
Improving EOC Training through Better Exercises

EM Leaders need excellent training

Leaders in the EOC:

- Plan & Collaborate
- Control Resources
- Make Decisions
- Manage Information
- Communicate



EOC = LARGE EFFECT ON RESPONSE

The Training Gap for EM Leaders

Tabletop Exercises

“Talk about how we would do it...but...”

- Little feedback, little pressure
- Lack of depth & realism
- Not actually doing your job



The Training Gap for EM Leaders

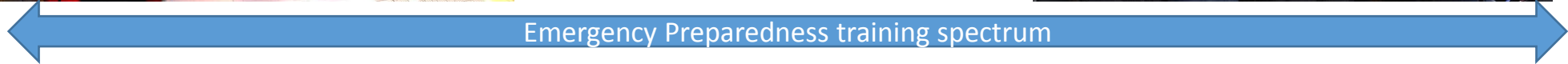
Functional Exercises

“Like the real thing...but...”

- Real life friction gets in the way
- Training is limited
- Expensive



Current situation: Forced to choose



- Localized
- Internal SMEs
- Staff Co-located
- Clinical Problem
- Estimated Time & Space

- Locally Based
- Multi- Agency SMEs
- Staff in EOC
- Scripted Situation
- Realistic Time & Space

Computer Simulation Fills the Gap!



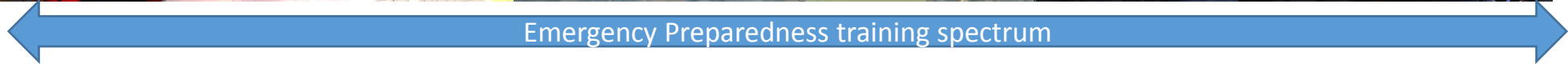
Tabletop Exercise



Simulation Exercise



Live Exercise



Localized
 Internal SMEs
 Staff Co-located
 Clinical Problem
 Estimated Time & Space

Scalable
 Multi-Agency SMEs
 Staff can be Distributed
 Variable Complexity
 Realistic Time & Space

Locally Based
 Multi-Agency SMEs
 Staff in EOC
 Scripted Situation
 Realistic Time & Space

Why Computer Simulation Exercises?

- Very Realistic
- Feedback on Decisions
- Practice all aspects of EOC
- Inexpensive
- Focused EM Leader Training



Thank the Army for the idea...



= \$\$\$\$

- Infrequent Training
- Little Feedback
- Very Expensive
- Difficult to Run

How do you exercise leaders inexpensively and realistically?

Simulate the “Field” in the computer



- Focused Leader Training
- Inexpensive
- Realistic

...But for Emergency Managers...



- Simulated Incident
- Simulated Resources
 - Vehicles
 - Personnel
 - Buildings
- Simulated Environment

EOC Leaders: communicate with **computer operators** instead of personnel “on scene”

Computer Simulation Exercise

“SIMULATED”



Simulation

ACTION

Information & Reports



ANALYSIS

Decisions & Orders



“REAL”



