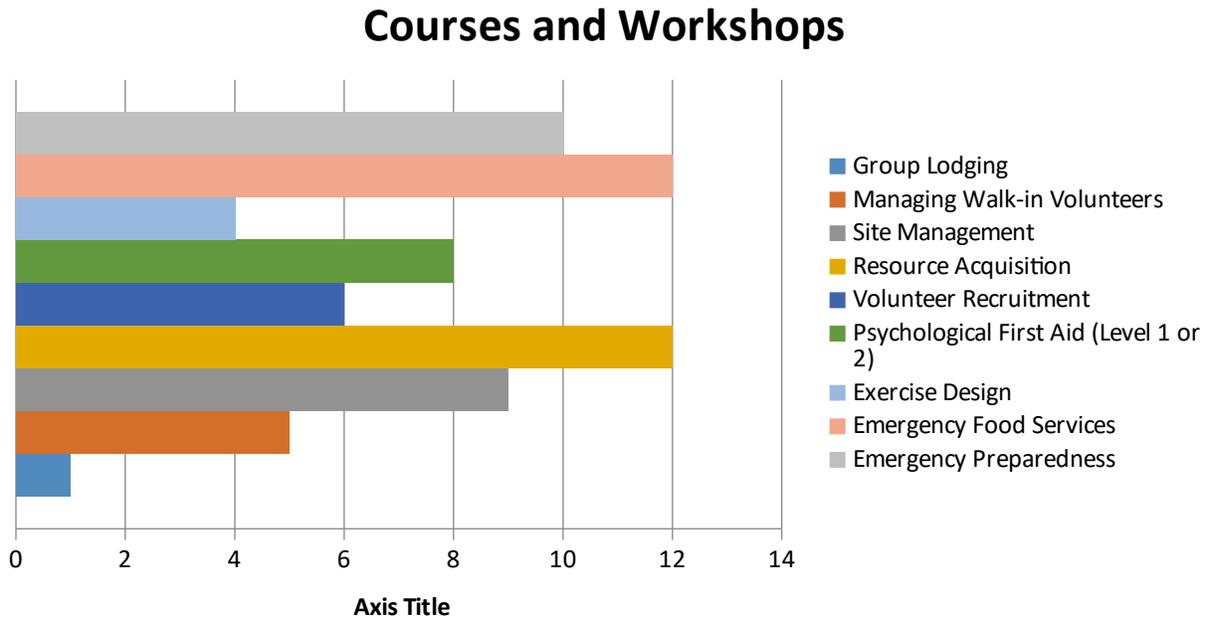


Figure 1: Volunteers were asked to make suggestions for future courses for the NESST event.

Suggestions for Courses for Next Year
Group Lodging
Managing Walk-in Volunteers
Site Management
Resource Acquisition
Volunteer Recruitment
Reception Centre
Psychological First aid (level 1 or Level 2)
Exercise Design
Emergency Food Services
Emergency Preparedness
Volunteer Management Systems
Other Suggestions

Figure 2: Volunteers were asked to describe two things that they liked during the weekend.

Two things you liked
Sunday demo and tabletop exercise. Courses offered
Lots of "Inter Communication" time between areas. Good topics
Loved Laurie and her course. The tabletop exercise
Loved the visual play that will become rote. Sunday was the best of the learning curve exercise. Loved the work that went into the goodie bags. Good useable items.
The wealth of information presented. Networking opportunity with other ESS volunteers who share their experience
Loved the tabletop exercise and how they connected the sessions and people. The organization of the entire event
Swag bags are phenomenal! Awesome job organizers! Live demo was great! Variety of workshops to attend and credited course - awesome!! Recognizing volunteers in 5 yr. increments, that sped it up!
Tabletop with people who attended different courses to bring different perspectives and what they learned. Excursions, we got to see a bit of the town.
Collaboration among agencies, recognition of volunteers
Meeting volunteers from across the province
Loved the networking. It was so orderly and well planned. Dancers were such a beautiful touch
Panel - real life situations reviewed. The 6 challenges were good learning opportunities
Networking - Friday evening. Preferred the tabletop over exercise, got more out of it.
Great sessions - Very helpful info. Fantastic resources were shared!
The tabletop was excellent. Having excursions in the middle was great. I found I wasn't as tired by the end of the day. A good refresher.
lots of great info given during training course, got tonnes of great info from the tabletop
The opportunity to interact with so many amazing volunteers of all different creeds and colours. So much experience and so many skill sets. Feeling like a part of the whole and the whole being a huge and amazing well oiled machine!
Being a part of an amazing organization
I loved the Sunday exercise, I learned a lot. Was wonderful to see everyone I know again.
Sunday's exercise - excellent! Thank you
Loved networking with other teams
Good sessions, great selection
Everything was very well organized
The interaction with volunteers and participants
Networking opportunities, good flow between sessions, low cost to attend
Opportunity to learn from others with more experience and knowledge
The way the tabletop was organized and developed
Networking, chance to work alongside new people
Networking opportunities and the volunteer appreciation banquet
Live demo and tabletop was excellent
Meeting with and learning from others - especially those with more experience
Meeting new people, learning new skills, interacting with others
Loved the panel discussion

