

EM Webinar #33

Virtual EOC's – What They Might Look Like?

Welcome

The Webinar will begin at 10 am (PDT)

Please test your Audio Output by running the Audio Set-Up Wizard under the Meeting menu on the top of your screen.

Participants do NOT require a microphone or camera.

“We respectfully acknowledge the Justice Institute of British Columbia’s New Westminster campus is located on the unceded traditional territories of the Qayqayt and Musqueam Peoples.”

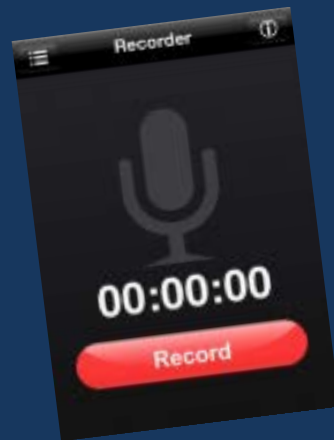
Agenda

1. Welcome & Housekeeping Items
2. Introduction to Speaker
3. Purpose
4. Participant Poll (All)
5. Presentation:
 - Pete Learoyd, Program Director, Emergency Management, JIBC
6. Evaluation Survey (All)



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Virtual EOC's – What They Might Look Like?



Today's Speaker



Pete Learoyd, Program Director, Emergency Management Division, Justice Institute of British Columbia

Pete Learoyd has been professionally active in the field of emergency management for more than 22 years. As a practitioner, educator and researcher, Pete has had the opportunity to learn from, support and advise various organizations, within the public, private and non-profit sectors, on their emergency management practices, incident management models and general preparedness initiatives. His current work as an administrator and faculty member with the Justice Institute of British Columbia has him guiding a team responsible for customized training in many areas of emergency and disaster management, including emergency planning and operations, incident command, emergency support services, and search and rescue.

Pete holds a Masters of Arts in Leadership with a focus on the role of crisis leaders and will be drawing on his experience instructing emergency operations centre training since 2005. He is joining us from his newly created and socially distant home office in North Vancouver!

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Virtual EOC's – What They Might Look Like?

Purpose:

Most of us are familiar with the physical look and feel of an Emergency Operations Centre but have you considered what it might be like to operate one virtually. COVID-19 has caused many of us to move to distributed work teams – so you may already be getting a sense of this new work environment.

An EOC is a management tool used to build your organization's capacity when struck by a major emergency or disaster. It is based around the notion of bringing people together under a common direction, to communicate, coordinate and collaborate, in addressing critical needs. So how do we do this in a virtual environment? What processes might carry over from a physical EOC? What new practices might be necessary? And what about the role of technology...

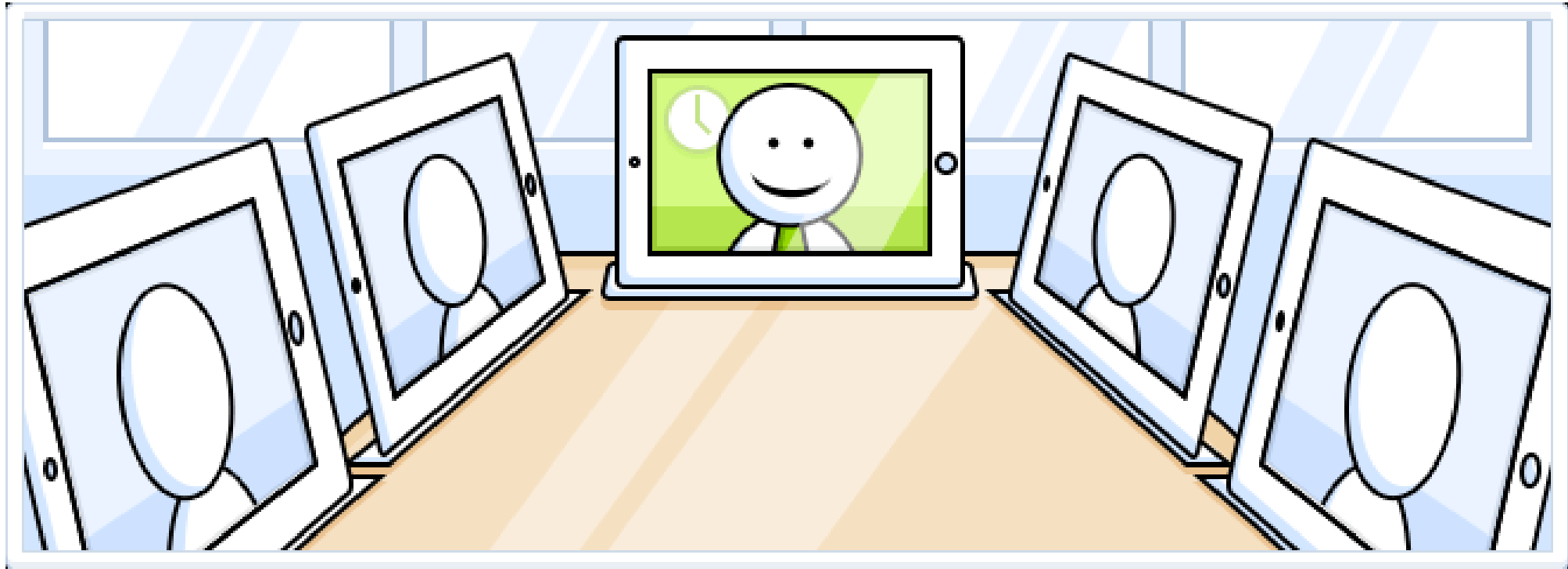
Through this collaborative webinar we will draw on current literature and the experiences of those willing to share your successes, tips and challenges.

