

2017 Northern Emergency Support Services Training Weekend



"The Heart of Emergency Response"

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EVENT SUMMARY

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On April 28 – 30, 2017, 88 Emergency Support Services (ESS) volunteers and staff from communities across Northern BC gathered in the District of Fort St. James, British Columbia for the 5th Annual Northern Emergency Support Services Training (NESST) weekend. This activity and training filled weekend was hosted by the Regional District of Kitimat-Stikine, District of Kitimat, District of New Hazelton, City of Terrace, Peace River Regional District, City of Fort St. John, District of Taylor, Regional District of Bulkley-Nechako, District of Fort St James, Town of Smithers, City of Prince George, and the 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 Fort St. James National Historic Site. The room was buzzing 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 donated by our sponsors and host communities.



“As a new attendee to NESST, I enjoyed meeting all of the volunteers. Their passion was contagious.” – ESS Volunteer & NESST Attendee



Saturday morning, the ESS volunteers were welcomed by Tom Greenaway, Regional District of Bulkley-Nechako Electoral Area 'C' Director and Judy Greenaway, Councillor for the District of Fort St. James. Our Platinum Sponsor, Graham Genge, Community Engagement Advisor for Enbridge also joined the volunteers for breakfast and gave a presentation entitled “Safety Above All Else”.

After breakfast, volunteers attended their selected courses. NESST 2017 offered five course options:

- Psychological First Aid, presented by Carolyn Sinclair
- Level One Registrations and Referrals, presented by Deborah Jones-Middleton
- Sheltering Animals during a Disaster, presented by Willow Eyford
- Leadership and Communications, presented by Alan Stebbing
- Planning for People with Disabilities, presented by Karen Martin

“I love the feeling of family & the networking opportunities the event brings.” – ESS Volunteer & NESST Attendee

Activities were also arranged during the extra-long lunch where participants could choose to participate in Tai Chi, jewellery making or explore the town.

On Saturday evening the NESST Organizing committee hosted the Volunteer Appreciation Dinner and Awards Presentation where Tarina Colledge of Maple Ridge and Fraser Valley ESS presented, “An Insider's Perspective on the Fort McMurray Evacuation”.



“The Keynote Speaker for this event was one of the best I have ever had the opportunity to listen to.” – ESS Volunteer & NESST Attendee

At the Volunteer Appreciation Banquet sincere gratitude for all of the volunteers' hard work and dedication within their own and neighbouring communities was expressed. Certificates were given to all individuals celebrating their year(s) of service to the ESS Program with a grand total of 374 years of experience in the room. 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 functional Reception Centre Exercise where each participant put into practice what they had learned during the weekend. After the exercise Roline Sims, from the Mobile Support Team, led a debrief session where everyone had the opportunity to give and receive feedback. The weekend's activities were wrapped up around noon.

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

“Reception centre exercise is excellent to utilize how things might look in real life.” – ESS Volunteer & NESST Attendee

INVOLVEMENT OF SUPPORT ORGANIZATIONS

Red Cross sent one staff member and the Provincial Disaster Psychosocial Program sent 12 DPS volunteers to participate in the NESST event. Outlined below are recommendations and ideas to consider moving forward:

1. Communications- consider instructions for invited guests not part of ESS or from out of town & unfamiliar with general area
2. Registration process – consider instructions for invited guests not part of ESS
3. Banquet event inclusion (or exclusion if more appropriate) – consider invited guests may have other recognition events or not participate similarly
4. Exercise planning and participation – how does DPS fit in logistically into exercise play. DPS is not there to fill in roles of ESS but plays its own role of emotional support. Possibly have Logistics assign or introduce DPS to RC Manager as a requested resource? This would provide a natural place for DPS to enter the exercise and reflect what would/ should happen in deployment.
5. DPS came into planning late – a list of contacts on the committee
6. Consider having identifiers for outside groups eg DPS name tags could be Purple, there may be a legend in the registration package for who is what colour and a brief description of what they do.

