



Vancouver ESS Newsletter

July 2011

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“Dread of disaster makes everybody act in the very way that increases the disaster.”

- Bertrand Russell

ESS Continues Centralization

At the last ESS All Teams Meeting at Sunset in March, Vancouver Emergency Planning Coordinator Jackie Kloosterboer introduced a new working model for the operation of Vancouver ESS -- moving away from the neighbourhood model of Community Centre ESS Teams to a centralized team with a variety of committees.

Kloosterboer says it's anticipated that the regional neighbourhood team format -- which has seen some community center monthly meetings drawing only a few members -- will be revitalized with a new centralized model.

For the past year, she said, ESS has conducted a trial meeting format, to see if attendance and the quality of meetings could be improved.

The community center teams were asked to meet every other month, with members

invited to attend an All Teams Meeting on the intervening months. The result: the All Teams Meetings drew a huge audience each time, while the individual community center meetings continued to be sparsely attended.

Kloosterboer points out that in a huge city such as Vancouver, it is vital that to have a strong ESS component with committed and trained volunteers within the city's emergency plan.

Kloosterboer says: “As it stands right now we do have a strong ESS team, and that was proven during the Olympics but there is room for improvement.”

With that in mind, she says, new committees have been created and all volunteers are invited to sign up for the committee or committees that interest them.

Kloosterboer adds: “We have seen this work well with DAT, NEPP and the Regional Group Lodging team. We felt that by creating committees, ESS volunteers will be provided with a unique opportunity to put their strengths where they can best be used.”

Among the benefits of having larger All Teams Meetings is that they allow ESS to schedule guest speakers, allow for large table top exercises and encourage more dialog to help move ESS forward.

Kloosterboer adds: “I believe Vancouver ESS is moving into exciting times. We have had new volunteers join and with the current volunteers we have, I know we are going to see great things come out of our Vancouver ESS Team.” See the next page for details on the new team format.

Check Out the Next Shake Out

Shakeout 2011 will be held at 10:20 am on Thursday, October 20 and is shaping up to be the largest earthquake drill in Canadian history. Using the same mantra as in previous exercises -- Drop, Cover, and Hold On. Register your participation at <http://www.shakeoutbc.ca/index.html>.

Get Ready to ShakeOut.

October 20, 2011 Register Now at www.shakeoutbc.ca

The Great
British Columbia
**Shake
Out**

The New Team Format and Committees

With the new centralized team format, Vancouver ESS will continue to hold All Teams Meetings every two months, with Committee Meetings in between.

As the various committees are introduced over the next few months, volunteers will be asked to join one or more committees. Some of the committees will be long-term while others will be set up for a short term or for a defined project.

In conjunction with the ESSD or ESSD alternate, these committees will set yearly goals and establish a plan to accomplish these goals. The teams can determine what works best for them as far as scheduling meetings. Each committee will have a chair and a co-chair, and, depending on the committee, may create other roles within that committee.

The chair and co-chair will

report to the ESSD on the progress of the committee and then back to the All Teams Meetings.

With such a wide variety of committees, it is felt that all volunteers should be able to find an area of particular interest.

It is possible that as ESS attracts additional projects in the future, committees will be formed to take on these projects.

It is hoped that the committees will provide opportunities for volunteers to remain interested in ESS and as busy as they want to be. These committees are defined below. You can sign up for them online.

Working together, under this new model, Kloosterboer says: "I know our new structure is only going to make us stronger."

Disaster Assistance Team (DAT)

The ESS DAT team is comprised of highly trained ESS volunteers who are on call for a month at a time.

DAT volunteers must be prepared to respond to events such as house and apartment fires on a moments notice, often in the middle of the night. It is their job to find emergency hous-

ing and other services required by persons displaced by evacuations of any kind.

On average, DAT responds to 30-40 activations per year. DAT team members must have experience with ESS (or approval from the ESSD) and be willing to respond to a variety of emergency situations.



The DAT team responds to 30-40 call-outs per year, frequently in the middle of the night.

Central ESS Team

All Vancouver ESS volunteers are members of the Central ESS team and the Central ESS team is the starting point for all ESS volunteers.

ESS Volunteers are encouraged to get involved with other teams and ESS committees that are of particular interest to them. Volunteers on the Central ESS team will be expected to respond to large ESS events where a Reception Centre or Group Lodging Centre is activated. To be on the Vancouver ESS team, vol-

unteers must complete the following training within 18 months of joining Vancouver ESS: NEPP – Personal & Family Emergency Preparedness; Intro to ESS; Vancouver ESS-An Orientation – overview of Vancouver's EP; Reception Centre Course; and Registration & Referral.