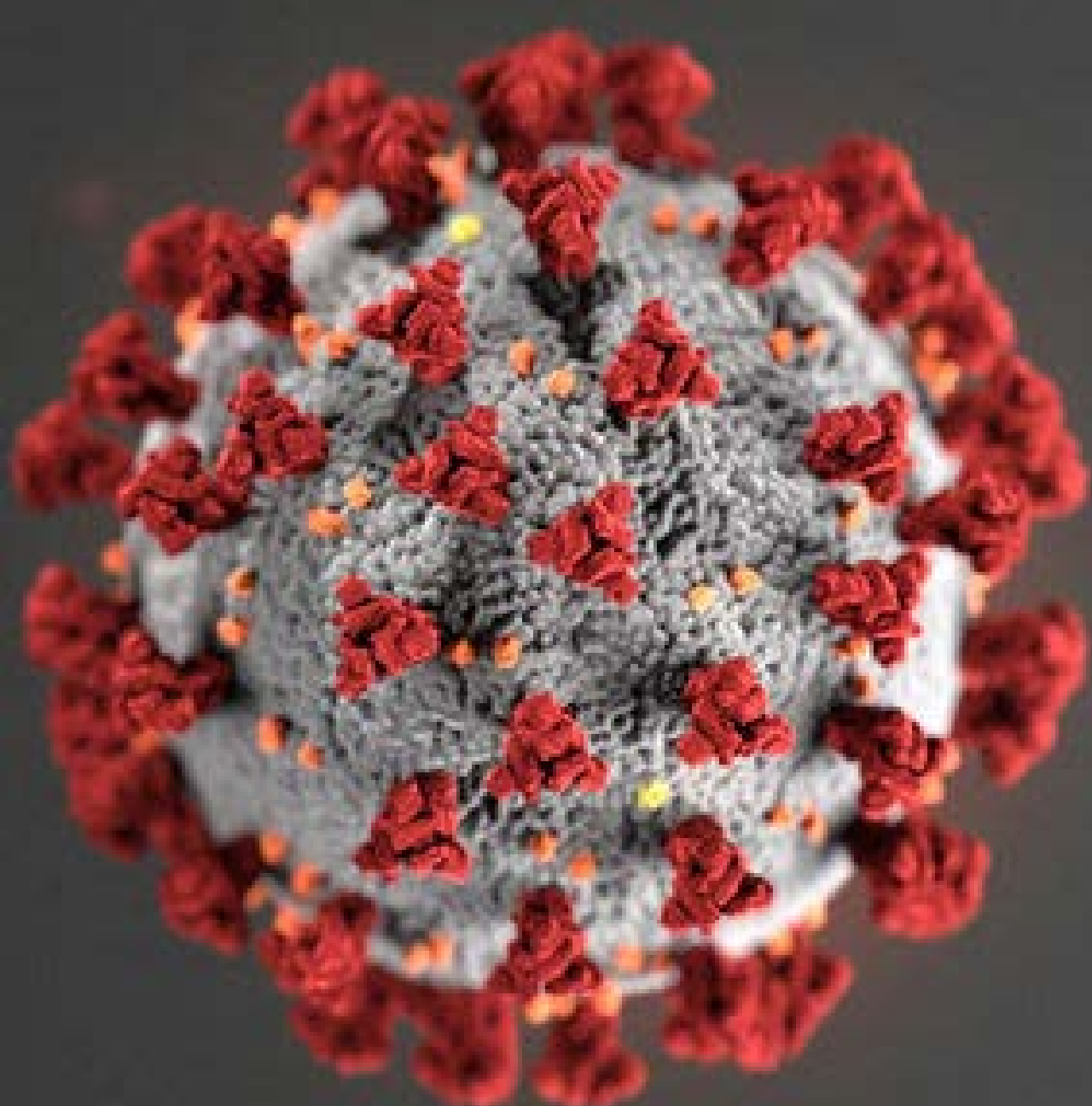
Who are our participants? (Participant Poll)

Virtual EOC's

What might it look like to operate a virtual EOC?

