

2022 FINAL REPORT

NESST 2022



NESST 2022



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NESST 2022



Thank you for coming!

On behalf of the NESST Conference Committee I extend a big thank you to everyone who attended the NESST 2022 Virtual Conference April 8th -10th, streamed from the traditional territory of Lheidli T'enneh in the City of Prince George. It was so exciting to be hosting volunteers from all over British Columbia.

We were excited to announce the new name for NESST, the Network for Emergency Support Services Teams. We are in the process of starting a Society and will be providing more support to the ESS network over the coming year.

What an exciting event starting with Matthew Joseph Heneghan on Friday evening who shared his personal experience as an evacuee during the 2021 Wildfires and moving on to the Networking Session where we were able to meet up with so many friends and an opportunity to meet new friends.

Our keynote speaker on Saturday was Jennifer Rice, MLA for North Coast and B.C.'s Parliamentary Secretary for Emergency Preparedness who gave us a snapshot of the upcoming changes in Emergency Management, including the launch of the Evacuee Registration and Assistance 2.0

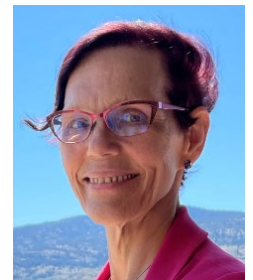
We also hosted 17 different workshops over the weekend, which are recorded and are be available on YouTube, for access to the recordings please go to www.NESST.ca.

The NESST Conference would not be possible without our wonderful sponsors, Newcrest Bruce Jack, Regional District of Fraser Fort George, Coastal Gas Link, Burns Lake Community Forest, Health Emergency Management BC, Centerra Gold, BC Association of Emergency Managers, and Taylor Industrial Mutual Aid Group. Thank you to all of them for making NESST 2022 a great event.

Finally, I want to thank our Conference Committee for doing such an amazing job of bringing this conference together.

From my heart to yours,

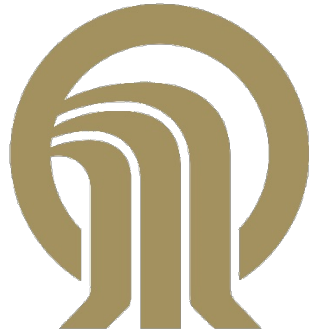
Deborah Jones-Middleton
NESST Chair



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Platinum Sponsor



NEWCREST

BRUCEJACK

Bronze Sponsors

Coastal GasLink



Networking Sponsor











THANK YOU FOR HELPING US MAKE THIS CONFERENCE HAPPEN!



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SPONSOR STATS

SPONSOR	VISITS	LIKES	COMMENTS
 NEWCREST BRUCEJACK	90	7	0
 BURNS LAKE COMMUNITY FOREST	37	9	0
 COASTAL GASLINK	37	6	1
 CENTERRA GOLD	31	6	0
 HEALTH EMERGENCY MANAGEMENT BC	31	8	2
 BC ASSOCIATION OF EMERGENCY MANAGERS	32	8	0
 REGIONAL DISTRICT OF FRASER FORT GEORGE	29	7	0
 TAYLOR INDUSTRIAL MUTUAL AID GROUP	25	7	0



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Deborah Jones-Middleton
Conference Committee Chair
Regional District of Bulkley-Nechako

Anita deDreu,
Regional District of
Fraser-Fort George

Christopher Walker
Website/Facebook
Committee Lead
Regional District of Bulkley-Nechako

Jennifer Pinette
City of Quesnel

Judy Greenaway
Keynote Speaker Chair
Fort St James ESS

Patricia Stebbing
City of Fort St. John

Ryan Good
Health Emergency
Management BC

Sonja Krug
Workshop Committee Lead
Skeena Valley ESS

Susan Scott
City of Prince George

Susan Viveiros
Skeena Valley ESS

Tanya Spooner
Media Committee Lead
City of Prince George

Trina Bysouth
Committee Secretary
Registration Lead
Regional District of Bulkley-
Nechako

**Thank you for giving your time to
make this conference happen!**



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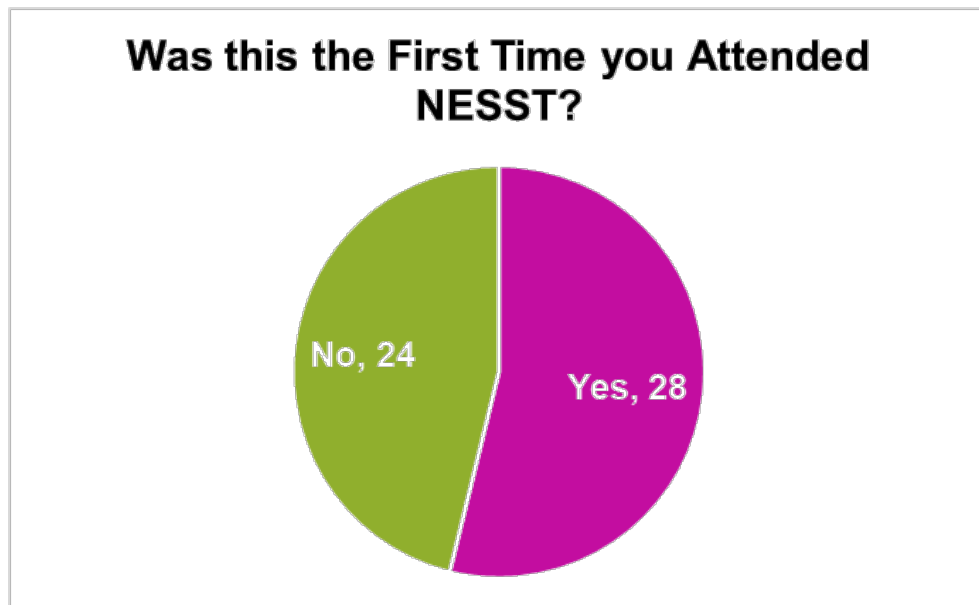
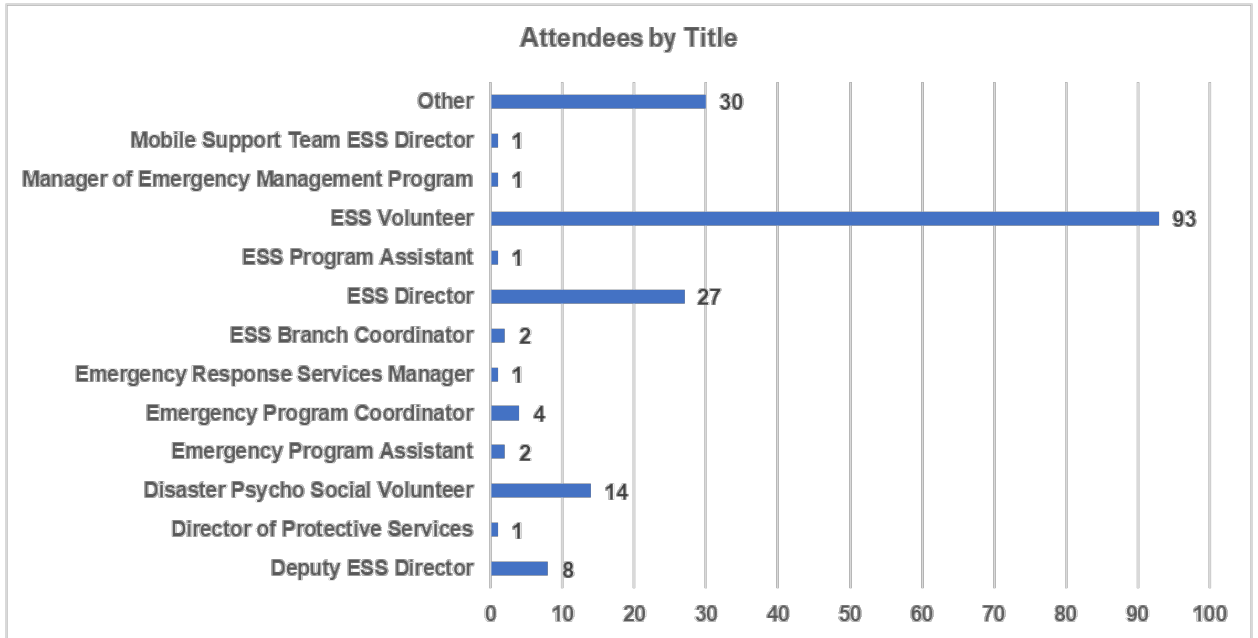
Thank you for supporting your staff and volunteers to participate on this event!



