



2018 Northern Emergency Support Services Training Weekend



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"The Heart of Emergency Response"



2018 Northern Emergency Support Services Training Conference Report

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Event Summary

On April 13 – 15, 2018, 131 people gathered in Terrace, British Columbia for the 6th Annual Northern Emergency Support Services Training (NESST) weekend.

This year's conference participants brought ESS Responders and Emergency Management Staff from communities across Northern BC, as well as, representatives from organizations such as the Salvation Army, the Canadian Red Cross and the Disaster Psychosocial Services Program (DPS).

The NESST Conference is presented as a partnership between local and regional governments across the North and this year included the City of Terrace, City of Fort St. John, District of Taylor, and municipality of Fort St. James, Peace River Regional District, Provincial Health Authority, Regional District of Bulkley-Nechako, Regional District of Kitimat Stikine, Town of Smithers and Village of Telkwa.

This year's conference focused on the importance of communication through the theme "Connected through Clear Communication". Our aims were to ensure Responders from across the North and throughout the province establish relationships and skills that helped them to better understand respective roles and responsibilities, resources available and best practices to prepare for, prevent, respond to and recover from future flood and wildfire events.

On Friday night participants gathered at the Skeena Valley Golf Course for networking, appetizers and activities that included a Game of "ESS Clue" and an interactive Photo Booth. Everyone was given a delegate bag filled with fun and emergency preparedness themed items that were generously donated by our sponsors and various communities. The bags were compiled by a thoughtful and hard-working sub-committee from the Skeena Valley ESS team.

The next morning participants were welcomed by emcee Naomi Gourlay, ESSD for the RDKS, the City of Terrace's Mayor Carol Leclerc and the RDKS Emergency Program Coordinator and Thornhill Fire Chief, Rick Boehm. Tony Goodrow, CEO of Better Impact and Gold Sponsor also gave a presentation about BI's volunteer management system.

Participants then proceeded to their selected day-long workshops:

- Operational Readiness, Psychological First Aid & Beyond presented by Carolyn Sinclair, DPS
- Managing Volunteer Programs presented by Jackie Kloosterboer, City of Vancouver ESSD
- Disasters and Trauma presented by Laurie Pearce, JIBC Instructor
- Meet and Greet presented by John McEwan, Salvation Army
- Linking Unmet Needs presented by Tarina Colledge and Sarina McDonell

Local excursions and activities were arranged during the extra-long lunch where people could choose to take a gentle yoga class, visit the Eby Street Fish Hatchery or tour the historic George Little House and local galleries.

Saturday evening was the Volunteer Appreciation Dinner and Awards Presentation in the elegantly transformed Terrace Sportsplex Banquet Room. Deborah Jones-



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Middleton hosted this event and moderated a panel discussion which focused on communications and learning from the 2017 BC Wildfires. Panelists included:

- Debbie Alexander, Manager for the NE PREOC, EMBC
- Patricia Cullham, Reception Centre Manager, City of Prince George
- Doug Hofstede, ESS Branch Coordinator in the EOC, City of Prince George

Deputy Fire Chief, Dave Jephson gave a presentation and the Gitselasu Traditional Dancers performed to recognize and honor everyone’s efforts and dedication for their communities and neighbors. Community gift baskets filled with local gifts and preparedness items were also drawn and given away to a number of lucky winners.

On Sunday morning, the stage was set for members of the Skeena Valley Team to present “Operation Terrace Mountain”. This live demonstration unveiled the scenario for the practical exercise and exemplified the best practices and key functions of a Reception Centre. Groups then participated in a tabletop with discussion prompted by a series of challenges and questions.

EMBC’s Mobile Support Team led the exercise debrief and everyone had the opportunity to ask questions and receive feedback. The conference wrapped up at noon.

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

Financial Sponsorship Contributions:

Diamond Sponsor



Pacific Northern Gas Ltd.