Volunteer Committee

The Volunteer Committee is one that is long overdue within the Vancouver ESS Program.

With new volunteers it is extremely important that they receive what they need from the ESS Program to integrate them into ESS. This has, sadly, been a weak area within the Vancouver Program, says Kloosterboer.

Initially this committee, in conjunction with the ESSD, will develop a Volunteer Intake Program for ESS Volun-

teers. They will create a process to help new volunteers get involved with ESS after signing up with the team.

Once this component is in place, this committee, along with the ESSD, will manage and maintain the intake of new volunteers and orient them to the Vancouver ESS program.

This committee will also develop plans to welcome and manage Walk In Volunteers in the event of a major event in Vancouver.

New ESS Committees Ready to Roll

Neighbourhood Emergency Preparedness Program

Over the past few years, many ESS volunteers have also been volunteering with NEPP, an organization that trains residents and businesses to be prepared for emergencies and/or disasters. Regularly scheduled sessions include Family Emergency Preparedness and Emergency Preparedness for Families with Pets.

These free sessions are held at community centers in Vancouver or, upon request, to groups of 15 or more. In addition to these sessions, NEPP

volunteers also will be charged with staffing and setting up displays at various community events.

NEPP is currently in the process of developing a Neighbourhood Team course where residents of various neighbourhoods in Vancouver will be trained to respond as a team in the event of an emergency or disaster. NEPP volunteers may also be charged with conducting orientation sessions for new ESS Volunteers.

Community Centre Liaison Committee

Community Centre Liaison Committee (CCL) volunteers will maintain the ESS relationship with the various Community Centres and will help with the development of the Community Center/ESS Manuals, help maintain the

Community Center Reception Center kits etc and work with the Community Centers to ensure their Community Centre ESS Activation Manuals are complete and up to date.

Vancouver's ESS Pet Committee



This photo of volunteers caring for pets was taken following Hurricane Katrina in New Orleans in August, 1995.

In conjunction with Vancouver Animal Control, the SPCA and ESS, the Pet Committee is charged with planning for the pet population within the City of Vancouver in the event of an emergency.

The Pet Committee plans for larger activations where the Forum building at the PNE may be activated to house the pets. It will also be charged with developing plans for handling pets during activations at the community centers where pets are involved.



Vancouver ESS volunteers participate in activating a Reception Centre at Kitsilano Community Centre following a simulated earthquake exercise in Vancouver.

Exercise Committee

The Exercise Committee will be responsible for planning mock emergency exercises for Vancouver ESS. It is expected the ESS team will conduct two or three table top exercises each year, along

with the annual ESS exercise for Vancouver.

This committee will also arrange for special speakers and events for the All Teams meeting in conjunction with the ESSD.

Newsletter Committee

The Newsletter Committee at this point does not require any further volunteers. While the intent is to publish every two months, the reality is

that it has been published rather sporadically for the past couple of years. Once the ESS committees are established, it may be beneficial to recruit someone from each committee to write a report on the workings of that committee. Until then, however, Jackie Kloosterboer collects all the photographs and material for the newsletter, and submits them to the newsletter editor, Lynda Cumming, who edits them and publishes the newsletter. If you as a volunteer have any suggestions or specific editorial contributions or photographs from any ESS exercise or activation, send them to Jackie for inclusion in the newsletter.

ESS Fall Training Sessions

Volunteer training for those who wish to participate in Vancouver's Emergency Social Service activations gets underway in October, with most courses being held at the Justice Institute of BC, in New Westminister, 715 McBride Blvd.

To register for any of

these sessions, contact Jackie Kloosterboer with the name of the course and the date you wish to attend. In some cases, the times have not yet been confirmed, but all are full day courses, usually running from 9 am to 4 pm, except for the Documentation Course, which usually runs from

9 am to noon.

All Vancouver ESS volunteers must complete the Registration & Referrals Course and the Reception Centre Course. Volunteers are encouraged to complete **all** the training courses. The more volunteers who understand the various roles and responsi-

bilities involved, the better the whole system will be.

Due to the unprecedented interest in ESS this year (directly due to the devastating earthquake and tsunami in Japan earlier this year) there are many new volunteers joining up. As a result, it is expected that some courses will fill up quickly this fall.