THANK YOU DISTRICT OF FORT ST JAMES

The 2017 NESST organizing Committee would like to express sincere appreciation to the District of Fort St. James, their Council and staff for all they did to support the NESST Conference and ensure the attendees had a fabulous weekend experience.

NESST 2018

We are very excited to announce that NESST 2018 will be held in Terrace, BC on April 13th to 15th, 2018. ESS teams throughout the Regional District of Kitimat-Stikine look forward to helping to plan next year's conference and welcoming everyone to the beautiful Skeena Valley.

Register Early At: www.rdbn.bc.ca

Book your Hotel Early too:

[Bear Country Inn](#)

4702 Lakelse Ave.

250-635-6302

bcinnres@telus.net

The following rooms have been blocked for NESST

- 19 Double Bed Rooms
- 1 Accessible Single Room

Rates quoted at \$105.00 plus tax

- *This family owned boutique hotel located in the heart of downtown Terrace is a short walk from the Conference facilities and has been the primary supplier of lodging for the Skeena Valley ESS Teams Level 1 Activation's. Accessible rooms available.*

[Comfort Inn & Suites](#)

5112 Hwy 16 W

250-635-0788

fd.comfortinnterrace@outlook.com

The following rooms have been blocked for NESST

- 20 Double Queen Rooms
- 1 Accessible Room
- 1 Pet Friendly Room

Rates quoted at \$116.00 plus tax for Double Queen and Accessible at \$126.00

An additional discount of 5% also available as we will not be requiring breakfast for our guests.

*A 25% deposit may still be required in February

- *This brand new hotel (opened Spring 2017), located in a quiet area, is just minutes (7 min.) from downtown terrace and the conference facilities. Accessible and Pet friendly rooms available.*

[Rest Inn](#)

4326 Lakelse Avenue

250-635-7216

info@restinnterrace.com

The following rooms have been blocked for NESST

- 4 Double Double Rooms
- 2 Standard Queen (1 bed)

Rates quoted at \$105.00 plus tax for the Doubles and \$89.00 plus tax for the standard queen.

**No Reservation Block deposit required*

- *This picturesque motel feels as though it is miles from town, with its surrounding forest and river views, but is actually within walking distance of the conference facilities or an even shorter (3 min.) drive. Accessible rooms available.*

Other Hotel Options for NESST 2018:

[Holiday Inn Express & Suites](#)

3059 Hwy 16 E
778-634-3977
gm@hieterrace.com

\$119.00 (government rate)

[Sunshine Inn](#)

Behind Cityhall - Opening late fall 2017
smithers@sunshineinn.ca

[Days Inn Terrace](#)

4620 Lakelse Ave.
250-638-8141
res@daysinnterrace.net

[Best Western Terrace Inn](#)

4553 Greig Ave.
250-635-0083
tfdmanager@gmail.com

\$119.00

[Sandman Inn Terrace](#)

4828 Hwy 16 W
250-635-9151
gm_terrace@sandman.ca

\$100.00



SPONSORSHIP ACKNOWLEDGEMENT

SPONSORSHIP

NESST weekend would not have been possible without the generous donations of our sponsors. The cost for the weekend was \$15,262.99. With total sponsor contributions, registration fees and a surplus carried over from the previous year, NESST 2017 was 100% paid for. The following is the complete list of sponsor contributions.

Enbridge	2,000.00
Pacific Northern Gas	1,500.00
Dungate Community Forest	1,000.00
New Gold	1,500.00
Taylor Industrial Mutual Aid	1,000.00
Thomson Creek	500.00
West Fraser	1,000.00
Total	8,500.00

All sponsors were acknowledged on the Regional District of Bulkley-Nechako Protective Services homepage with logos which linked to the sponsor's website. Sponsors were also acknowledged on the conference brochure, on-site signage and the event coordinator's 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

PLATINUM  **ENBRIDGE**[®]
Life Takes Energy[®]

GOLD



newgold[™] Blackwater Project

SILVER



BRONZE



Sponsors 'In-kind':

Our In-kind sponsors provided countless hours of time and resources to plan and manage the conference, as well as, donations for the delegate bags, venue facilities, AV equipment, instructor fees and travel expenses.