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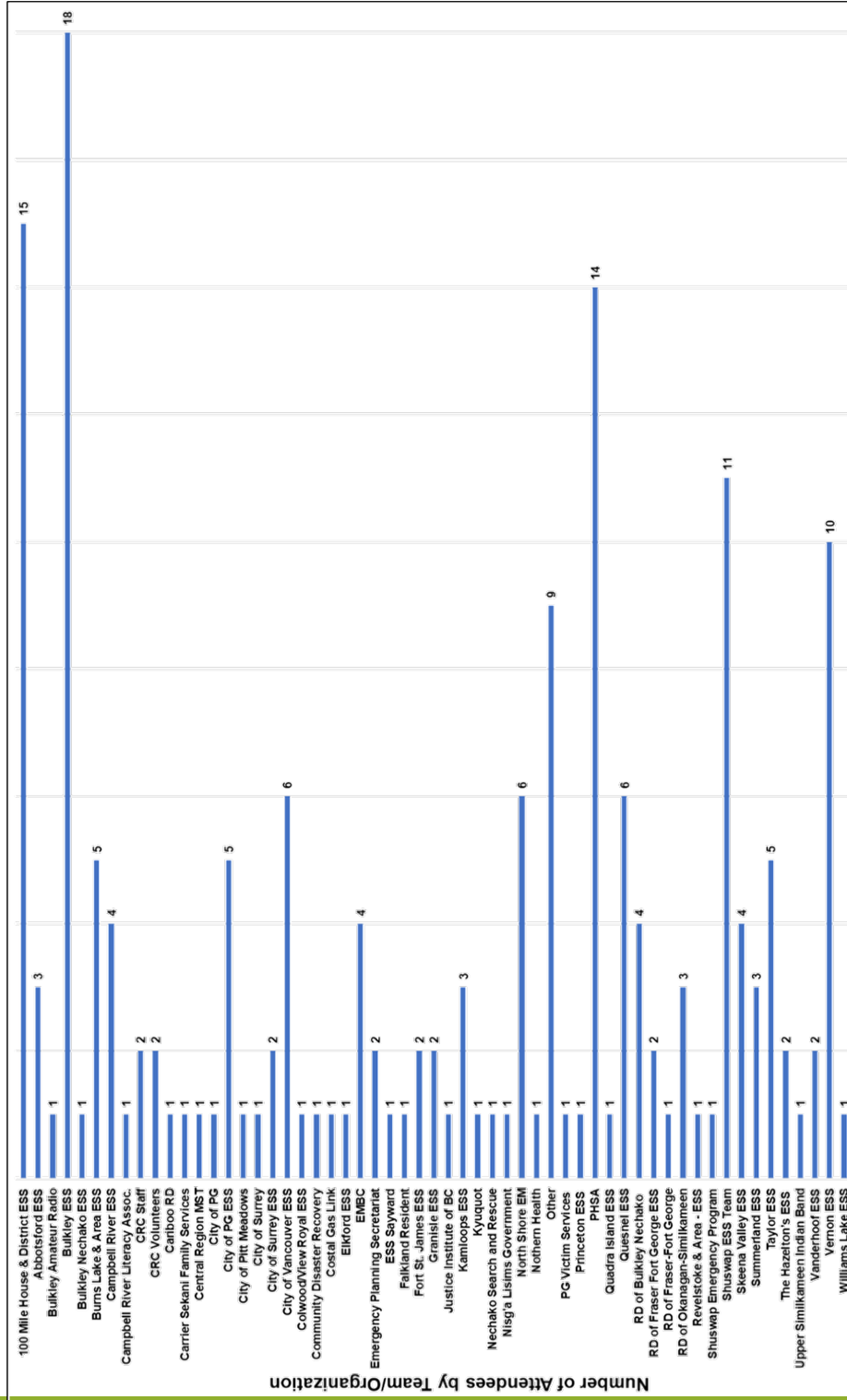


There were 52 attendees that responded to the NESST Survey, below you will find the feedback received. As well there are statistics derived from the Virtual Platform used to host NESST 2022.