2,500.00

Gold Sponsor



Taylor Industrial Mutual Aid Group

1,500.00



TransCanada Pipeline

1,500.00



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Silver Sponsor

Better Impact	1,000.00
Dungate Community Forest	1,000.00
New Gold	1,000.00
Pretivm	1,000.00
Skeena Sawmills	1,000.00

Bronze Sponsor

Bulkley Valley Credit Union	500.00
Burns Lake Community Forest	500.00
Copperville Foods	500.00
Health Emergency Management BC	500.00
Mobile Response Team	500.00
Northern Savings Credit Union	500.00
Prince Rupert Port Authority	500.00

Friends of NESST

Aqua Plumbing	300.00
Bandstra	200.00
Lindsay Enterprises	250.00
North Coast Equipment	200.00
Northwest Painting	200.00
Progressive Ventures Construction	200.00
Rudon Hydraulics	200.00
Terry's Lock & Security	100.00
Triton	250.00
West Point Rentals	250.00

Total Financial Sponsorship Contributions	15,650.00
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'In-kind' Sponsorship Contributions:

Diamond Sponsor



City of Terrace
Emergency Management BC



Conference Facility
Two ESS Courses with Instructors

Gold Sponsor



Canadian Tire
Peace River Regional District
Regional District of Kitimat-Stikine



Delegate Bag Content
Delegate Bag Content
Delegate Bag Content

Bronze Sponsor

Benson Optical
Nechako North Coast
Silvertip Designs

Delegate Bag Content
Delegate Bag Content
Delegate Bags

Friends of NESST

Aqua Clear Bottle	Delegate Bag Content
City of Prince George	Delegate Bag Content
City of Terrace Fire Department	Delegate Bag Content
District of Kitimat	Delegate Bag Content
Lakelse Dental	Delegate Bag Content
Mountain Meadows Honey	Delegate Bag Content
Northwest Fuels	Delegate Bag Content
Peterbilt	Delegate Bag Content
Potti Corp	Delegate Bag Content
Raincoast Wash and Lube	Delegate Bag Content
Regional District of Bulkley-Nechako	Delegate Bag Content
Rest Inn	Delegate Bag Content
Road Post Inc	Delegate Bag Content
Studio 3/Aveda	Delegate Bag Content
Three Suns Consulting	Delegate Bag Content
Ts3 Tactical	Delegate Bag Content
Western Equipment	Delegate Bag Content
Western Canada Marine Response	Delegate Bag Content
WorksafeT Solutions	Delegate Bag Content



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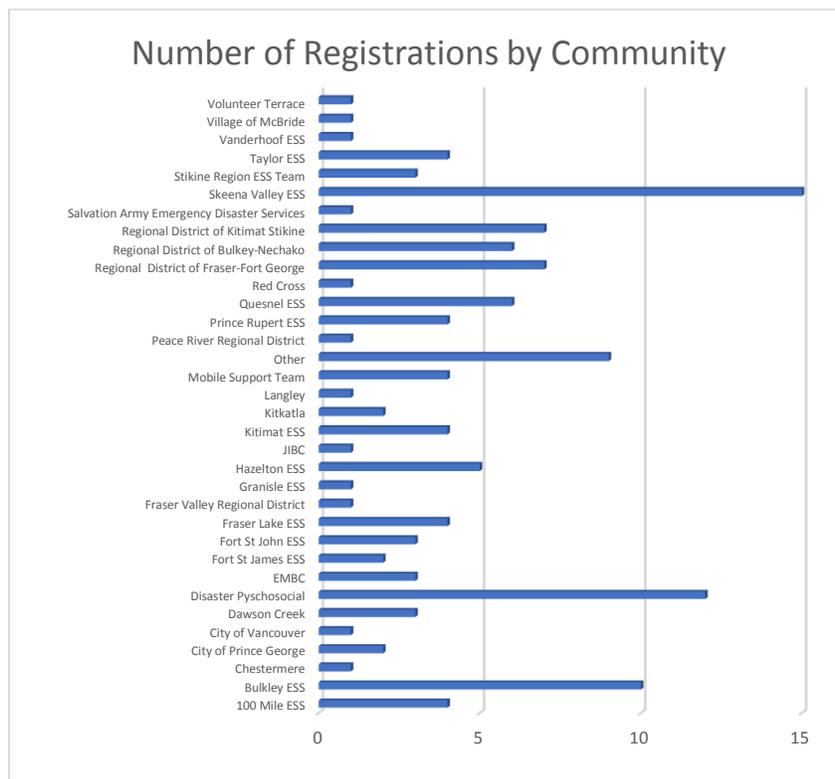
The NESST organizing committee would like to thank the sponsors again for their contributions. Their generosity will benefit the Responders who now have a better understanding of ESS and more tools and experience to bring with them when responding to emergencies.