- District of Fort St. James
- Regional District Kitimat-Stikine
- Kitimat Chamber of Commerce
- Jacqueline Sweet, Notary Public
Kitimat/Terrace
- City of Terrace Fire Department
- District of New Hazelton
- Peace River Regional District
- District of Taylor
- Northern Savings Credit Union
- Health Emergency Management
B.C. District of Kitimat
- Jeff Playfair Trucking

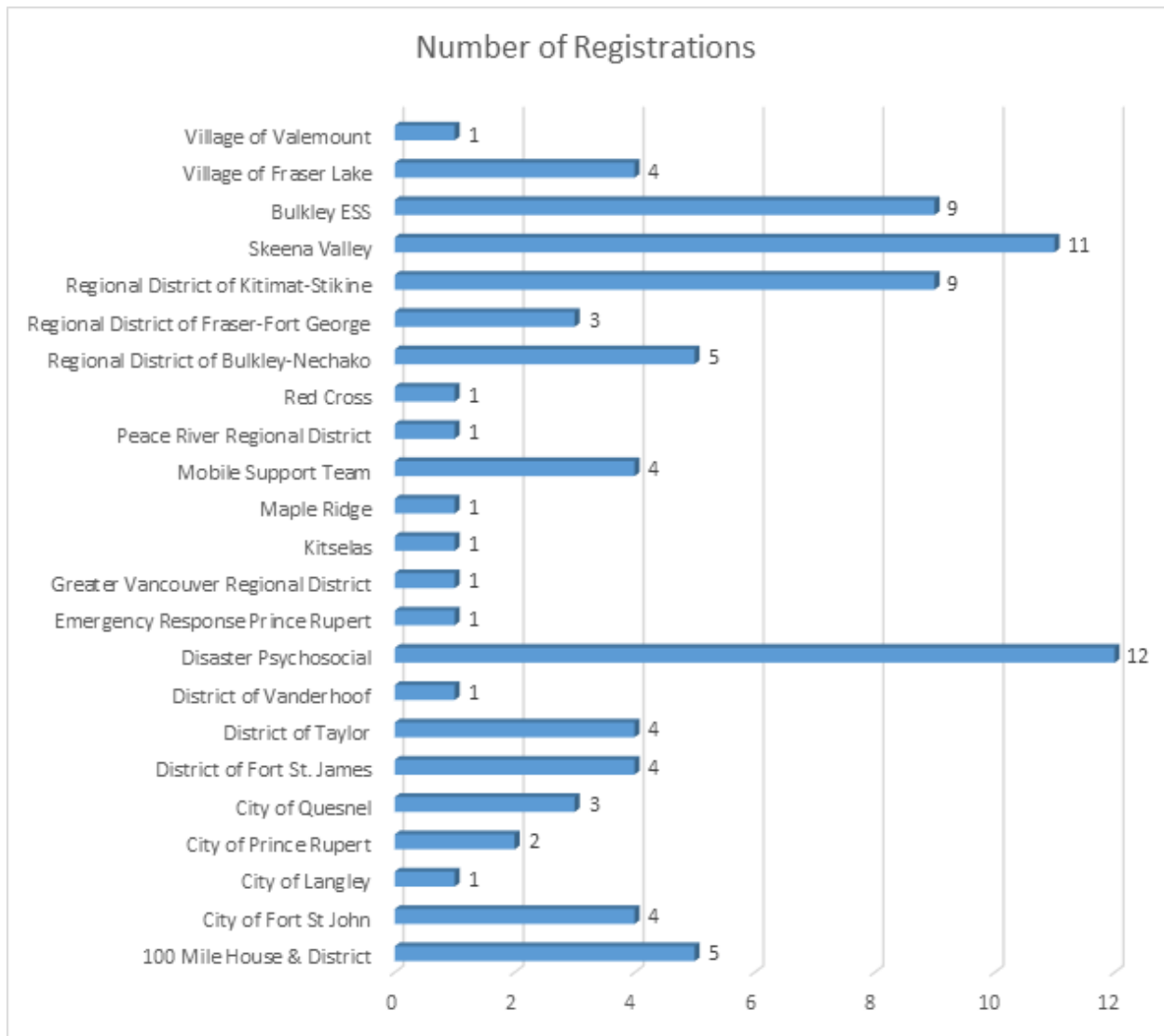
The NESST organizing committee would like to thank our sponsors again for their contributions. Their generosity will benefit the communities of those volunteers which now have a better understanding of ESS and more tools and experience to bring with them when responding to emergencies.