REGISTRATION

NESST 2022



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AGENDA

Friday April 8, 2022		
	Keynote	Matthew Joseph Heneghan Author, Paramedic (ret.)/Veteran, Falkland Resident
1930 - 1945	Coffee Break – Sponsor/Community Board Opportunity	
1945 - 2015	Networking Tables	Up to four members per room for 5 minutes
Saturday April 9, 2022		
0800 - 0855	Keynote	Jennifer Rice MLA for North Coast & BC's Parliamentary Secretary for Emergency Preparedness
0855 - 0915	Coffee Break – Sponsor/Community Board Opportunity	
0915 - 1045	Morning Workshop Session 1	New ESS Volunteers – Welcome to ESS and NESST Anita de Dreu
		Establishment of Critical Incident Stress Management (CISM) Chris Mushumanski, Nechako Valley SAR Ian Maslin, Community Health Nurse, BCSAR
		Challenging Behaviors Carolyn Sinclair, President, Strategic Business Risks International Inc.
		Compassionate, Crisis Leadership Kayla Pepper, EMBC
1045 - 1100	Coffee Break – Sponsor/Community Board Opportunity	
1100 - 1230	Morning Workshop Session 2	Tips and Tricks for Reception Centre Manager in a Small Town Sonja Krug, ESSD – Skeena Valley ESS
		2021 Wildfire Season Panel Dave Dickson, ESSD – City of Williams Lake Liz Jones – ESSD for 100 Mile House & District ESS
		Staying Well – Offsetting Stress Responses in Emergency Management Susan Armstrong, Private Practice
		The Future of Volunteerism – Discussion Panel Faiza Venzant, Executive Director, Council for Certification in Volunteer Admin. Tara Gilroy-Scott, Coordinator, Volunteer Services, Victoria Police Department Julie Gallanty, Vice President, Alliance Service, NJ YMCA State Alliance
1230 - 1300	Lunch – Sponsor/Community Board Opportunity	
1305 - 1335	Keynote Interview	All about NESST with Deborah Jones-Middleton, NESST Organizing Chair, Director of Protective Services, Regional District of Bulkley-Nechako Interviewed by Tanya Spooner, Manager, Emergency Programs, City of Prince George
1335 - 1340	Transition to Small Group Discussions	
1345 - 1415	Small Group Discussions	10-minute focused discussion with two other participants
1415 - 1430	Networking Tables	Daily Wrap Up – Closing Comments – Plans for Tomorrow



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AGENDA

Sunday April 10, 2022		
0830 - 0835	Welcome	Opening Remarks
0835 - 0845	Transition to Small Group Discussions	
0845 - 1015	Morning Workshop Session 3	Volunteer Retention Charlene Dishaw, Western Regional & Indigenous Outreach Coordinator
		Meeting the Needs of Evacuees – The Abbotsford Response to the November 2021 Floods Laurie Pearce, Disaster Psychosocial Services Volunteer Sarina MacDonell, Emergency Advisor, City of Abbotsford
		Simplified Communication for Maximum Impact in the ESS Field Kat Eddy, Trustee
		Introduction to Emergency Operations Centre (EOC) Matt Herzog, Bulkley ESS
1015 - 1030	Coffee Break – Sponsor/Community Board Opportunity	
1030 - 1135	Morning Workshop Session 4	Amateur Radio, Emergency Radio Communications Board and Opportunities for ESS Doug Steventon, NW Region Emergency Communications Rep, Provincial Emergency Radio Communications Service, and Bulkley Valley Amateur Radio Society
		Wellness Exchange Course Sara Frankenberger, Education Specialist, PHSA – HEMBC Provincial Disaster Psychosocial Service Team
		Emergency/Disaster Leadership: Guiding your Organization During Crisis Peter Learoyd, Program Director, Justice Institute of British Columbia
		Where ESS Meets Recovery Deb Borsos, Community Recovery Specialist, Community Disaster Recovery
		Meet and Greet Ian Pollard, Divisional Director of Emergency Disaster Service, The Salvation Army – Emergency Disaster Services
1135 - 1200	Grab Lunch and transition to Panel Discussion	
1200 - 1315	Panel Discussion	Deployment to Other Communities – Moderated by Tanya Spooner, Manager, Emergency Programs, City of Prince George Lyn Arikado, Team member, Director Kamloops ESS Audrey McKinnon, Deputy ESSD, Bulkley ESS Dave Hutton, Disaster Psychosocial Services Bryce Martin, EMBC
1315 – 1330	Wrap Up	Thank you, Award Winners, and Gamification Winners Deborah Jones-Middleton, NESST Organizing Chair, Director of Protective Services, Regional District of Bulkley-Nechako Tanya Spooner, Manager, Emergency Programs, City of Prince George

Thank you for coming!



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Keynote: Matthew Joseph Heneghan – Author, Paramedic (ret.)/Veteran, Falkland Resident

Matthew provided a brief overview of who he is and why he was speaking at the NESST Conference, followed by a short overview of his evacuee story during the 2021 wildfires impacting the Falkland area.

Keynote: Jennifer Rice – MLA for North Coast & BC’s Parliamentary Secretary for Emergency Preparedness

MLA Rice talked about the challenges facing BC regarding wildfires, mudslides, flooding, avalanches, and other natural disasters and an update on the status of BC Preparedness activities.

New ESS Volunteers – Welcome to ESS and NESST – Anita de Dreu

Anita provided an overview of what to expect from the NESST Event and as a new ESS Volunteer.

Establishment of Critical Incident Stress Management (CISM) - Chris Mushumanski, Nechako Valley SAR and Ian Maslin, Community Health Nurse, BCSAR

This presentation covered the essentials of GSAR in BC and the BCSARA Critical Incident Stress Management (CISM) program and a detailed look at the structure of program, training and recruitment, pros and cons, wise practices, and next steps.

Challenging Behaviors - Carolyn Sinclair, President, Strategic Business Risks International Inc.

This workshop focused on how to manage and defuse challenging behaviours that may present themselves amongst leaders, workers, and community members before during and after a disaster. Participants will gain tips and tools for guiding inclusive conversations that build healthy relationships.

Compassionate, Crisis Leadership – Kayla Pepper, EMBC

This interactive presentation invited leaders to dig into compassionate leadership concepts to enhance how we lead ourselves and others, especially during a crisis. Kayla offered practical practices to lovingly lead ourselves so that we can show up and support others in a good way which included creative problem-solving, reduced stress, increased sense of balance/calm, expanded ability to understand new perspectives, ability to serve others more effectively, and cultivating a deepened sense of personal, team and community connection. This session taught us how to fill our cups first so that we can serve people from our overflow.

Tips and Tricks for Reception Centre Manager in a Small Town – Sonja Krug, ESSD – Skeena Valley ESS

Sonja shared what has been learned over the years volunteering with ESS and having been a reception centre manager. Then you can take this information back and improve your experience in a reception centre in your small town.



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Meeting the Needs of Evacuees - The Abbotsford Response to the November 2021 Floods – Laurie Pearce, Disaster Psychosocial Services Volunteer and Sarina MacDonell, City of Abbotsford, Emergency Advisor

This interactive workshop provided attendees with an opportunity to review and discuss some of the challenges and lessons learned in meeting the needs of those impacted by the 2021 Abbotsford Flood. The presenters talked about the number of unique circumstances and challenges that were faced by the volunteers, how services were provided, and some recommendations for managing future disasters.

Simplified Communication for Maximum Impact in the ESS Field – Kat Eddy, Trustee

Participants were provided with a new communication lens to engage with the broader public. They were able to review a communication tool that they use currently and learn how to redesign it to meet the needs of people with low literacy.