Like the course offering with JIBC credit
The reception provided a great ice breaker - great energy! Sunday demo - fantastic! Tabletop - very effective! Mentors provided great guidance
What a wonderful chance to get together and discuss the challenges and successes we have each dealt with
Gathering information, Going over examples/situation and learning
How it was handled and suggestions moving forward
Sunday tabletop was very helpful in understanding processes
Networking, Tabletop discussion
All the different groups that were represented
Reception centre skit
table top and unmet needs
Tabletop demo, chance to learn from ESS and inform others of DPS
Tabletop exercise, Friday night - meet and greet least painful one, like that 5 courses were offered
meeting people, putting names to faces
Sunday activity, Friday meet and greet
Loved the tabletop activities vs the same old you pretend you're an evacuee, I'll be the R+R Volunteer. Great job of evenly dividing up the tables/assigned seating.

Figure 3: Volunteers were asked to describe two improvements for the weekend to help with future NESST planning.

Two Improvements
Better food.
The panel was after a large meal and I found myself zoning out halfway through and I was interested. I felt sorry I couldn't concentrate, I enjoyed the information given.
In delegate bags, include the JIBC 3 page laminated cheat sheets. Need a small raised stage
Too much pepper in the food, at lunch the soups were both too spicy. Breakfast potatoes were peppered. The Saturday was too long -10 pm?
Having more time between courses and banquet. We only had 30 min to wind down
Org charts and acronyms posted on the walls
More coffee available. Chairs really uncomfortable
Days started too early, Saturday went to late
Panel discussion should have been scheduled at a better time and given more time considering the topic and impact
Start with something other than acronyms. It creates distance for the newbies.
List of chain of command posted. Acronym cards with the acronyms spelled out
2 half day courses instead of one long one
Please no more 7am starts
Courses all under one roof
Food allergies weren't all acknowledged. More hot/cold water available
An option not to do excursion in registration
Better introduction of key people
The tabletop exercise was unclear on character and knowing it flows through all exercises.
Saturday was too long - cut down activities. Start at 8 or 8:30 instead
Would have preferred the exercise to take place Saturday afternoon because it was interactive and at a time it was

difficult to listen to lecture format
Add 1/2 day workshops to increase options and exposure to volunteers. Add EPC network/connection opportunity.
More social/networking. Less Emceeing and speeches during banquet.
More time to explore a beautiful city and more networking time with old and new friends
Too much crammed into such a short time. Days too long.
Game too lengthy in registration, panel discussion too lengthy and banquet room was freezing.
The live demo didn't link well to the challenges. For example, thought meet and greet was already established, but challenges didn't reflect that.
Would have appreciated more off time, maybe use 3 days and engage more local cultural events to enjoy. 1st trip to Terrace and unable to enjoy more than a couple stores and hotel.
Being new to ESS, I came to this workshop with no background + no firm grasp of command structures or roles. If the tabletop exercise was designed to impress upon us the reality of a real emergency, you succeeded. The scenario as it was initiated rolled out was overwhelming and my first thought was "I am being set up to fail".

Figure 4: Volunteers were asked to make general comments about their overall experience