ATTENDANCE

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This year's attendance surpassed the organizing committee's expectations with a total of 88 attendees; 5 more people than the previous year.





KEY OUTPUTS

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1. Improved capacity of Northern Emergency Support Services organizations to respond to large scale emergencies:
 - with five course options, NESST attendees have gained skills in Psychological First Aid, Level One Registrations and Referrals, Sheltering Animals During a Disaster, Leadership and Communications, and Planning for People with Disabilities;
 - 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 full scale Reception Centre.
2. 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 Mobile Support Team members;
 - one of the main objectives of the NESST conference is to bring volunteers together so they feel more comfortable relying on and helping one another.
3. 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.
4. NESST Organizing Committee made up of ESS teams across the north:
 - thirteen 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 of the NESST Conference changes annually to allow other communities to benefit from having the event held locally;
 - this also allows volunteers to become familiar with other communities;

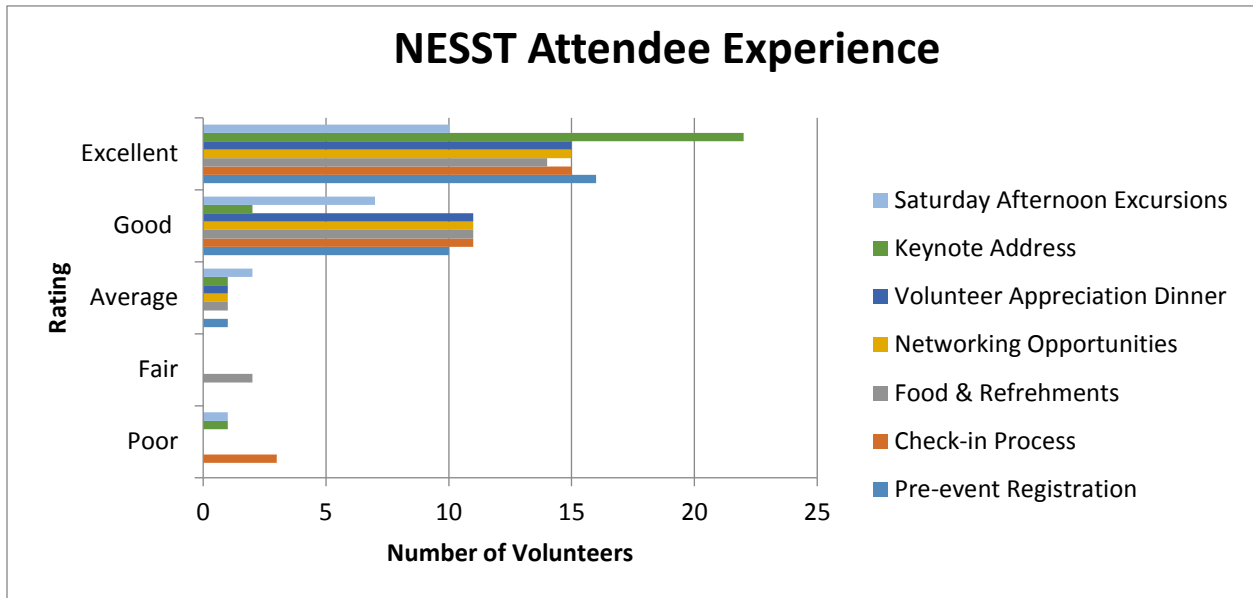


EVALUATION SUMMARY

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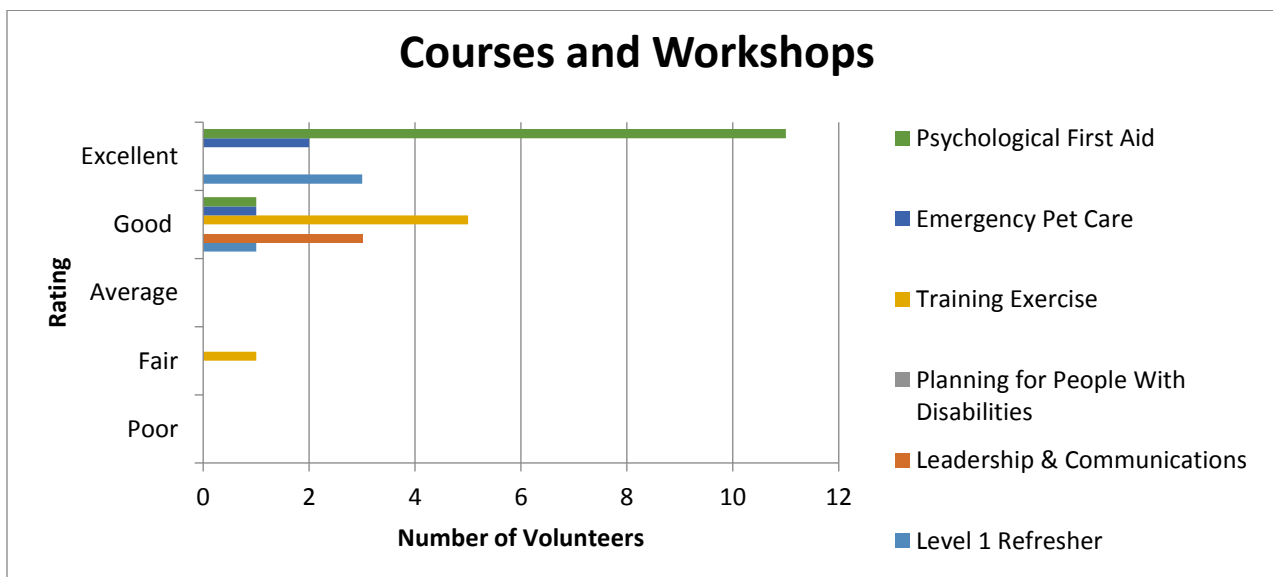
NESST ATTENDEE EXPERIENCE

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.



COURSES AND WORKSHOPS ATTENDED

Chart 2 demonstrates how NESST attendees rated their experience for the following: Psychological First Aid; Level One Registrations and Referrals, Sheltering Animals During a Disaster, Leadership and Communications, Planning for People with Disabilities.