Introduction to Emergency Operations Centre (EOC) – Matt Herzog, Bulkley ESS

Participants review the various sections of the Emergency Operations Centre (EOC), learned about making a family plan in the event they are unable to leave the EOC or Reception Centre and the importance of the structure of the Reception Centre Organizational Chart.

Amateur Radio, Emergency Radio Communications Service and Opportunities for ESS – Doug Steventon, North-West Region Emergency Communications Representative, Provincial Emergency Radio Communications Service / Bulkley Valley Amateur Radio Society

Doug provided an over-view of what Amateur Radio is, the capabilities, limitations, and role in emergency communications, and how Amateur Radio might assist an ESS response.

Wellness Exchange Course – Sara Frankenberger, PHSA – HEMBC Provincial Disaster Psychosocial Services Team, Education Specialist

Sara presented an overview of the course topics, activities, and sample handouts that the Wellness Exchange, a free 5-week, 60-minute virtual, free course, based on evidence-informed principles of Cognitive behavioural Therapy and behavioural activation consisting.

Emergency / Disaster Leadership: Guiding your Organization During Crisis – Pete Learoyd, Justice Institute of British Columbia, Program Director

This workshop looked at the role of crisis leaders and some of the skills and knowledge they need to effectively guide their organization or community through a disaster. Pete discussed the changing landscape for leaders of Emergency Operations Centres and Reception Centres today and explored some approaches to strategic level leadership, team management, and problem solving/decision making models to support the leaders of today.

Where ESS Meets Recovery – Deb Borsos, Community Recovery Specialist, Community Disaster Recovery

Deb provided an overview of Recovery and talked about the points where ESS teams and volunteers help and support recovery actions, how ESS volunteers can become more involved in recovery roles if they wish, as well as the potential for working in community recovery.



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2021 Wildfire Season Panel – Dave Dickson, ESSD – City of Williams Lake and Liz Jones – ESSD for 100 Mile House & District ESS

Liz and Dave shared their life experiences dealing with Wildfires in the South Cariboo in 2021. They referred to the many wildfires in the past that they have managed in their Emergency

Support Services roles. Staying Well – Offsetting Stress Responses in Emergency Management - Susan Armstrong, Private Practice

Participants received a summary of the research on impacts of exposure to trauma and how to recognize impacts as they occur. Strategies to offset the absorption of other's pain and stress were introduced and practiced in the presentation. Participants were asked to reflect on previous emergency management deployments and applying strategies within the presentation time to get an experience of how they work.

The Future of Volunteerism – Discussion Panel - Faiza Venzant, Executive Director, Council for Certification in Volunteer Administration, Tara Gilroy-Scott, Coordinator, Volunteer Services, Victoria Police Department, and Julie Gallanty, Vice President, Alliance Service, NJ YMCA State Alliance

This session provided leaders of volunteers with lessons learned from the pandemic and ideas about bringing people together and speaking the language of connectivity and how to rethink connections, steward from afar, build relationships in new ways and become proficient with technologies we might not have had to use before.

Keynote – All about NESST with Deborah Jones-Middleton, NESST Organizing Chair, Director of Protective Services, Regional District of Bulkley-Nechako, Interviewed by Tanya Spooner, Manager, Emergency Programs, City of Prince George

Deborah provided a brief history of the NESST Organization, how it started and why, and talked about the dreams for the future.

Small Group Discussions

The session had groups of three meeting for ten minutes to talk about:

1. How do you make time for Selfcare in your life – what does selfcare look like for you?
2. How do we incorporate compassion in our response and service delivery?
3. How do we get people thinking about emergency preparedness in our community? Or other topics your group agrees to!

Volunteer Retention - Charlene Dishaw, Western Regional & Indigenous Outreach Coordinator

Participants explored what volunteers are looking for and how to create a successful plan to retain their volunteers and create ambassadors to recruit new volunteers. Charlene provided many ideas that will help them keep volunteers positively talking about their organization for years to come.



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Meet and Greet presentation – Ian Pollard, Divisional Director of Emergency Disaster Services, The Salvation Army- Emergency Disaster Services

Ian provided a 1-hour version of the full Meet and Greet course. It highlighted all the key concepts covered in the full course including the role of a meet and greet worker, basic skills needed, how to support evacuees and worker self-care.

Panel Discussion: Deployment to Other Communities – Moderated by Tanya Spooner, Manager, Emergency Programs, City of Prince George

The Panelists:

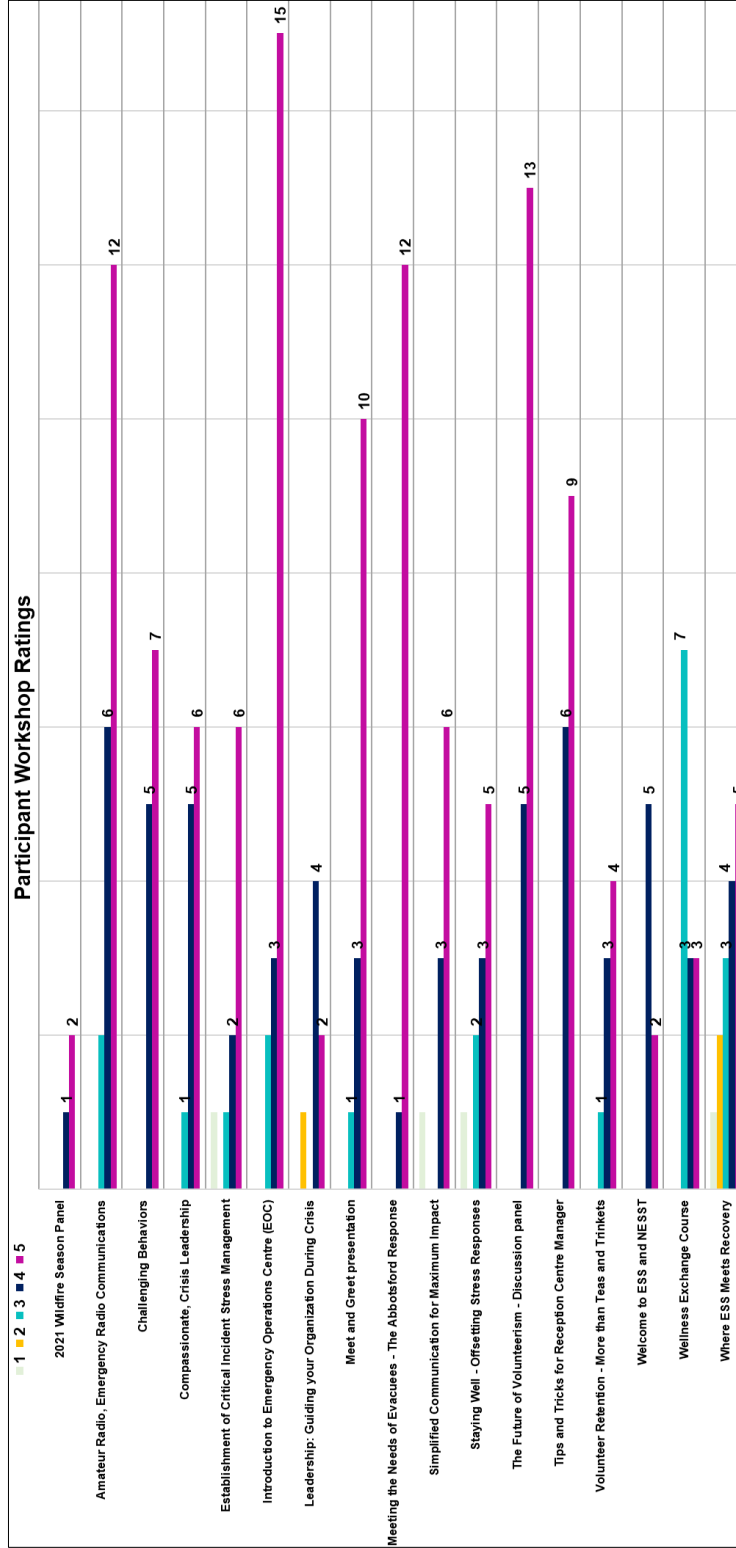
- **Lyn Arikado, Team member, Co-Director starting 2008, Director - 2018, Kamloops ESS**
- **Audrey McKinnon, Deputy ESSD, Bulkley ESS**
- **Dave Hutton, Disaster Psychosocial Services**
- **Bryce Martin, EMBC**

