

EOC Stream - Practical Skills and Tools – Session Descriptions

1. EOC Planning Section (with Steve Newton)

Steve Newton will deliver this comprehensive workshop on the EOC Planning Section. Steve has worked in the various functional elements of the Planning function at both the tactical and strategic levels. A major component of this workshop will address the Planning Sections' role to coordinate EOC management by objectives and he will present on the use of status reports and the EOC Action Plan. Steve will introducing the use of the ICS concept of PPOST (Priorities, Problems, Objectives, Strategies and Tactics) in the context of an EOC's transition from response to recovery planning and operations. Other emphasis will be Steve's discussion regarding pre-planning and re-entry planning for evacuations and the implementation of Declarations of State of Local Emergency under the Emergency Disaster Management Act to acquire extraordinary authority in crises. He will guide a discussion on Advance Planning using a process developed in the course of EOC operations. He will also present additional workshop topics including critical infrastructure assurance, components of a good situation map, the Situation Unit and documentation management best practices.

2. EOC Operations Section (with Kevin Skrepnek)

This course explores the essential functions and responsibilities of the Operations Section during an emergency response in an EOC. Learners will explore how to translate evolving intelligence into actionable plans, coordinate tactical requests, and facilitate effective evacuation and re-entry processes.

With a strong focus on the connection between field activity and planning intelligence, participants will look at damage assessment processes and challenges, the integration of impact data into recovery strategies, and the integration of Emergency Support Services (ESS) into operational decisions.

This course emphasizes coordination across agencies and disciplines—including responder intel, on-the-ground verification (ground truthing), and situational complexities that affect planning and operations.

Key topics include:

- *Defining the role and responsibilities of Operations in the BC EOC context*
- *Managing evacuations, from strategic objectives to tactical execution*
- *Integrating the ESS branch into operations effectively*
- *Conducting and integrating damage / impact assessments into re-entry and recovery planning*
- *Coordinating on-scene responder intel and ground truthing to validate operational decisions*
- *Navigating multi-source, real-time information to support decision-making in complex emergencies*

3. EOC Finance & Logistics (with Sandy Miller)

Explore the complex landscape of resource requests, cost tracking, and resource coordination during emergency operations. Participants will examine the full cycle of Resource Requests (RR) and Emergency Authorization Forms (EAF), including lessons learned from systemic challenges. Learners will gain proficiency in monitoring burn rates across single and multi-jurisdictional EOCs, ensuring transparency and fiscal accountability.

Key topics include:

- *Understanding and managing internal, external, and provincial resource requests*
- *Deconstructing the RR ↔ EAF loop and avoiding bureaucratic pitfalls*
- *Tracking burn rates and operational costs in real time*
- *Securing compensation for volunteer tactical operations*
- *Implementing robust daily cost reporting practices to meet EMCR standards in multijurisdictional events*

Whether you're working in a local EOC or coordinating across provincial lines, this course helps demystify financial processes to keep operations running smoothly and responsibly.

4. EOC Director (with Greg Solecki)

In today's complex disaster environments—it's about people, communication, and cultural accountability. This course empowers emergency management leaders to build and sustain high-performing response teams in high-pressure settings while navigating the critical interface with Elected Officials. Participants will develop strategies to manage sensitive information across response, recovery, and reconciliation phases, with an emphasis on transparency and intergovernmental trust. The course explores the mental health and wellness of Emergency Operations Centre (EOC) personnel, emphasizing sustainable leadership and team cohesion during prolonged events. Learners will also examine the evolving role of Elected Officials within the Incident Command System (ICS), including guidance on working with or without a State of Local Emergency (SOLE). Grounded in global and Indigenous frameworks—from the Sendai Framework for Disaster Risk Reduction to the UN Declaration on the Rights of Indigenous Peoples (UNDRIP)—this course equips participants with tools to incorporate inclusive emergency governance.

Key topics include:

- *Leading resilient, high-functioning teams under crisis conditions*
- *Managing information flow and expectations with Elected Officials*
- *Promoting mental health and wellness in the EOC environment*
- *Understanding ICS integration for elected leadership*
- *Applying the Sendai Framework and UNDRIP in operational planning*
- *Operating effectively with or without a declared SOLE*

5. EOC Information & Liaison (with Ben Morgan)

In emergencies, how we communicate can be as critical as what we do. This course offers emergency management professionals the tools and insights to communicate clearly, confidently, and compassionately under pressure. Grounded in neuroscience, participants will explore how the human brain processes information during high-stress events—and how to use that understanding to craft messages that resonate with diverse audiences, including elected officials, response partners, and Indigenous communities.

Participants will learn the art of Message Mapping—a simple yet powerful framework for concise, structured messaging. The course also emphasizes the collaborative power of the "Team Behind the Message".

This course explores the distinctions between Information and Liaison roles in an Emergency Operations Centre (EOC) and includes Indigenous Engagement principles and actionable guidance for respectful, rights-based collaboration during crisis situations. Whether you're in the field or briefing in the EOC, this course equips you with the science and strategy to communicate with clarity, empathy, and impact.

Key topics include:

- *Applying neuroscience to high-stress communication*
- *Using Message Mapping to navigate public concern*
- *Building and empowering the messaging team*
- *Clarifying Information vs Liaison functions in the EOC*
- *Practicing meaningful Indigenous engagement during emergencies*