FUTURE COURSES & WORKSHOPS WANTED

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

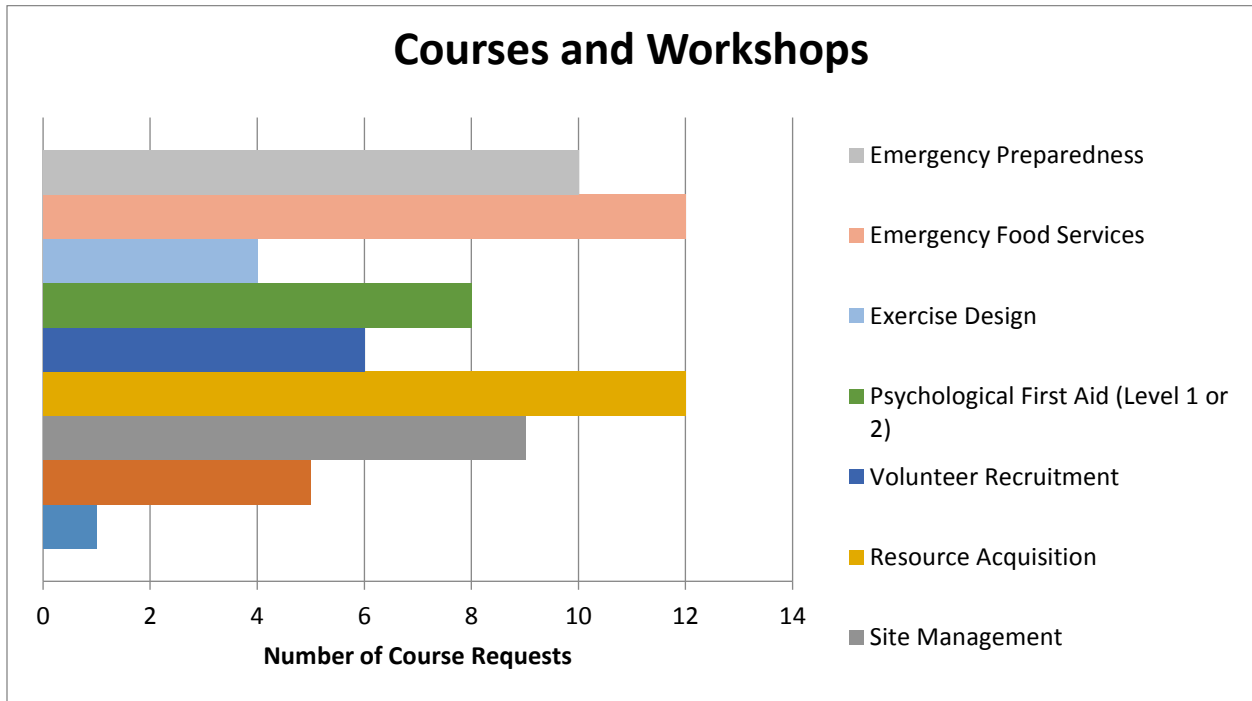


Figure 1: Volunteers were asked to make suggestions for future courses for the NESST event.

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
Sharing of Experience and Knowledge
Very Welcoming and inclusive
I love the feeling of family & the networking opportunities the event brings.
Refresher Course was great to go in depth with the paperwork.
Feeling much more confident completing forms
Chances to network with people
Networking and exposing our new volunteers to the NESST family
Food
Hospitality
The Facilitator Alan was so informative and knew his stuff.
Great Food
Networking with other volunteers and MST members
Keynote Presentation was amazing, great personal experience for large scale event
Seeing all our planning come together and the enjoyment the participants got.
Networking
Appreciation Dinner
Great organization, great schedule
great, cooperative fun group of people
The workshop /seminar were amazing
The social connection opportunities were great.
Meeting volunteers & paid employees dedicated to ESS
round tables in the hall
hosts & event volunteers exceptional energy and effort
Food
\$2 Beers
I am a new ESS member so I liked the level 1 refresher. Very helpful
The multitude of examples of disasters and how they were handled.
The food, meeting new people.
Liked looking at the Fort Friday night. Info centre was too crowded. Liked coming to Fort St. James. Never been there before.
Well organized event.
Various opportunities for differing interests
Carolyn Sinclair was a fabulous presenter
The keynote address was wonderful
The Sunday exercise is extremely beneficial
Networking on pre event registration
Keynote address
Loved the presentation from Fort Mac
Tarina Colledge Presentation was awesome!
Local Activities - Beading Jewellery Making was so fun!

TWO THINGS YOU LIKED
The things I learned that I can take back to the team. I liked the less chaotic exercise of Sunday.
Meeting old friends
workshops
My Instructor, Carolyn Sinclair!
All of the friendly people.
Speakers were clear and concise
Pet Care Instructors were extremely informative and knowledgeable
Networking
The new changes to ESS
Aside from learning about things I did not know, I really enjoyed the interaction of the ESS crew and the Fort was Fabulous.
Travelling with my own group. Chance to know these ladies better
Reception Centre operation quite realistic