Pete Learoyd - April 29, 2020 - EMBC/JIBC Webinar





“Many teams are in a better position now than ever before to operate a virtual EOC”

Key Questions

Why do we activate EOC's?

How do physical & virtual EOC's differ?

What processes/practices should be used virtually?

What tools/approaches
might help accomplish this?



Media Management

Consequence Management

Collaboration

Resource Management

Policy

Social Media

Problem Solving

Management

Leadership

Communications

Site-Support

Control

Decision Making

Direction

Complex Problems

Coordination

Information

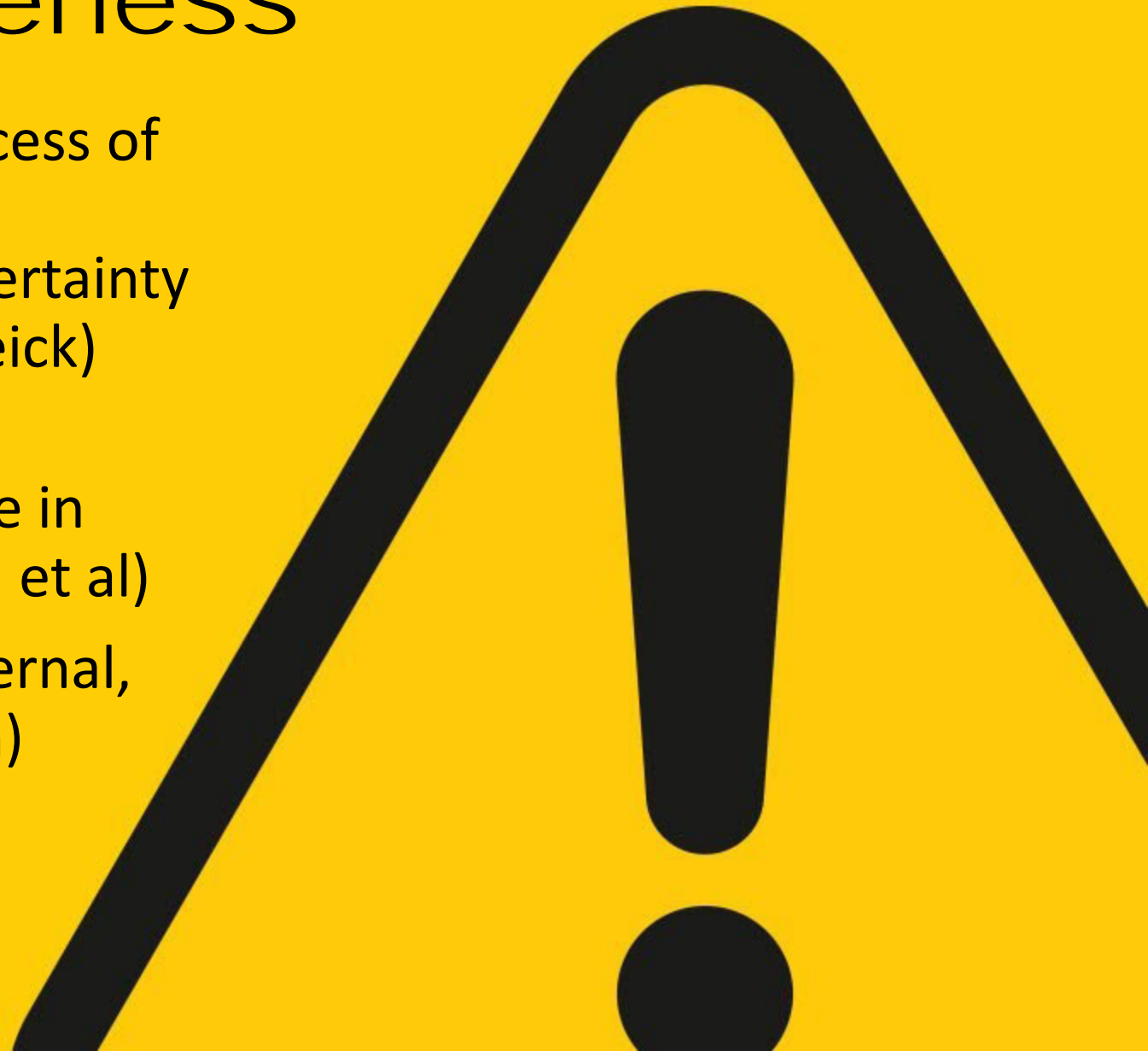
Situational Awareness

Situational Awareness

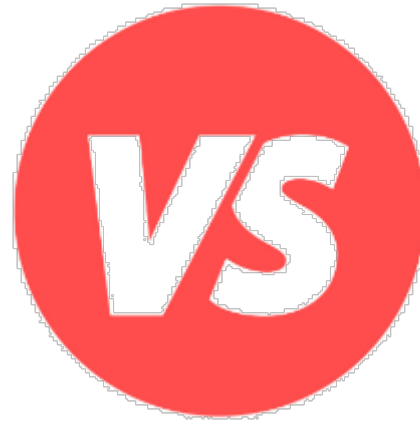
Sensemaking – a collaborative “process of creating situational information in situations of high complexity or uncertainty in order to make decisions” (Karl Weick)

Joint Sensemaking – minimizing the “Appreciative Gap” a deep difference in perspectives, aims and actions (Boin et al)

Amplification Factors - external, internal, incident, personal bias (Tim Johnson)



Physical EOC



Virtual EOC

Single location

Low/med internet dependency

Low/med technology dependency

Lots of adhoc dialogue

Manual processes can be used

Distance creates a barrier

Individual supports easier

Fosters collaborate action

Multiple locations

High Internet dependency

High technology dependency

Dialogue must be arranged

Digital processes necessary

Tech eliminates distance barrier

Individual support more difficult

May encourage separate action

What makes
a virtual team
an EOC?



Ten Critical Processes to Migrate

(Regina Phelps, 2018)



1. Event Assessment & Activation
 - Initial Assessment Team
 - Plan Activation Criteria
 - Responsibility Matrix
 - Communication Matrix
2. Clear Roles & Responsibilities
 - Position Checklists
3. Incident Status Tracking
4. Resource Deployment/Tracking
 - Ops/Logistics Mechanisms
5. Event/Ticket Tracking
 - Triage & Assignment

Ten Critical Processes to Migrate



6. Team Notification
 - Issuing & Tracking
7. Media Monitoring/Messaging
8. Map/Image Integration
9. Report Development
10. Action Planning
 - Current Situation Status
 - Strategic Objectives
 - Assignments

(Regina Phelps, 2018)