The four panelists talked about what to expect when you are deployment to support ESS in other communities. The panel provided information on requesting and receiving personnel, the process, and what makes a good deployment experience.



PARTICIPANT EXPERIENCE

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AGENDA SESSIONS

MOST POPULAR SESSIONS BASED ON LIKES AND PERSONAL AGENDA ADDS

KEYNOTE: MATTHEW JOSEPH HENNIGAN

16 likes, 82 personal agenda adds

KEYNOTE: JENNIER RICE

14 likes, 79 personal agenda adds

OPENING REMARKS

11 likes, 155 personal agenda adds

**PANEL DISCUSSION: Deployment To Other Communities –
Moderated by Tanya Spooner**

5 likes, 68 personal agenda adds

WELCOME MESSAGE

4 likes, 71 personal agenda adds

ATTENDEES WATCHED TOTAL

SESSION WITH VIDEO OR STREAMING

160

27

WATCHED SESSIONS MOST POPULAR STREAMS

KEYNOTE: MATTHEW JOSEPH HENNIGAN

129.5 HOURS, WATCHED BY 116 ATTENDEES

KEYNOTE: JENNIER RICE

29.2 HOURS, WATCHED BY 110 ATTENDEES

OPENING REMARKS

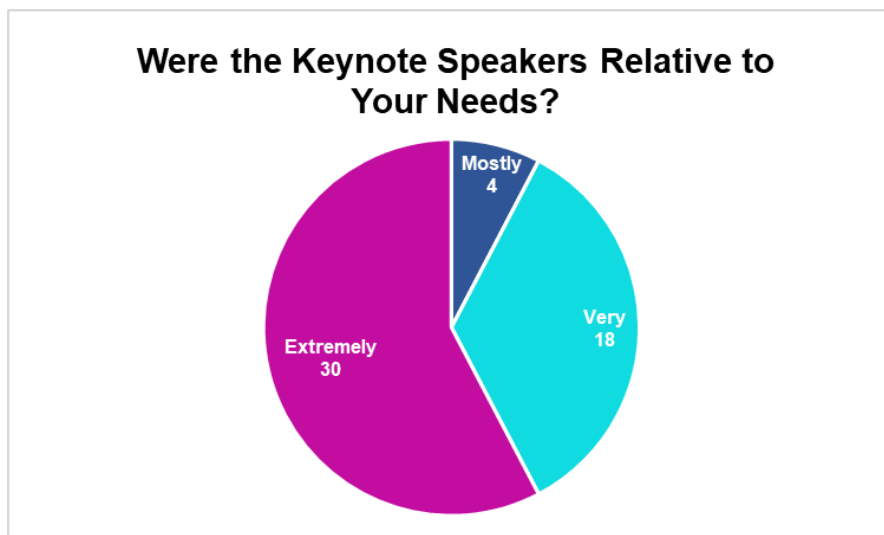
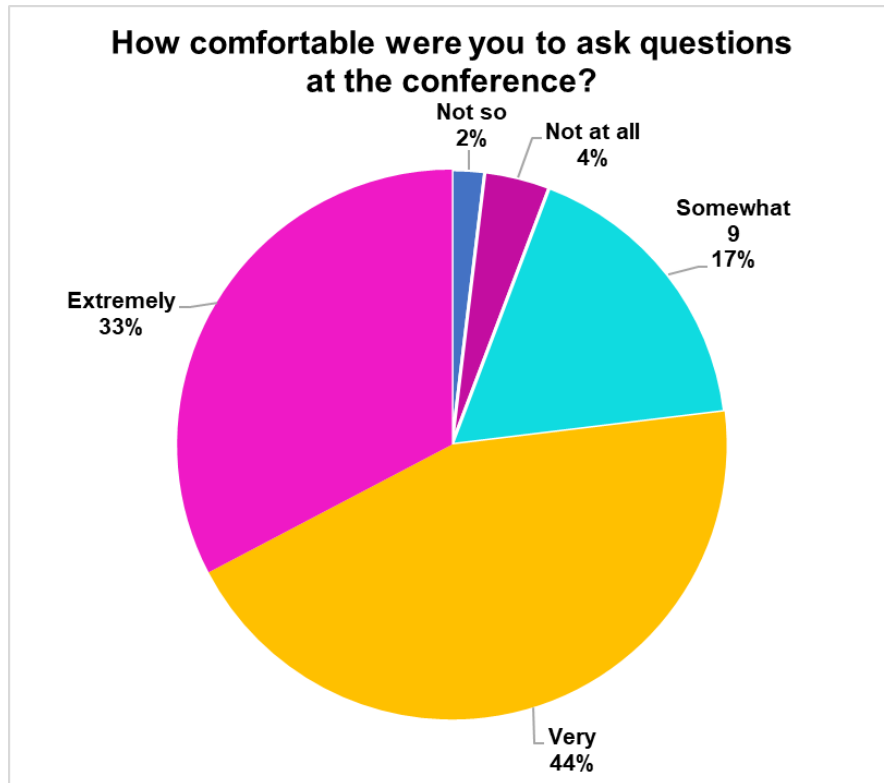
22.1 HOURS, WATCHED BY 105 ATTENDEES