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

TWO IMPROVEMENTS
Course & Workshop options to take 2 or 3 in the one day
Activity or dance after dinner
Equal times for teams to perform tasks on the RC exercise.
Maybe group volunteer appreciation handout certificates by 5 years eg. 1-5 years, 6-10 years etc to make it shorter and so that someone doesn't feel awkward standing by themselves if they are the only one in the category of ESS volunteer years.
More Time Factored in for review of exercise
Proof Reading of Length of Service Certificates of Dates and Name Spelling or perhaps no certificate of some other form of recognition.
Not starting so early in the morning
The sticker on my name tag had the wrong course information (not the information that I registered for)
Water was hard to find (water cooler at front entrance) would have been nice in caterers filled water jugs from the cooler and placed them on the drink table with the orange juice.
Theatre not a good spot - hard to hear with everyone facing forward
Scent free event
For the fun activity, find facilitators that can teach their trade and not just demo their trade. Not everyone can train/teach others.
Less sitting / listening time
Increase time to eat
Food was excellent. Lunch soup was quite salty but otherwise excellent.
More water bottles, equipment
At the coffee / refreshment area, don't place a table right next to the refreshment tables - too crowded.
notify in advance if there are possible reasons to bring cash (ie bar)
The timing of the Saturday Activities was rushed after lunch so I wasn't able to participate.
The mornings were a little early

TWO IMPROVEMENTS
a microphone
a warmer venue
Nothing, I enjoyed the entire event - Thanks Fort St. James!
Side conversations in class - instructor could have addressed it. Needed bottled water at venue.
for the food servers to wear gloves when they are serving / touching food. Very unprofessional and unsanitary.
Pet Care - out of sight, out of mind
Accommodations - our hotel lost our reservation and understanding English was a problem.
Hotel rooms pre-booked be available
Booked 3 rooms and they only had one available for us on arrival. We scrounged a room from another group.
The confirmation of rooms was very poor.

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

GENERAL COMMENTS
Interested in assisting with planning & delivery of future NESSTs. Was such a great experience. Thank-you.
When I began the journey, I met Deborah Jones-Middleton and Haley & to be honest, I was truly inspired by their passion.
RC exercise is excellent to utilize how things might look in real life.
Ft St. James people did a great job hosting. Kitchen staff included. The Sunday exercise was the best. Everyone did a great job ensuring we stuck to the schedule over the weekend. Special big thanks for making it a great NESST.
Had a great time. Thank you.
Accommodations for food allergies and restrictions didn't appear well organized. (for example I am not supposed to eat cold cut meats (6 months pregnant and higher risk for listeria) but lunch was soup and cold cut sandwiches. I think there were vegetarian sandwiches too but there weren't any by the time I got to the buffet. And the women in line ahead of me had a mustard allergy and all the sandwiches had mustard on them.
Great job - thank you for all the hard work from the committee.
Fantastic food - some of the best we have had.
Fantastic event!
Great information, insight, practice. Everyone is so caring and committed
I wonder how else volunteers could be appreciated & respect the time taken to honor each one.
I was done listening by 7:30pm
Would have been preferable to have refreshment breaks not in the same room as workshop

GENERAL COMMENTS
This is my first NESST conference and had an awesome time!!! I met a lot of new people and ate a whole lot of very good food. The course had a lot of info to digest but was very organized.
Interested to hear the story of Ft. McMurray.
NESST is amazing! Glad to finally make it up from the lower mainland. Worth the time & travel.
Thank you to all involved for such an amazing weekend
I appreciate the opportunity to connect with other ESS volunteers from around the province
Would have appreciated better communication re arrival details to check in ie. Where do we go and map
Minor things, but everyone did a great job. Lots of hard work - kudos!
Great event as usual. Some glitches but nothing we couldn't overcome and have an enjoyable weekend with some funny memories.