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.

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.



Key Outputs

1. Improved capacity of Northern Emergency Support Service Organizations to respond to large scale emergencies:
 - With five course options, NESST attendees have gained skills in Managing Volunteers, Disasters and Trauma, Psychological First Aid, Linking Unmet Needs and key Reception Centre functions;
 - Northern ESS volunteers will be able to respond to a variety of different situations they may encounter during an emergency;
2. Increased communications between ESS and other support organizations:



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- 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 neighboring ESS teams;
 - Interaction and awareness with/of the Disaster Psychosocial (DPS) and Mobile Support Teams
 - 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 leaders across the north:
- Representatives from local authorities and DPS 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;
 - NESST 2019 will be hosted in Prince George



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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.

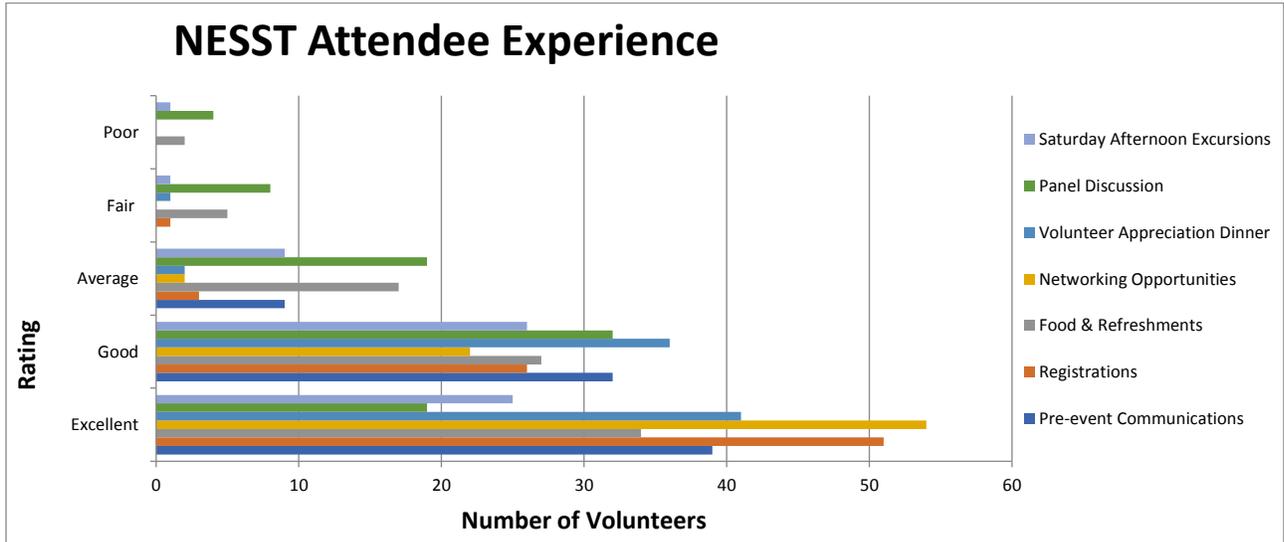
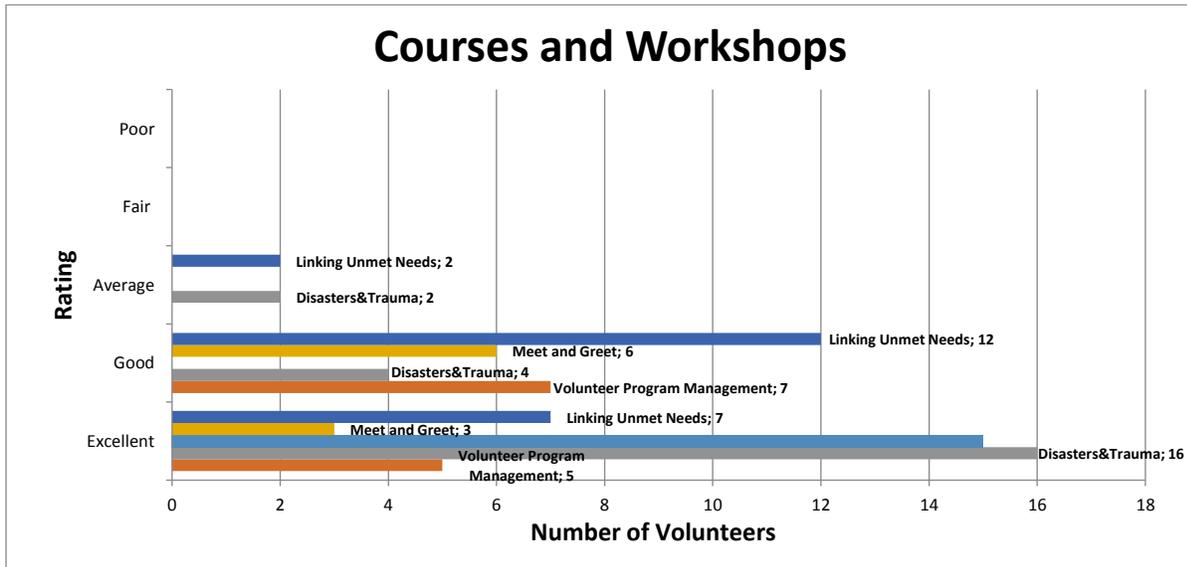