SURVEY RESPONSES

48



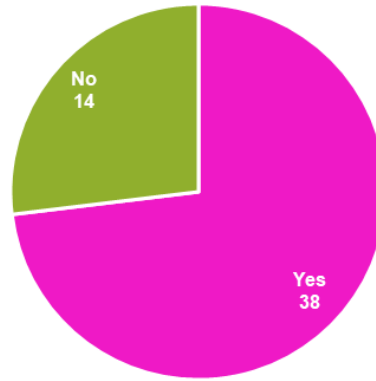
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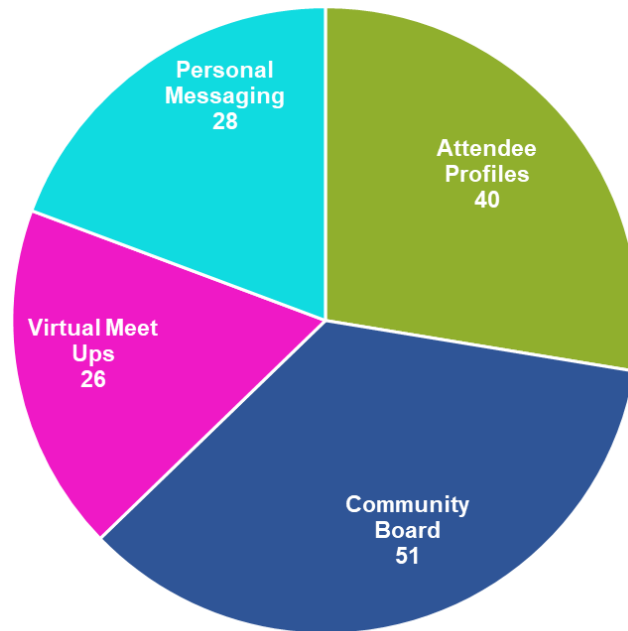
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Did the conference structure give ample time to interact with other attendees?



What forms of engagement did you use on the virtual platform?



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DISCUSSION TOPICS POSTED

67

ASK ORGANIZERS MESSAGES

70

OTHER CONFERENCE MESSAGES

16

PHOTOS SHARED

82

COMMUNITY BOARD TOTAL MESSAGES

1837

BREAK-THE-ICE MESSAGES

83

ARTICLES SHARED MESSAGES

35

TOTAL LIKES FOR ALL PHOTOS

370

WINNING PHOTOS – TIED FOR FIRST PLACE



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VIRTUAL MEET-UP PARTICIPATION

92

Private Messages 1 – on – 1

1,706

PRIVATE GROUP CHATS CREATED

77

ATTENDEE PROFILE VIEWS

1,288

ATTENDEDD INTERACTION 1 – on – 1

1,414

MOST ACTIVE ATTENDEES

ACTIONS	NAME
924	David Tse
682	Lisa Panko
668	Alexandra Talbot

LEADERBOARD TOP 10

POINTS	NAME
152,900	Daive Tse, IT and Communication Technology Consultant – 1st Prize
118,900	Lisa Panko, City of PG ESS – 2nd Prize
105,400	Leigh Vincent-Lambert, North Shore EM – 3rd Prize
85,400	Brenda Jones – Revelstoke & Area ESS
84,400	Don Mitchell – Shuswap ESS
67,400	Cathy Semchuck – Shuswap Regional District/Salmon Arm ESSD
61,900	Charlene Dishaw– Operation Lifesave
61,400	Dorothy Tran – City of Vancouver ESS
55,900	Draymond CP Wong – City of Vancouver ESS
54,900	Alexandra Talbot – Vernon ESS



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QUESTIONS ASKED

68

REPLIES TOTAL FOR ALL QUESTIONS

142

SESSIONS MOST QUESTIONS

QUESTIONS

SESSION TITLE – TOP QUESTIONS ASKED

27

Keynote – Matthew Joseph Heneghan – 27 Questions

21

Panel Discussion – Deployment To Other Communities – Moderated by Tanya Spooner

20

All about NESST with Deborah Jones-Middleton

QUESTIONS TOP VOTED

VOTES

QUESTIONS

12

If you could bring one thing to the attention of the head of ESS, what would it be (good or bad, needs work or exceeded expectation, after being through an evacuation? Session Keynote – Matthew Joseph Heneghan

10

Sorry, no question but wanted Matthew to know that the Salmon Arm ESS Team loves him and would like to reconnect in person. You are a very special person. Session Keynote – Matthew Joseph Heneghan

9

How do you move through your PTSD when faced with an event that is overwhelming? Session Keynote – Matthew Joseph Heneghan

8

How long did it take for your and your family feel like you were back to living your normal lives? Session Keynote – Matthew Joseph Heneghan

8

What changes have you and your family made so you feel more prepared in the event that you are evacuated again? Session Keynote – Matthew Joseph Heneghan



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VIRTUAL MEET-UP PARTICIPATION

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SESSIONS MOST QUESTIONS

QUESTIONS	SESSION TITLE – TOP QUESTIONS ASKED
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QUESTIONS TOP VOTED

VOTES	QUESTIONS
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9	How do you move through your PTSD when faced with an event that is overwhelming? Session Keynote – Matthew Joseph Heneghan
8	How long did it take for you and your family feel like you were back to living your normal lives? Session Keynote – Matthew Joseph Heneghan
8	What changes have you and your family made so you feel more prepared in the event that you are evacuated again? Session Keynote – Matthew Joseph Heneghan



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SPONSOR STATS

SPONSOR VISITS LIKES COMMENTS

92

QUESTIONS ASKED

REPLIES TOTAL FOR ALL QUESTIONS

68

142

SESSIONS MOST QUESTIONS

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QUESTIONS TOP VOTED

VOTES	QUESTIONS
12	If you could bring one thing to the attention of the head of ESS, what would it be (good or bad, needs work or exceeded expectation, after being through an evacuation? <small>Session Keynote – Matthew Joseph Heneghan</small>
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9	How do you move through your PTSD when faced with an event that is overwhelming? <small>Session Keynote – Matthew Joseph Heneghan</small>
8	How long did it take for you and your family feel like you were back to living your normal lives? <small>Session Keynote – Matthew Joseph Heneghan</small>
8	What changes have you and your family made so you feel



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What was the single most valuable takeaway from this conference?