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

FUTURE SUGGESTIONS
Possible Skype with Disaster groups from around the world.
To go over Evacuation Order and Get ready to leave info. Does Terrace Already have these?
Discuss Sponsorship Options. Discuss pros and cons of seeking sponsorship from controversial sponsors eg Enbridge
For Delegate Bags, maybe have bags and the bowls/containers of donated items people can choose from rather than filling bags beforehand. Also, in seeking delegate bag items, the reason a small community did not donate was simply because they did not have enough things to put in each bag.
have more time for exercise debrief
Explain the acronyms - don't know the lingo
Water more accessible - it seemed rude to get up during presentations to get a glass of water
Stretch breaks
Terrace - Walk Ferry Island? Friday night brewery?
People and course
Networking, Course



CONFERENCE AGENDA

Northern Emergency Support Service Training

CONFERENCE AGENDA



NESST 2017 AGENDA		
FRIDAY, APRIL 28		
18:15	Fort St. James National Historic Site Front Desk	Registration
19:00 – 22:00	Fort St. James National Historic Site	Networking Event
SATURDAY, APRIL 29		
07:30 - 08:30	Community Centre – Main Hall 190 Stuart Drive	Breakfast Emcee: <i>Shelly Wall</i> Welcome – Tom Greenaway Sponsor Presentation – Enbridge – Graham Genge
08:30 - 12:00	Workshops:	
	Community Centre – Upstairs Boardroom	Level One Refresher
	Community Centre – Main Hall	Psychological First Aid
	Community Centre – Theatre	Leadership and Communication Skills
	Community Centre – Small Meeting Room (upstairs)	Emergency Pet Care
10:00 - 10:20	At class location	Coffee Break
12:00 - 12:30	Community Centre – Main Hall	Lunch
12:30 - 13:30	Various Locations	Local Excursions Networking Opportunity
01:30 - 15:00	Workshops:	
	Community Centre – Upstairs Boardroom	Level One Refresher
	Community Centre – Main Hall	Psychological First Aid
	Community Centre – Theatre	Leadership and Communication Skills
	Community Centre—Small Meeting Room (upstairs)	Emergency Pet Care
15:00 - 15:20	At Class Location	Coffee Break
18:00 - 22:00	Community Centre – Main Hall	Volunteer Appreciation Banquet Emcee: Shelley Wall Keynote Address: Tarina Colledge: An Insider's Perspective on the McMurray Evacuation
SUNDAY, APRIL 30		
07:00	Community Centre – Main Hall	Breakfast
08:30 - 11:30	Community Centre – Main Hall	Functional Reception Centre Exercise
11:30 - 12:00	Community Centre – Theatre	Debrief & Closing Remarks



REVENUE & EXPENSES

NESST Conference REVENUE & EXPENSES		
	2017	2016
Attendees	88	83
Revenue		
Sponsor Contributions	8,500.00	11,710.00
Volunteer Registration Fees	6,075.00	6,675.00
Prior year surplus	3,160.80	1,489.26
Total Revenue	\$17,735.80	\$19,874.26
Expenses		
Venue, Meals, and Bar		
Venue (rental, setup, AV equipment)	155	732.95
Equipment Rental		
Refreshment Breaks, Meals	9,704.10	9,531.84
Gratuities		1,429.78
Friday Night Networking	419.87	1,230.00
Total Venue, Meals, and Bar	10,278.97	12,924.57
Meeting Costs (conference calls)	200	96.92
Supplies (Décor, Flowers, Linens, Presenter Gifts, Exercise)	952.50	2,122.89
Instructor (Fee, Travel, Hotel)	1,379.16	
Printing	1038.36	
Registration/Web Design	704.00	1,012.50
Transportation	710.00	
Total Expenses	\$15,262.99	\$16,713.46
Surplus	\$2,472.81	\$3,160.80



EVENT PHOTOS

EVENT PHOTOS

To view the complete NESST 2017 photo gallery, [please visit the Regional District of Kitimat-Stikine's ESS Facebook Page](#).

Friday April 28th, 2017 - Opening Reception at the Historic Site



Saturday April 29th, 2017 – Workshops and Volunteer Appreciation Banquet





Sunday April 30th, 2017 – Reception Centre Exercise & 2018 Host Community