Comments
Saturday breakfast was not good. Saturday lunch, not enough variety, no fresh veggies or fruit. Saturday dinner, excellent. Sun breakfast did not come for, because of Saturday's having been terrible.
For the tabletop activity a few additional copies of the challenge scenarios and questions would be helpful. One list of questions for 10 people was not sufficient. The scribe was not required. Some people found it stressful to record all the answers to the questions.
Make the banquet more upbeat and entertaining. Short speeches, dances bar etc. More games and involvement.
The excursion to George Little House was not very historical
Thank you for inviting and including DPS in NESST, and thanks for the excellent learning opportunity of all the aspects of ESS.
Awesome delegate bags.
Panel discussion was too long
Well done Terrace. Fantastic job.
Thank you!
Thank you for the hard work
Everything except the 7am starts was amazing - great experience
Great job Terrace and RDKS Team.
Great to see old friends and meet new ones, nice to visit a new community.
Thank you
Well organized, love the energy, love the integration of the Salvation Army and the Red Cross
This was such a jam packed weekend, loved it
Always great to network. Some of the ESS members from other cities have become friends, I

always get great tips and tricks to take away
I always learn a little more especially with hands on group activities. Thank you so much for all your hard work. I loved how you have incorporated the different organizations input. Thumbs up.
Such amazing best practice for other regions ESS
Well done.
First time at NESST and it was great.
I will be touting this as best practice! I hope EMBC will support replicating this weekend in other regions
Great weekend with lots of valuable info
Liked mixing up Sunday breakfast
Too much crammed into such a short time, days too long
It was a tonne of work- thank you to everyone who worked tirelessly to make this event another phenomenal weekend!
learnt a lot about PFA and enjoyed it
Good venue, but it would be nice if all workshops where under one roof.
Good Good Job
It was great to have so many people, but it was hard to get in to your seat
Very very good weekend. Energy and enthusiasm was evident in the planning and came through in the event.
Great event, well organised and was all inclusive.
Overall an excellent conference
I will leave with more confidence with the tools gathered from networking and the conference. Great job to all the organizers and speakers.

Figure 5: Volunteers were asked to make future suggestions for the NESST event.

Future Suggestions
Would be nice to have a workshop offered that may not be offered in the schedule of training opportunities that are being offered for the year.
Keep doing the Sunday tabletop exercise, and further include and expand ESS understanding of DPS. It is important for ESS volunteers as well as evacuees
Beginner course for new volunteers to NESST on Emergency Management in general.
Better food.
ESS/EM orientation for new delegates including the role of EOCs and PREOCs
Cheat sheets with acronyms
Maybe 2 half day courses in order for new people to learn more and refresh for those others.
Have local agencies that might partner/support a response to come to the weekend training for a short presentation. Maybe a panel "we are and we can provide"
Move excursions to the end of the course so you don't have to go back to class
Excursions take up too much time. Time better spent on courses or networking
Have a copy of the scenario for every person at the table
Post the ICS diagram at all training sessions/locations.
Chain of command poster visible in the Sunday exercise.

Shorter workshops, instead of one day, two half day.

EPC sessions. Invite and engage the IDCBC (Kulpreet is EMBC chair, John McEwan is NGO chair) to enlighten about higher level resources.

Questions from the audience for the panel



Agenda



Northern Emergency Support Service Training Weekend Agenda





Costs

NESST 2017 Weekend Actual Costs		
	Actual	Actual
Expenses	2017	2016
Participants		83
Venue, Meals, and Bar		
Venue (rental, setup, AV equipment)		732.95
Equipment Rental		
Refreshment Breaks, Meals		9,531.84
Bartenders		
Gratuities		1,429.78
Bar		
Friday Night Networking		1,230.00
Total Venue, Meals, and Bar		12,924.57
Meeting Costs		96.92
Supplies (Décor, Bags, Attendee Gift, Presenter)		2,122.89
Instructor (Fee, Travel)		
Printing		556.58
Registration/Web Design		1,012.50
Total Expenses		16,713.46
Revenue		
Sponsor Contributions		11,710.00
Volunteer Registration Fees		6,675.00
Prior year surplus		1,489.26
Total Revenue		19,874.26
Surplus to 2018 NESST		3,160.80



Sponsorship Acknowledgement

All sponsors were acknowledged on the Regional District of Bulkley-Nechako Protective Services homepage with logos which were links to the sponsor's individual website. Sponsors were also acknowledged on signs in all rooms at the event and the event's coordinator speech.

"I would also like to thank all of our sponsors; their generosity has allowed us to keep the cost of this weekend to a minimum for attendees. This includes our course instructors, corporate donors, and the host communities that generously gave of their time and resources." – Deborah Jones-Middleton, Volunteer Appreciation Dinner



Friends

Aqua Clear Bottlers
Bandstra Transportaion
City of Prince George
District of Kitimat
Lindsay Enterprises
Northcoast Equipment
Northwest Fuels
Northwest Painting
Peterbilt
Progressive Ventures
Raincoast Wash and
Lube
Terry's Lock and Security
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Event Photos