Chart 2 demonstrates how NESST attendees rated their experience for the following: Linking Unmet Needs; Meet and Greet; Operational Readiness, PFA & Beyond!; Disasters and Trauma; Volunteer Program Management.





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

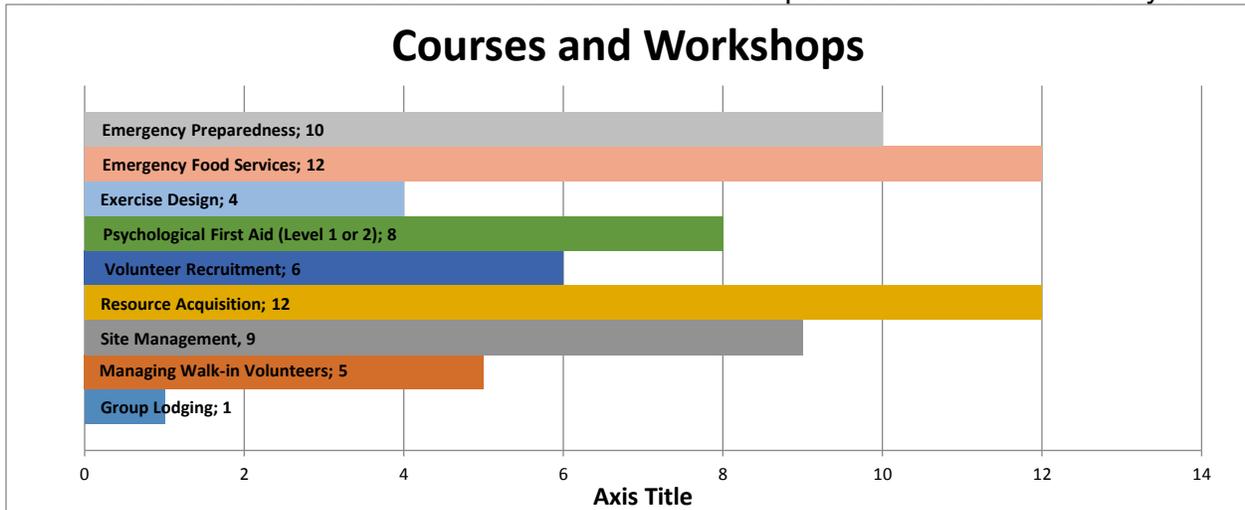


Figure 1: Volunteers were asked to make suggestions for future courses for the NESST event.

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!



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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



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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



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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.