- The knowledge that there are so many volunteer and paid people in this province dedicated to helping in emergencies. It was wonderful to draw on their knowledge and expertise in so many areas.
- "The comparison between the way small town, 100 Mile, responded to the fires and the larger centre, Abbotsford, responded to the floods.
- I can't give a single takeaway...there were too many to choose from. SO much VALUABLE information from real-life situations--not just textbook learning.
- Connecting with people to share information. Great session topics!
- valuable information received from the sessions.
- All ESS teams face the same challenges, though some have special issues. We can sometimes seek answers from other ESS teams.
- This was my first conference so wasn't sure what to expect. I can't get over all the valuable information I acquired; my brain is bursting. It was wonderful, I hope to attend many in the future. Thank you, Tanya & Deborah and your team, for such an excellent job.
- Deborah - virtual hug.
- Community connection. I liked the debriefs from recent events.
- That there are so many knowledgeable people out there who love to share it. We just need to ask!
- Meeting new people and gaining new resources.
- BCERMS.
- We are not alone!!
- Many people to reach out to for support, logistically, emotionally, and spiritually.
- Together strong.
- Education, education, education!
- Not sure I had a single takeaway -- so many to try to process over next day or two. I think the Simplified Communication session offered me the most only because in my other life away from ESS -- lots of focus on Communication.
- Always something new to learn.
- Be prepared! Be compassionate, kind. I enjoyed the whole conference. Wish I could've taken in ALL the sessions.
- Giving myself permission to feel, worry, to step back.
- It is OK to not have a perfect response.
- Selfcare.
- Matthew Joseph Heneghan.
- There are a lot of giving, caring volunteers out there. And there is so much more needed in a disaster, then just providing some food and shelter.



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What was the single most valuable takeaway from this conference? (continued)

- being able to contact a wide variety of people from both NBC and other areas of the province.
- There is no possible way to narrow this down to a single point. It was a great experience overall, and I appreciate having a deeper understanding of our provincial emergency response system, and how connected we are.
- So many great resources!!
- All the networking abilities and great ideas and tips to take away for ESS. Enjoyed the speakers and round tables to meet other participants.
- The Abbotsford session was so useful, informative, and relevant. Excellent.
- The Whova platform works well too.
- For me, seeing everyone and having wonderful productive conversations during the networking opportunities and in break out rooms in sessions.
- Networking!
- All.
- "Shared experiences is always good to hear.
- Enjoyed the Friday night speaker - good to hear from an Evacuees experience. Should do that every year.
- We are one big team no matter what town or city we come from. ESS Strong!
- I really appreciated all of the networking opportunities.
- I was not aware of NESST conference. I was ESS last season, 1 year. I am thankful of learning opportunity. And there is vast knowledge among participants too, not just presenters. Handouts were received.
- The tools I learned for self care.
- Priceless.
- Lessons learnt from last year disasters.
- Networking!
- Education.
- Information.
- Such a great format. Thank you!
- Not sure.
- The networks were so valuable.
- Taking time to listen to evacuees is more important than filling out the forms.
- How different things work throughout the province.
- Share the workload and not to allow anyone to over work.
- Be organized.
- Meeting other Volunteers and hearing their experiences. So helpful to get another prospective and learn from other trials and tribulations.



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- How critical ESS volunteers are, and how we can all bring different skill sets to the table, that ultimately benefit our teams.
- Building awareness of DPS volunteer network and services through important relationship building.
- Remembering to be the best you can in all situations. Patience, kindness and empathy are vital. Always keep an open mind.



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What would you like to see brought to NESST 2022?

- Learning is a continuous process
- Networking.
- Some of the ideas in Sonja's presentation.
- The importance of own wellness and wellness of others...empathy, active and at different levels of experience and understanding in and of ESS.
- listening, it's okay to ask questions, we are coming in from different walks of life More of the same! Perhaps some information on the emergency program structure - the acronyms and structure can be very confusing to newcomers to ESS.
- Perhaps having a speaker from the fire suppression crews to tell us what it was like in the midst of these horrendous wildfires.
- This was the most valuable learning tool for ESS that I have ever attended.
- I realize that (especially for some) in person attendance would be what they would prefer. I really enjoyed the opportunity to be able to see attend via live streaming. To me, it gives more Volunteers the opportunity (because of limited finances and time) to attend and gain such valuable information.
- I love being able to go back and watch sessions that were concurrent to the ones I attended, video recordings would be appreciated.
- more Leadership options.
- I would like to hear more about what did NOT work, and how this changed future deployments.
- I am not sure what more can be covered, but I am anxious to find out.
- Really good conference. Thank you for all those that coordinated it and brought everyone together.
- Anything, great valuable content each year.
- Mental health for both ESS and evacuees
- The presenters were excellent.
- Education! ERA a huge topic.
- I'm not sure.
- Na.
- Spread out the presentations, there were a couple I'd like to have attended, but there was another presentation during the same time period.
- The hardest thing for me was picking which break out session to attend - I wanted to attend them all! If there any fix to this dilemma?
- Na.
- If it is in person, I would like it to be available to those of us that may not be able to get coverage to attend in person. I really enjoy this conference and it doesn't cost much to attend online, but more expensive in person.
- A session on how ESS has been challenged over the past few years and what is being done to meet those challenges.



NESST 2022



What would you like to see brought to NESST 2022? (continued)

- Even though we had set up a Evacuation Centre last year here in Vanderhoof, we didn't get any evacuees. I've been a volunteer since 2019, and feel so lost. I would like to see more training opportunities. Will have to bring it up at our local meeting. Maybe a fake event to get some more training.
- maybe a session or 2 for complete newcomers to the field, I would like to invite folks interested to come to this to get a better understanding of the events.
- Mental Health.
- Addictions.
- PTSD.
- Language barriers.
- same as this year but perhaps other presenters giving their version.
- Cannot say.
- Regional sessions for networking and dealing with regional issues.
- More opportunities for networking on specific topics.
- I liked the deployment panel; it gave a lot of relevant information. I like real world ideas that I can bring back to my team to improve.
- a joint exercise of some kind
- show and tell of specialized equipment different teams have
- More sessions for new ESS volunteers
- I am not sure
- A food truck.
- Do you mean 2023
- Another Evacuees perspective would be good.
- ERA navigational tips and tricks (bring your own laptop to practice)
- A fun and engaging workshop for ESS beginners. More focus on rewarding than the stress part.
- I would like to see more networking opportunities!
- I can't think of anything I would add.
- Talking about technical aspects of disasters in the conference.
- "Sessions on:
 - 1) ESS and vulnerable populations
 - 2) the importance of psychological first aid
 - 3) setting up EM preparedness and ESS in your community"
- Not sure
- All done on Zoom and ERA working sessions
- 2023? More small group discussions. Perhaps a poll on which topics to bring in guest speakers for or workshops on.
- Maybe something with a session out in by BC wildfire and how they operate.