Course Name	Location	Date
Documentation	Mission	October 1, 2011
Documentation	JIBC New Westminister	October 1, 2011
Documentation	JIBC New Westminister	November 23, 2011
ESS Site Management	Burnaby	September 24, 2011
ESS Site Management	Squamish	October 1, 2011
ESS Site Management	JIBC New Westminister	November 19, 2011
ESS Site Management	JIBC New Westminister	November 25, 2011
ESS Site Management	Sechelt	February 5, 2012
Group Lodging	Maple Ridge	October 15, 2011
Group Lodging	JIBC New Westminister	November 17, 2011
Group Lodging	Richmond	February 11, 2012
Managing Walk-In Volunteers	JIBC New Westminister	September 16, 2011
Managing Walk-In Volunteers	Chehalis	September 17, 2011
Managing Walk-In Volunteers	Langley	November 25, 2011
Managing Walk-In Volunteers	North Shore	February 18, 2012
Reception Centre	JIBC New Westminister	September 24, 2011
Reception Centre	JIBC New Westminister	October 5, 2011
Reception Centre	Langley	October 22, 2011
Reception Centre	Mission	November 19, 2011
Registration & Referrals	JIBC New Westminister	September 17, 2011
Registration & Referrals	Abbotsford	January 21, 2012
Registration & Referrals	JIBC New Westminister	February 11, 2012
Resource Acquisition	Delta	October 21, 2011
Resource Acquisition	JIBC New Westminister	February 22, 2012

Training Course Descriptions

Documentation (three hours)
Learn about the functions and responsibilities of the Documentation Unit at an Emergency Reception Centre.

ESS Site Management (full day)
Learn about the roles and responsibilities of the ESS management team. The ESS management team includes Reception Centre and Group Lodging Managers; Information, Liaison, and Safety Officers; and Operations, Planning, Logistics, and Finance Section Chiefs.

Group Lodging (full day)
Learn how to adapt facilities to dormitory-type accommodation for people displaced from their homes during a disaster. The course includes planning and operations.

Managing Walk-In Volunteers (full day)
Learn about managing large numbers of untrained walk-in volunteers in this highly participatory workshop. Participants will learn to set up a volunteer services centre.

Reception Centre (full day)
Learn about the functions, staffing, and planning of a Reception Centre, offered to ESS workers who will be working in, or supporting, the activities at an emergency Reception Centre. Students will have an opportunity to set up a Reception Centre.

Registration and Referral (full day)
Learn the process for registering evacuees and for providing referrals for food, clothing, and lodging. It also covers basic interviewing skills. The course includes completion of the ESS File (Registration and Service Record) and Referral forms.

Resource Acquisition
Learn about the roles, functions, and planning of Resource Acquisition at a Reception Centre. Learn to identify essential resources, how to set up agreements with suppliers before an emergency, and how to access, distribute, and track resources during an emergency. This course is for those responsible for acquiring and managing food, clothing, and lodging for evacuees and response workers.



Pitching in to help at the Canada Day Sunset Community Centre Fair to spread the word about Vancouver Emergency Preparedness were the following members of Vancouver ESS (L-R): Ron Loui-Ying, Molly Loui-Ying, Elizabeth Norris, Linda Lightfoot, Jackie Kloosterboer (City of Vancouver emergency planning coordinator), John Topp and Helga Topp.

Interest Peaks in EP planning

Since the Japan earthquake and tsunami on March 11, NEPP volunteers throughout Vancouver have been inundated with requests for training and information on emergency preparedness. Normally, during the summer, no NEPP sessions are taught but this year the program is continuing nonstop, with a record number of NEPP classes being taught.

So far this year, 185 NEPP sessions have been conducted, with an enrolment of 4,192, compared to last year, when 47 training sessions were conducted, with an enrolment of 898 people.

NEPP sessions teach emergency preparedness to residents and businesses. These sessions include the 10 basic steps to emergency preparedness. If you are interested in teaching NEPP sessions, contact Jackie Kloosterboer.

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All Teams Meet

ESS will hold an All Teams Meeting on Monday, September 26 at Sunset Community Center, 6810 Main Street, at 7 pm. Guest speaker will be Daniel Stevens from the Office of Emergency Management, who will relate his experiences in New Zealand, which suffered a 6.3 magnitude earthquake in February. He will make suggestions on how Vancouver ESS can benefit from the lessons learned from the New Zealand tragedy.



[WWW.vancouver.ca/ess](http://www.vancouver.ca/ess)