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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

Weekend Agenda

FRIDAY:

18:15	Registration Opens
19:00 to 21:00	Networking Event Skeena Valley Golf & Country Club Connect with your ESS Family, Tour the Salvation Army Disaster Services Food Truck, Pose in the Photo Booth, Play Games and More. Light Appetizers will be Served—Cash Bar.

SATURDAY:

07:00	Registration
07:00 to 07:45	BREAKFAST: Vegetarian Omelets, Bacon, Sausage, Muffins, Yogurt, Coffee, Tea, & Juice
07:50	Welcome: Terrace Sportsplex Banquet Room Emcee: Naomi Gourlay, Emergency Support Services Director, Regional District of Kitimat-Stikine Speakers:



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Clarisa Spencer, Kitselas First Nation

Carol Leclerc, Mayor, City of Terrace

Rick Boehm, Emergency Program Coordinator, Regional District of Kitimat-Stikine & Fire Chief, Thornhill Fire Department.

Tony Goodrow, CEO, Better Impact

08:45 to 12:00

Workshops:

Operational Readiness, PFA & Beyond – Regional District of Kitimat-Stikine Boardroom—4545 Lazelle Ave

Volunteer Program Management – Banquet Room—Terrace Sportsplex

Disasters & Trauma – Multipurpose Room—Terrace Sportsplex

Meet & Greet – Rich McDaniel Room—Terrace Sportsplex

Linking Unmet Needs – Salvation Army Church—3229 Sparks St—Shuttle Service Available

10:00 to 10:20

COFFEE BREAK

Fruit Kabobs, Granola Bars, Coffee, Tea, & Juice Fruit Kabobs, Granola Bars, Coffee, Tea, & Juice

12:00 to 12:30

LUNCH

Chicken Coconut Curry Soup, Hearty Vegetable Soup, Wraps, Sandwiches, Cookies, Squares, Coffee, Tea, & Juice

12:00 to 12:30

Speaker: Laurie Gallant—Northwest Food Security Partnership

12:30 to 13:30

Local Excursions

Gentle Yoga – Terrace Yoga Studio

Shopping Tour – Lakelse and Lazelle Ave.

Fish Hatchery – Eby St.—Shuttle Service Available

George Little House –Kalum Street

13:45 to 16:45

Workshops Resume

15:00 to 15:20

COFFEE BREAK

Parfaits, Savory Snack, Coffee, Tea, & Juice Parfaits, Savory Snack, Coffee, Tea, & Juice

18:00 to 22:00

Volunteer Appreciation Banquet

Terrace Sportsplex Banquet Room

Emcee: Deborah Jones Middleton, Protective Services Manager, Peace River Regional District

Guest Speaker: Dave Jephson, Deputy Fire Chief, City of Terrace Fire Dept.

18:30 to 19:30

DINNER

Roast Chicken, Ham, Scalloped Potatoes, Fresh Steamed Veggies, Salad, Squares, Coffee, Tea,

Gitseasu Dancers - Enjoy a selection of traditional dances performed by the Gitseasu Dance Group to celebrate our region's rich heritage and culture.

Panel Discussion Moderated by Deborah Jones-Middleton



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Theme: Communications and the ESS Experience During the 2017 Wildfires
Theme: Communications and the ESS Experience During the 2017 Wildfires

Volunteer, Instructor and Panel Recognition

SUNDAY:

07:00 to 12:00	Breakfast, Exercise and Debrief – Terrace Sportsplex	
07:00 to 07:45	BREAKFAST	
	Breakfast Burritos, Muffins, Yogurt, Coffee, Tea, & Juice	Breakfast Burritos, Muffins, Yogurt, Coffee, Tea, & Juice
08:00 to 08:45	Operation Terrace Mountain: An Introduction to our Scenario and Live Demonstration of the Key Functions of a Reception Centre	
	Operation Terrace Mountain: An Introduction to our Scenario and Live Demonstration of the Key Functions of a Reception Centre	
	Written and Performed by your ESS Colleagues	Written and Performed by your ESS Colleagues
08:45 to 09:00	Break	
09:00 to 10:50	Tabletop Exercise	
	Collaborate with your group and respond to a series of Reception Centre challenges	
	Collaborate with your group and respond to a series of Reception Centre challenges	
10:50 to 11:00	COFFEE BREAK	
	Fruit Kabobs, Granola Bars, Coffee, Tea, & Juice	Fruit Kabobs, Granola Bars, Coffee, Tea, & Juice
11:00 to 12:00	Debrief	
	Facilitated by the Mobile Support Team	Bev Wilson—Vancouver Island MST
	Michelle Jefferson—Central MST	
	Rachel Minger—North MST (Deployment Lead)	
	Elaine Balul—North MST	