Further Thoughts & Considerations

1. Roles & Responsibilities

- Establish Organizational Chart

2. Action Planning

- Common Purpose & Direction

3. Worker Care/Self Care

- Understand “Threat & Reward Response” (Rock, 2011)

4. Key Decision Log

5. ...





Types of Technology

- Notification & Alerting Tool
- Virtual Meeting/Collaboration Tool
- Dashboard/Situational Awareness Tool (Mapping Integration)
- Project Management/Task Assignment & Tracking Tool
- Purpose Built EOC Applications



Technology Considerations

- Local/regional internet capability
- Security/confidentiality
- Dependability - backed-up
- Ease of Use - similar to day-to-day systems
- Common designated data storage
- Integrated applications if possible
- Recognize the value of synchronous tools

Managing Virtual Teams during COVID-19

- Develop & share clear work expectations
- Different people may have different needs
- Confirm communication strategy & reporting frequency with team
- Recognize/accept that personal/family issues may interfere
- Schedule regular check-ins (team & individual, operational & personal)
- Arrange regular status/event updates (develop/implement tool)
- Recognize value of short adhoc meetings



How to Succeed as a Remote Worker



Takeaways

- Take extra effort to clarify roles & responsibilities
- Use applications/tools your team is familiar with
- Remember worker-care & self-care, regular check-ins
- Connect people regularly but for shorter periods
- Develop sound & simple process & practices



Receipt + Ingredients = Cake

Questions & Answers



Pete Learoyd

Program Director

Emergency Management Division
Justice Institute of British Columbia

Closing

Info & Recordings:

www.jibc.ca/emwebinars

<http://www2.gov.bc.ca/gov/content/home> (search EM webinars)

Upcoming Webinars:

Wednesday, May 27, 2020 – 10am

Webinar #34: TBD

Interested in presenting on a future webinar?

Please contact emwebinars@jibc.ca

Feedback/Evaluations Poll –

Please take a few minutes to complete before logging off.

Thank You!

EMBC/JIBC Emergency Management Webinar Series

Webinar #33: Virtual EOC: What Might They Look Like?

Recorded on: April 29, 2020

References/Related Readings

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