



# MOBILIZE MOBILISER



## Territorial Emergency Disaster Services Conference

April 24-27, 2019 – Ottawa ON

### COURSE/WORKSHOP DESCRIPTIONS

#### **Emotional & Spiritual Care in Disasters**

***April 25 & 26 (all day, both days) - International Ballroom A & B***

The purpose of this advanced level National Disaster Program Training course is to enhance the skills of clergy, chaplains, mental health professionals and trained crisis responders to provide effective emotional and spiritual care (ESC) to meet the disaster related needs of disaster responders and disaster affected families and individuals within disaster operations. This course builds on the crisis intervention principles taught in the Critical Incident Stress Management (CISM) core courses to effectively integrate these principles within ESC teams for appropriate care throughout the disaster continuum from the immediate to long-term recovery process.

**\* Must attend both full days to get a certificate**

Prerequisite: Introduction to The Salvation Army Emergency Disaster Services

Recommended: Critical Incident Stress Management (CISM) core courses

Facilitator: Major Mike Hoeft

#### **Logistics**

***April 25 (all day) - Chaudiere***

This course is designed to introduce participants to the Logistics section as it pertains to the Incident Command System. This course will cover the role and responsibilities of the Logistics Chief and subordinate positions and responsibilities found within the Logistics section. The course will outline the resource acquisition process, vehicle and technology management, in-kind donations management and disaster operations. Furthermore, this course will discuss the interactions between Logistics with other sections of the Incident Command Team.

This advanced course is designed for experienced disaster workers and Salvation Army officers and employees who will be serving in the Logistics section during a Salvation Army disaster relief operation.

**\* ADVANCED - must have divisional approval to register**

Prerequisites: Introduction to The Salvation Army Emergency Disaster Services

Incident Command System

Facilitator: John McEwan





## **Incident Command System**

***April 25 (all day) – Capitale***

This course is designed to provide participants with an orientation to the Incident Command System (ICS) and how it is applied within The Salvation Army to manage both large and small disaster operations. Participants are taught how ICS is organized into functional areas and about the management characteristics of a successfully applied ICS structure.

Prerequisites: Introduction to The Salvation Army Emergency Disaster Services

Facilitator: *Carolynn Barkhouse*

## **Working with Indigenous People**

***April 25, 8:30-10:00 - Pinnacle***

Often times the EDS team is invited to respond to crisis situations with Indigenous communities in rural and urban contexts. Recognizing the history and experience of Indigenous peoples in this country, crisis and trauma may be compounded by the legacy of colonization and intergenerational trauma. In this session, we will look at some basic cultural protocols to be aware of as EDS responds. We will also look at possible trauma triggers for Indigenous peoples which may not be readily identifiable.

Facilitator: *Major Shari Russell*

## **TLC = RC Recipe© — Wellness that is Baked In, Not Bolted On, Means Progress**

***April 25, 10:30-12:00 - Pinnacle***

Discover the recipe for a resilient approach through crisis/change in life and its practical application.

- Establish and develop trust in a practical and tangible way-
  - Definition of trust quantitatively and measurably.
  - Identify areas where trust gets eroded or destroyed
  - Clarify sources of some trust issues
  - Understand the neuroscience formula of Trust
- Leadership qualifications and qualities;
  - Beyond just title and degrees
  - Values based approach to leadership
- Clarity in communication that hits the mark.
  - Conversational Intelligence© - Using principles of neuroscience to understand peoples' reactions, communicate, and understand conclusions based on perceptions
  - Identify the 3 levels of conversation that result in listening to connect or just hearing

Facilitator: *John Robertson*





## **Are you an aspiring leader?**

***April 25, 1:00-2:30 - Pinnacle***

This workshop is intended for those who are aspiring to leadership positions within The Salvation Army – Canada & Bermuda Territory. You will learn more about TSA's Leadership Development Strategy. The presentation will focus on the implementation of our Leadership Capability Framework, and our connection with LEADS Canada, a leadership framework for caring communities currently being used by a number of health care providers across the country.

*Facilitator: Paul Carew*

## **Leadership that matters [regardless of the 'title' one has!]**

***April 25, 3:00-5:00 - Pinnacle***

Builds on the theme of TLC = RC Recipe© workshop (recommended). Theme address – many people think of position, degree, and/or title in order to be a leader. Yet the simple truth is that leadership is essentially influence; the trouble is that if we do not think about our influence, it will happen regardless! To put one's best foot forward we need to be intentional about what kind of influence do we want to have, thus what kind of leader are we?

There is a simple reality when it comes to leadership, it is basically just different forms of influence. Since everyone has influence, the core principle here is 'what type of influence do you have' - positive or negative? This session highlights some simple ways to be intentional about your influence [leadership], so that you are clear and focussed on having a positive and encouraging leadership style so everyone can contribute and make a difference too.

*Facilitator: John Robertson*

## **Operations**

***April 26 (all day) - Chaudiere***

This course is designed to introduce participants to the Operations section as it pertains to the Incident Command. This course will cover the role and responsibilities of the Operations Chief and provides an overview of the subordinate positions found within the Operations section. This course will cover the critical components of coordinating an uninterrupted disaster operation from pre-incident preparedness through the post-incident demobilization.

This advanced course is designed for experienced disaster workers and Salvation Army officers and employees who will be serving in the Operations section during a Salvation Army disaster relief operation.

**\* ADVANCED - must have divisional approval to register**

Prerequisites: Introduction to The Salvation Army Emergency Disaster Services  
Incident Command System

*Facilitator: Major Martin Ketteringham*





## **Disaster Food Service & Canteen Operations**

***April 26 (all day) - Capitale***

During a disaster, the first gesture of comfort The Salvation Army offers is often a cold drink and a hot meal from one of its mobile feeding units. The Disaster Food Service & Canteen Operations course is designed as the starting point for any disaster worker who wishes to be a part of disaster food service operations. Participants who complete the course will learn about the different types of Salvation Army food service equipment, the essentials of building a food service team, canteen operations and maintenance, and the basics of menu planning.

