
ESS Management in Response

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Many thanks to Colleen Vaughan
for her ideas



People Helping People



What does your ESS Management Team need to know to be effective in an ESS response?

ESS Leadership in Response

- The focus of today's talk is on ESS leaders and the challenges they face during the Response Phase
 - ESSD's/RCM's
 - Section Chiefs
 - Supervisors
- Remember, all of us can be called upon to be leaders in ESS responses



Step Back: What is our goal in ESS?



Personal Thoughts Based on Past Experience

Step Back: What is our Goal in ESS?



- Ultimately we are there to help people
- Be caring and respectful in the process



Step Back: What is our Goal in ESS?



- Identify the needs that evacuated people have and match those needs with some form of assistance
 - ESS is a coordination agency
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What is an ESS Event Like?



- ESS can be complex
 - No two events are ever the same
 - Leadership is key to ESS events succeeding
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What is an ESS Event Like?

- Lots of inputs
- Fast moving
- Hurry up and wait
- Workers are trained to varying levels, or not at all



What is an ESS Event Like?



- No two events are the same, though there are things we can learn from past events



What is an ESS Event Like?



- There is often a lack of complete information
 - Information may be out of date
 - The situation is always changing
 - Those in ESS must adapt
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Situational Awareness



Situational Awareness



What do you need to know before hand that will help you during an event?

- Facility contacts
- Facility resources
- Supplier resources and contacts
- Call out lists and procedures
- Pre-designated roles and positions for ESS personnel



What makes a good leader in these kinds of events?

- Adaptable
- Flexible in your approach
- Creative



What makes a good leader in these kinds of events?

- Able to delegate
- Empower your team!
- Able to see the big picture
- Must not get stuck on tiny details



What makes a good leader in these kinds of events?



- Positive attitude & optimism
 - Ability to prioritize
 - Able to pace themselves
 - Excellent communication skills
 - Good listener/good observer
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You, the Leader, an Individual



Team Work

- The power of working together
- Remind people they are part of a team; they must work as a team



Communication: The Key to a Good Leader

- Hold regular, but short briefings
- Choose the correct people to be in those briefings
- Offer thanks and praise to people
- Listen to people's ideas
- Work toward a positive working environment
- Address conflict



BCERMS as a Tool

- Use the organizational chart
- Span of control
- Be adaptable in how you apply the organizational chart



BCERMS as a Tool

- Be responsive to changing needs
- In smaller events you can “double hat” people
- Set-objectives and communicate these



The Two Big Questions that Everyone Should Know



- Who do I report to?
 - This is my problem solver
 - What is my function?
 - What is my job?
 - What resources do I need to do my job?
 - Make sure everyone on your team can answer these two questions
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The FIVE Big Functions

- All Reception Centres must have these five functions activated:
 1. Reception Centre Manager
 2. Volunteer management
 3. Meet & Greet
 4. Resource Acquisition
 5. Registration & Referral
- All other functions are added as needed.
- These other functions may or may not be a high priority for you to activate



Mutual Aid

- Working together
- Sharing people and resources
- Bounce ideas off of each other
- Accessing other leadership capacity
- Don't be shy about asking for help



Worker Care for Leaders

- As a leader you **MUST** ensure that worker care is being followed
 - ❑ Proper breaks
 - ❑ Briefings and training
 - ❑ Good nutrition
 - ❑ Sleep/rest time
 - ❑ Exercise
 - ❑ Networks to connect with and talk to
- Be an example – follow these ideas!



Worker Care for Leaders



- Avoid burn-out
 - It makes you ineffective
 - It is dangerous to you
 - It is dangerous to the response
- Make sure your plan has a mechanism to relieve senior leaders in those cases where they can not see their own fatigue and burn-out

Media

- Verify who your community's media spokesperson is
- If you must speak to the media, speak only to the ESS facts
- Confidentiality of evacuees and workers
- Do not speculate
- Media at the facility



Being a Leader – final thoughts

- Have fun with it
 - Interact with people
 - Pause and look around
 - Do not fear making mistakes
 - Consult with people
 - Trust people!
 - Work toward providing solutions, not blame.
 - Try to maintain a positive attitude
 - Take care of yourself!
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Questions & Discussion

Thank you for
being here today!
