

Advisory Forum – November 28
Richmond City Hall
9AM – 4pm

Participants: Laurel Exner, Deanna Selver, Joyce McLeod, Rita McBride, Luana Kaleikini, Jeff Norburn, Ruth Manning, Carolyn Sinclair, Janine Aussem

Committee Updates:

Volunteer Management: Co-Chair report (Deanna)

Sent out a survey to their committee asking what they want to accomplish and for help identifying the issues of Volunteer Management

Communication: Co-chair report (Rita)

Some exploration of how to raise the profile of ESS

Finance: Co-chair report (Luana/Ruth)

Reporting of volunteer hours/volunteer numbers issue identified

Brainstorming Session :

Communication

Distribution Lists

- Privacy issues
- ESSD contact list available from ESSA
- Letter to Regions re: Technology & become part of what doing...

Webmaster

- Document sharing
- ESSA Website
- Forms, scenarios manuals
- Review ESSA website for ease of sharing information
- Develop templates
- Where to go to find xyz.
- Samples of budgets, application forms, orientations etc.
- Criminal Record check – information on process, cost, etc.
- Generic Training Exercises – up to 1 hour
- Who gives supplies for free
- Recognition of contributions
- PSA's
- Swap Shop
- Pay to ship stock from communities with \$ to communities without the funds

Webcam Regional Meetings

- How to reach isolated communities
- How to fund regional meetings in rural areas
- Provincial ESS Meeting

Existing Communication vehicles

- ESSA website
- ESSA newsletter
- Other websites: PEP.bc.ca, ess.bc.ca

Regional Boundaries/webcast/simulcast discussion

- Provide webcast rather than bring the speaker to the site/ Simulcasting
- Use the \$ to bring ESS people to the meeting

- Offer 1 seminar to all regions at the same time
- What colleges offer it?
- Technology just needs to speak
- JIBC can broadcast live on the Net (Kelowna, NewWest, Victoria, Maple Ridge)
- Use JI technology to deliver the info
- Churches
- Municipality Hall online broadcast
- Hooks to join the provincial ESSD membership (to share info)
- Identify IT requirements
- Might need some IT Support initially; provide some support & how to...

Outcome	Next Steps
Outreach Profile Directory Connection to communities	Training via simulcast Response support/briefings

Public Education

- EPC – highlight ESS for non-ESS EM Professionals
- Fire Chief Conference
- Partner with Schools
- Offer something in exchange for use of their facility
- EP Education
- Share our public presentations
- Develop and Share brochures/mini-manuals
- Something for Children ie. BEE Tatoo (Richmond)
 - BEE prepared
 - Colouring books
 - Whistles
 - Keychain
 - Lanyards
 - Flashlights
- Share ‘free stuff’ sites
 - Where to get free comfort kits
- Bulk Order of Stuff
 - Jackets
 - Vests
 - T-shirts
 - Hats

Financial Support

- PEP Grant
- Regional Meeting W/ Training
- JEPP Grant Applications Support
- JEPP Grant for technology
- Advisory Forum provide support to figure out application process
- Gaming Funds
- Charitable Status (ESSA)
- UBCM Service Groups

Miscellaneous Comments

Hotels charging 'top up' fees beyond the PEP Rate
ESS Specific Training Video – Level 1 Online
Printing Certificates? JIBC