Costs

NESST Weekend Actual Costs		
	Actual	Actual
	2018	2017
Attendees	131	88
Revenue		
Sponsor Contributions - Paid	12,000.00	8,500.00
Delegate Bag Contributions - Cash	3,650.00	0.00
Bar Proceeds	849.05	0.00
Volunteer Registration Fees - Paid	10,525.00	6,525.00
Prior Year Surplus	3,955.72	3,160.80
Total Cash Collected	30,979.77	18,185.80



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	Actual	Actual
	2018	2017
Sponsor Contributions - Outstanding	0.00	0.00
Volunteer Registration Fees - Outstanding	1,575.00	0.00
Total Cash Outstanding	1,575.00	0.00
Delegate Bag Contributions - In Kind	3,640.64	0.00
In Kind Contribution - Facility	3,135.00	0.00
Total In Kind Value	6,775.64	
Total Revenue	39,330.41	18,185.80
Expenses		
Bar	857.65	398.94
Coordinator	0.00	0.00
Delegate Bags - Cash	3,776.15	0.00
Entertainment	500.00	0.00
Equipment Rental	0.00	0.00
Friday Night Networking	986.00	0.00
Gratuities	0.00	0.00
Instructor (Fee, Travel)	1,673.25	1,354.49
Meeting Costs	18.03	200.00
Printing	702.80	457.80
Refreshment Breaks & Meals	13,845.92	9,242.00
Registration/Web Design	1,021.52	703.22
Supplies (Décor, Bags, Presenter Gifts)	1,284.60	1,008.63
Transportation	250.00	710.00
Venue (rental, setup, AV Equipment)	476.19	155.00
Total Cash Expenses	25,392.11	
Delegate Bags - In Kind	3,640.64	0.00
Venue (rental, setup, AV Equipment) - In Kind	3,135.00	0.00
Total In Kind Value	6,775.64	
Total Expenses	32,167.75	14,230.08
Net Proceeds Deferred to NESST 2018	7,162.66	3,955.72



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Event Photos



The Salvation Army's John McEwan and Jim VanderHeyden at the Networking Event.

Naomi Gourlay, ESS Director RDKS and Haley Jeffery, Protective Services Manager RDBN at the Friday Networking Event



Naomi Gourlay EMCEE for the weekend kicks things off Saturday morning.

Mayor Carol Leclerc, City of Terrace welcomes volunteers.





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Rick Boehm, Emergency Program Coordinator for the RDKS and Thornhill Fire Chief welcomes participants.

A full room of interested participants at the Terrace Sportsplex.



The Salvation Army's John McEwan instructs the Meet & Greet Workshop.

Jude Hobenshield, ESS Coordinator Hazeltons.





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*Tarina Colledge and Sarina McDonnel,
Instructors for Linking Unmet Needs.*

Say Cheese!



*Deborah Jones Middleton, PRRD,
Protective Services Manager thanks
participants at the Volunteer Appreciation
Banquet.*



Community Gift Baskets for Door Prizes.





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The Gitkselasu dancers perform during the Volunteer Appreciation Banquet.

Dave Jephson, Deputy Fire Chief City of Terrace, addresses the crowd at the Volunteer Appreciation Banquet.



Naomi Gourlay introduces the activities for Sunday morning.

Skeena Valley ESS performs "Operation Terrace Mountain" to set the stage for the Tabletop Exercise.





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Skeena Valley ESS exemplifies the Best Practices for managing a Reception Centre.

Group discussion initiated by the Challenge questions.



Mobile Support Team engages with groups.



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Thanks Everyone!

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 volunteer.