Prerequisites: Introduction to The Salvation Army Emergency Disaster Services

Facilitator: *Carolynn Barkhouse*

## **Fundraising in Disaster or Disastrous Fundraising?**

***April 26, 8:30-10:00 - Pinnacle***

599 cat blankets? 6,000 toques in August? Are you getting the donations you need? What is helpful fundraising in a time of disaster? How can we connect with Salvation Army donors, corporate partners and the community to partner together for what is really needed? What are the best practices for requesting, thanking and following-up on that donation?

Facilitator: *Janet Park*

## **Health & Safety Awareness 101**

***April 26, 10:30-12:00 - Pinnacle***

This workshop explains your role and duties regarding workplace health and safety; why it is important to know what the various Occupational Health and Safety Acts (OHSA) and regulations require; what Bill C-45 is; and understand how to recognize, assess, control and evaluate hazards to keep all workers safe before, during and after deployment.

Facilitator: *Beverly Goulding*

## **NGO/Municipal Relationship**

***April 26, 1:00-2:30 - Pinnacle***

The session will highlight the invaluable functional role during disaster response and recovery effort non-governmental organizations provide as not only a force multiplier, but to assist in maintaining public confidence of an “all of community effort”.

The City of Ottawa in 2017 experienced unprecedented flooding and in 2018 three tornados touched down. In 2017 NGOs assisted with the response and recovery, in 2018 NGOs were completely integrated into the response and recovery, due to lessons learned in 2017.

Facilitator: *Jim Montgomery*





## **Emergency Management Volunteers Rendez-Vous**

***April 26, 3:00-5:00 - Pinnacle***

This session will provide details on Emergency Management Volunteers Rendez-Vous (EMVRV). Since 2015, l'Association de sécurité civile du Québec, Quebec's Emergency Management Association, and the partnering volunteer organizations coordinate their efforts to mobilise emergency management volunteers in Quebec. Through their activities, the EMVRV have contributed to the reinforcement of volunteers' competencies and the interoperability of their responses. Furthermore, the EMVRV favors the visibility and credibility of the organizations and their mandates.

For the fifth edition, the EMVRV will invite, for the first time, Quebec and Ontario volunteers to mobilize in responding to a major disaster affecting the National Capital Region. We wish, in time, to inspire volunteers across the country to coordinate their efforts to better meet the collectivities' needs faced with the ever growing challenges posed by disasters.

*Facilitator: Michel Doré*

## **Self-Care - The Four Key Characteristics**

***April 27, 8:30-10:00 - International Ballroom A & B***

What is self-care and why does it matter? Self-care includes all the things you do to take care of your well-being in four key characteristics: your emotional, physical, mental and spiritual health. This session will focus on proactive self-care vs reactive self-care, on the warning signs, and provide tips for self-care of each aspect or characteristic.

*Facilitator: Major Roxzena Hayden*

## **How to tell the EDS story**

***April 27, 10:30-12:00 - International Ballroom A & B***

Workshop will include role-playing and practical exercises on:

- What makes a good photo
- Basic writing skills
- Basic interviewing skills
- Stories and information that Salvationist magazine looks for versus those for SalvationArmy.ca

*Facilitators: Linda Leigh and Kristin Ostensen*

## **Volunteers - A Generation of Difference**

***April 27, 8:30-10:00 - Bytowne***

Volunteers of all generations can support the work of Emergency Disaster Services. How can you recruit, train and retain volunteers of all ages? Is it the same or are there differences?

*Facilitator: Alice Johansson*





## **Introduction to Link2Feed**

***April 27, 10:30-12:00 - Bytowne***

In this session we will demonstrate the benefits of The Salvation Army's Link2Feed software, showing the intake procedures, client search features, recording the different types of assistance a ministry might provide, as well as the reporting features.

One of the functions we are currently looking at developing is an EDS tab, so that CFS can easily manage the types of supports and assistance provided during an EDS response. Session includes time for a question and answer period.

*Facilitator: Peter Thomas*

## **Meet & Greet**

***April 27, 8:30-10:00 & 10:30-12:00 (must attend both sessions) - Capitale***

This introductory workshop is offered to those persons on The Salvation Army or Emergency Social Services teams interested in Meet & Greet responsibilities. The purpose of the workshop is to provide participants with the knowledge and skills to meet and direct someone traumatized by disaster to any and all services required in an ESS Reception Centre - beginning the process of Recovery.

**Prerequisites:** Introduction to The Salvation Army Emergency Disaster Services

*Facilitator: John McEwan*

## **Calian Workshop 1**

***April 27, 8:30-10:00 - International Ballroom C***

The Calian exercise workshop will introduce an exercise program and methodology designed to improve organizational resiliency and preparedness. *This workshop will be conducted in two parts:*

Part 1 - Participants will be exposed to industry best practices in the planning, designing and conducting exercises as well as strategies to optimize the investment in your organizations exercise program. Additionally this workshop will demonstrate how and investment in an exercise program ultimately contributes to increased organizational resilience and preparedness.

*Facilitator: Calian*

## **Calian Workshop 2**

***April 27, 10:30-12:00 - International Ballroom C***

Part 2 - Participants will participate in an interactive walk thru of an exercise based on a pre-established scenario. This will allow participants to experience an interactive exercise environment to enhance learning and maximize investment in collective training events. This workshop will include how lessons observed are gathered, analysed and contribute to the organization's continuous improvement process towards increased resiliency and preparedness.

*Facilitator: Calian*