Volunteer Management Brainstorm Comments

- Survey re: ESSD Needs
- Discussion Forum
- **Volunteer Management Position**
- Database
- Engaging Volunteers
- Volunteer Management Workshop 1 & 2
- Recruitment Process/Cycle
- Database software/Volunteer Management Software – Deanna?
- Soup Tech/Technology Soup – website
- E Teams – Kristina Grist/Gist?
- PEP purchase of Volunteer Management software (E Teams)?
- Guest Speaker Network
- Anyone with Disaster Experience is good for presentations
- Prince George –
- Saba Rd. Plane Crash-Deborah Proctor
- ESSA Conference
- What to do/ how to manage people not wanting to attend all the time – 'just call if there is something big'
- Give them responsibility to keep them motivated
- Take volunteers on a road trip
- Why not cross boundaries to attend meetings close but outside your PEP Region
- Attend other team's exercises
- Connecting ESS Volunteers to the bigger picture (other PSL groups etc)
- Retention
- Lack of \$
- Vol. ESSD's
- Sense of less power w/in the EM structure
- Increase profile in community to attract/value volunteers
- Vol. App. Templates – include other skill area check box
- Take advantage/inform everyone of available resources
- Strategy for getting \$
- Trading Post
- How to support each other?
- Decrease the size of some supply items such as RC Kits
- Option A/B – full activation/small activation
- Customize the RC/GL Kits
- IS FAST the only supplier
- Otiptions: Arm bands/Lanyards vs. Vests

- Teamwork in Crisis – the miracle fo Flight 232: Timmons, Kirby
- Movie is available from JIBC library
- Crash Landing: The Rescue of Flight 230 or A Thousand Hereos
- Adopt a Team
- Reimbursment from JIBC for course refreshment costs; people paying out of pocket - Need faster turnover of payment paperwork
- Same issue w/ local authority
- UBCM talk to this issue (ESSA)
- Article to BCAEM w/ true story
- Tie the issue to services in an emergency
- Vendors not getting the \$ in timely fashion(pep)
- Ask their (pep) standard & mark as expectation

STRATEGIC ACTION PLAN

Communication

1. Distribution list of Provincial ESSD's & Alternates by May 29

- send letter, make note in mESSAges, local gov. websites/Regional Districts
- email all Fire Chiefs
- PEP Regional Managers
- First Nations ESS

What is needed:

Letter from Advisory Forum – Janine to create a draft

Note who they give the letter to & why

Text in email as well as letter attached

Highlight AF, Program Info

Janine to draft a letter by Jan. 5 & distribute to AF Members

2. ESSA Website Update

- comments
- documents
- Solutions, ideas
- search option**

Action: Comments re the website to Janine by January 25

3. Webcast/Simulcast

Research required

Statement of Intent

Action: By January 5 – Carolyn to assist with the creation of the statement and make some suggestions about how to proceed with this initiative

Finance Strategy

- 1. Templates/Cheat Sheets/ESSA Charitable Status – Laurie B/Janine**
- 2. Bulk Order-Janine to coordinate before May**
- 3. Swap Shop-include in newsletter and website(Janine)**
- 4. Advocacy – JIBC(Janine)**
- 5. FAST – Joyce (create a smaller version of the RC Kit or a Level ½ Activation kit)**

Progress Report by: January 25

Volunteer Management

Volunteer Management Database/Software

1. Identify options
2. **Deanna** to comment on Richmond & ask about other options
3. **Carolyn**: Volunteer Works report
4. **Jeff**: Follow up on the companies Deanna provides

Guest presentation: Bob Kennedy, ESS Training Specialist, EMBC/PEP

Bob referred to the recently completed PEP ESS Survey which indicated Training is the #1 issue for ESS people completing the survey.

Possible future direction: Training provided specifically in relation to expected levels of response & level of capacity.

CD's supply order form

Possibility of using MST members to benefit the ESS Program

Training options are desired, ½ day rather than longer courses

Changing the ESSD course to a higher level has already been initiated

Bob suggested that the Advisory Forum might contact AVRBC and other local volunteer organizations such as Volunteer Vancouver to ask about volunteer database software.

Discussion with Bob about recent protocol of requiring ESSD's to go to their EPC's for everything and ESSD's are not to contact their PEP Regional Managers (EPC is supposed to do that for you)

Q. What about contacting Bob and Dave – are ESSD's allowed to contact them directly

Bob mentioned that ESSD's are supposed to go to their Regional Managers (via EPC's) before turning to the Provincial staff

Comment from AF Member

Little information sharing coming from ESS Staff at PEP these days – no update letters for a long time etc.

Updates have been presented via mESSAges – that limits the information dissemination to mESSAges readers. Struggle with lack of contact information for all ESSD's.