NESST 2022



What would you like to see brought to NESST 2022? (continued)

- I think it would be nice to meet some of the attendees in person. But I think the virtual courses would be beneficial to the teams because they can be recorded and made into Learning tools for training.
- EMBC training
- EMRG 1600 into to ESS
- EMRG 1607 level one ESS
- EMRG 1610 intro to reception centre
- EMRG 1611 reception centre applied
- EMRG 1615 registration and referral
- EMRG 1617 reception centres
- EMRG 1624 resource acquisition
- As it is very hard to get these trainings "
- In-person conferences again!
- An exercise option - practice Mobile Support Team & partner involvement.
- Abstract submittal process."
- too new to know.
- Topics related to addressing the needs of vulnerable older adults in the population. This segment of population is increasing and needs attention.
- I'd like to see both in person and virtual and a way of recording the workshops so we can view the ones we missed as well.
- As many practical ideas and samples as possible. Delegated responsibility seems to mean that we all re invent the same wheel
- Thinking about what the keynote speaker said about the importance of a pamphlet to give evacuees as they leave their home, got me thinking that it would be great if somehow if we could have a unified time to connect with all the emergency services within own community, examine how we can help and support each other.



NESST 2022



Additional Comments

- A very enjoyable weekend.
- This was my first conference using this venue, which I quite enjoyed. I would like to say that the Abbotsford Response was very well presented, clear timelines and great presentation by both people. Also, the keynote speaker, Matthew Heneghan shared his experiences from a very personal standpoint and with professional understanding of traumatic events. He was a very strong introduction to the conference.
- Thank you so very much to all the organizers and presenters for such a great weekend!
- I had heard (and seen on social media) about NESST but had not been given the opportunity to attend. It was all (and more) than what I expected. With the exception of one presentation, I came away with tons of notes that I'm currently disseminating and summarizing to share with other members of the ESS Team.
- Except for individual attendee inexperience with the tech, the conference went very well! Great work!
- The packages were a nice touch and helped me feel connected to the event.
- Awesome experience.
- I would like to volunteer in some way for NESST 2023. Will work with Deborah Jones-Middleton to see what I can do to help.
- I would like to learn more about virtual deployments.
- Are the recordings of each presentation available so I can watch the ones I missed?
- Thank you!
- Longer time available for the discussions. Once intros were done time was up.
- Really enjoyed this conference and will be availing myself to the recorded sessions to review, re-listen and digest the information. Will watch all presenters!
- I thoroughly enjoy this conference -- and did attend the Last ESSA which was my first conference -- then 2021 and this year as NESST
- Already trying to make plans to attend 2023 in PG :)
- "I'm looking forward to the "In Person" getting together next year. I think in person will be so much better.
- Thank you for organizing this event, and the chance to learn more about ways to help our fellow man!
- Thanks for putting this on!
- Wonderful conference, thank you for all your hard work in putting it together.
- First time here and really enjoyed it even if I am lot to computer savvy



NESST 2022



Additional Comments

- Some questions I had to respond to even though I either didn't attend a session or like the options given. Not a well worded survey.
- Good conference, well organized as a virtual conference. Possibly too many areas on the screen to go to.
- What a great conference! Thank you so much for having me.
- Thank you so much for the opportunity to participate!
- Greatly enjoyed this conference and meeting so many wonderful people. Thank you to the NESST committee for the lovely gift bags we received in the mail, all your hard work and organizing this great conference again....
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- Greatly enjoyed this conference and meeting so many wonderful people. Thank you to the NESST committee for the lovely gift bags we received in the mail, all your hard work and organizing this great conference again....
- The organizers have again done an amazing job with the conference. So much work goes into them, and you are to be commended for taking it on and expanding it.
- The Whova app also worked very well and was relatively intuitive to use.
- Thank you so much for the 'goodie box'. That was unexpected and much appreciated.
- Thank you so much to everyone involved.
- I thoroughly enjoyed the conference. I learned as much from the presenters as I did from fellow attendees. The relationships built will increase our capacity and effectiveness as a provincial ESS team!
- Thanks for another great conference! Outstanding job!
- These conferences are so enjoyable. So much information by very dedicated people! I look forward to next years conference. Thank you for all your hard work putting this together.



NESST 2022



Additional Comments (continued)

- Very happy with the efforts put into NESST 2022. Being my first, it was a comfortable experience considering how much more I learned about ESS over just two days! Sooooo much potential to help so many people:)
- Looking forward to in-person training. I like to see sessions with a personal perspective, what they have experienced and what they learned from it.
- "I was able to bring 8 brand new volunteers to the conference this year plus 9 of my regular team. We are all so pumped. What a fabulous job you all did putting it together for all of us. i received the swag for bags on Friday and they were a hit. What a surprise. Thank you.
- Deb Middleton, you make the conference human. Don't ever be ashamed or quit showing your love for the volunteers.
- Hugs and kudos to all the organizing committee and IT people.
- Loved the presentation, enjoyed meeting with people, and found it to be incredibly thought out! Thank you so much for all of your efforts. Will definitely attend NESST next year!
- Blessings to the ESS leadership watching over all British Columbians.
- Invite from immigrants to talk in the conference.
- Thank you very much for a really great conference.
- It was my first-time experience and I found it very informative and enjoyable.
- I'd love to attend in person, but if not able to, the Whova platform has been a great tool.
- Big thank you to everyone involved in creating and producing NESST this year!"
- All were well done but it was difficult finding the starting times.
- thank you.
- Thank you! It was above and beyond anything I could've imagined. These online great sessions.
- platform is so amazing that I think it would be beneficial to have it even if the conference is in person! There certainly are aspects of this platform which can not be replicated by a traditional in person conference.
- Love the opportunity to take part!
- It was a great conference.
- I am looking forward to next years in person conference. For myself I find that it is difficult to get excited about talking and viewing virtually. I miss being able to talk face to face and actually see how large it our ESS community is.
- This was an excellent experience and am super grateful for all those that made it happen! 🙏
- So great this is going provincial ESS teams and EM & non-profit partners need a place to connect, learn and build relationships across BC before disasters happen
- Enjoyed the conference. Thank you for the opportunity.



NESST 2022



Additional Comments (continued)

- I had a blast. This year felt much different from last year. Great to see so much appreciation for volunteerism. Thanks so much!
- Thank you for the opportunity. I wish I had drilled the MLA; I did not realize her responsibility until too late. I'd say it was the most condescending and unhelpful presentation of the event.
- Please take care with acronyms, as a volunteer new to the conference and to many other parts of ESS I am not familiar with other organizations etc... when an acronym was used, I did not always catch all the letters or have time to ask for clarification or have the confidence to not appear 'stupid'. Besides that, I greatly enjoyed my first experience with your conference and come away much more enthused and knowledgeable.



NESST 2022



NESST 2022 Revenue & Expenses

Sponsorship	15,000.00	
Registration Fees	19,425.00	
Prior Year Surplus	<u>10,845.51</u>	
		45,270.51
NESST Society	201.45	
Accommodations	1,437.45	
Coordinator	7,500.00	
Swag	4,236.42	
Course Facilitation	4,600.00	
Refreshment Breaks & Meals	584.21	
Door Prizes	525.00	
Transportation	459.12	
Virtual Platform	<u>13,294.41</u>	
		<u>32,838.06</u>
2022 Surplus		<u><u>12,432.45</u></u>