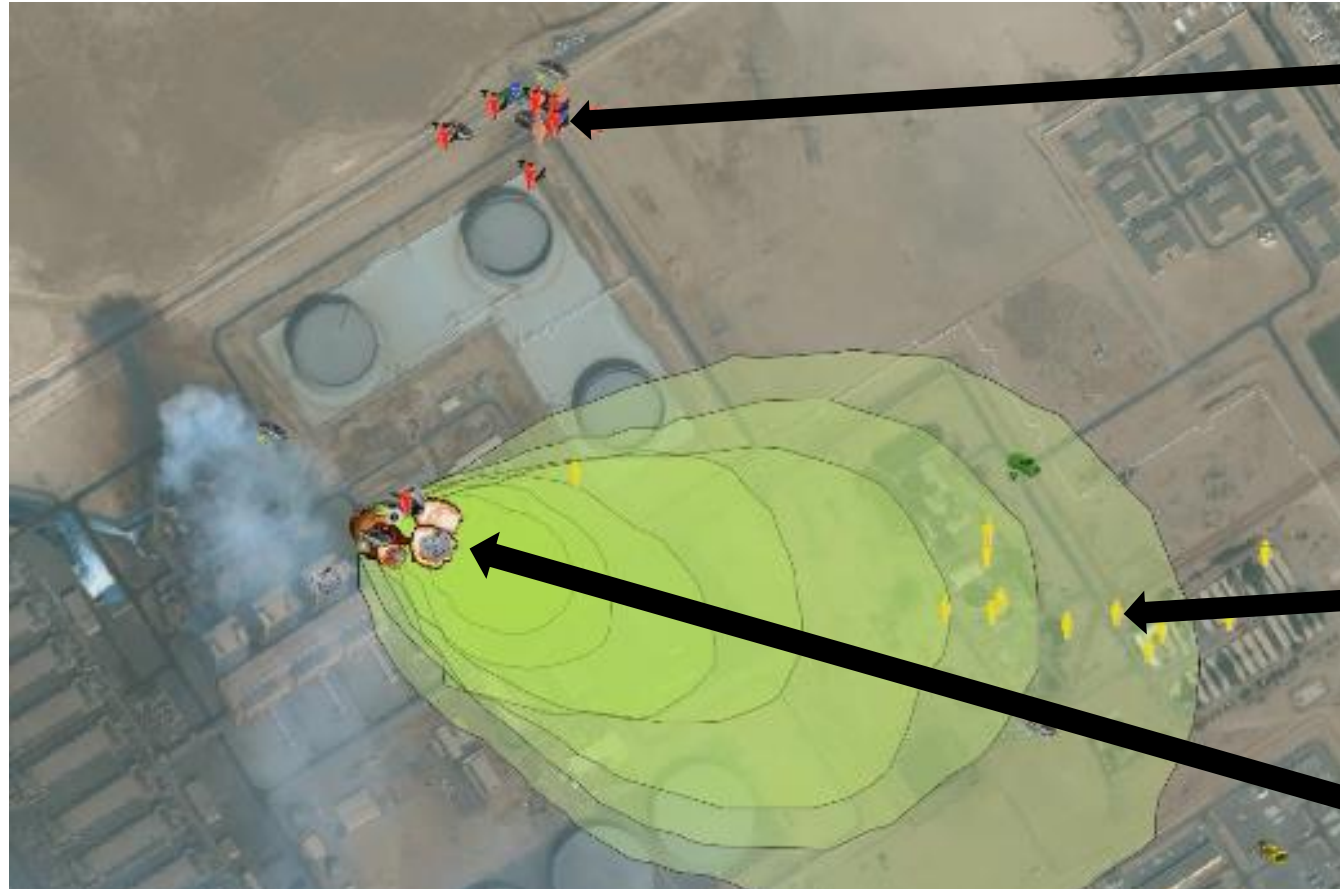
Emergency Operations Center

- Realistic flow of information to the Emergency Operations Centre (EOC).
 - Implement any decisions and orders from the EOC.

EOC staff analyze information and make decisions – Exactly as they would do in “real life”

Simulation Screen Shot

Environment



Resources:

- Vehicles
- Personnel
- Equipment

Civilians

Incident

Jamaica Exercise – February 2015

C4i One Million Lives Initiative

Bi-national (Canada/Jamaica)

Participants:

- Canadian Forces DART (follow on response)
- Jamaica ODPEM (leader)
- Constabulary, Fire Brigade, Customs, Parishes
- Canadian High Commission/Foreign Affairs
- Office of the PM (Jamaica)
- C4i Consultants (with EDMSIM)



Scenario

- Major earthquake strikes near Kingston
- Many injuries & destruction
- Jamaican response is insufficient
- Canadian Forces DART deploys recon team
- DART deploys Advance Party (50 pers)
- Joint Recovery Continues
- ENDEX



Comments from Participants

“We paid \$7M for two functional exercises but got much more out of this short simulation exercise”



Comments from Participants

“The simulation exercise showed us key issues with our planning and resources that we need to immediately correct”

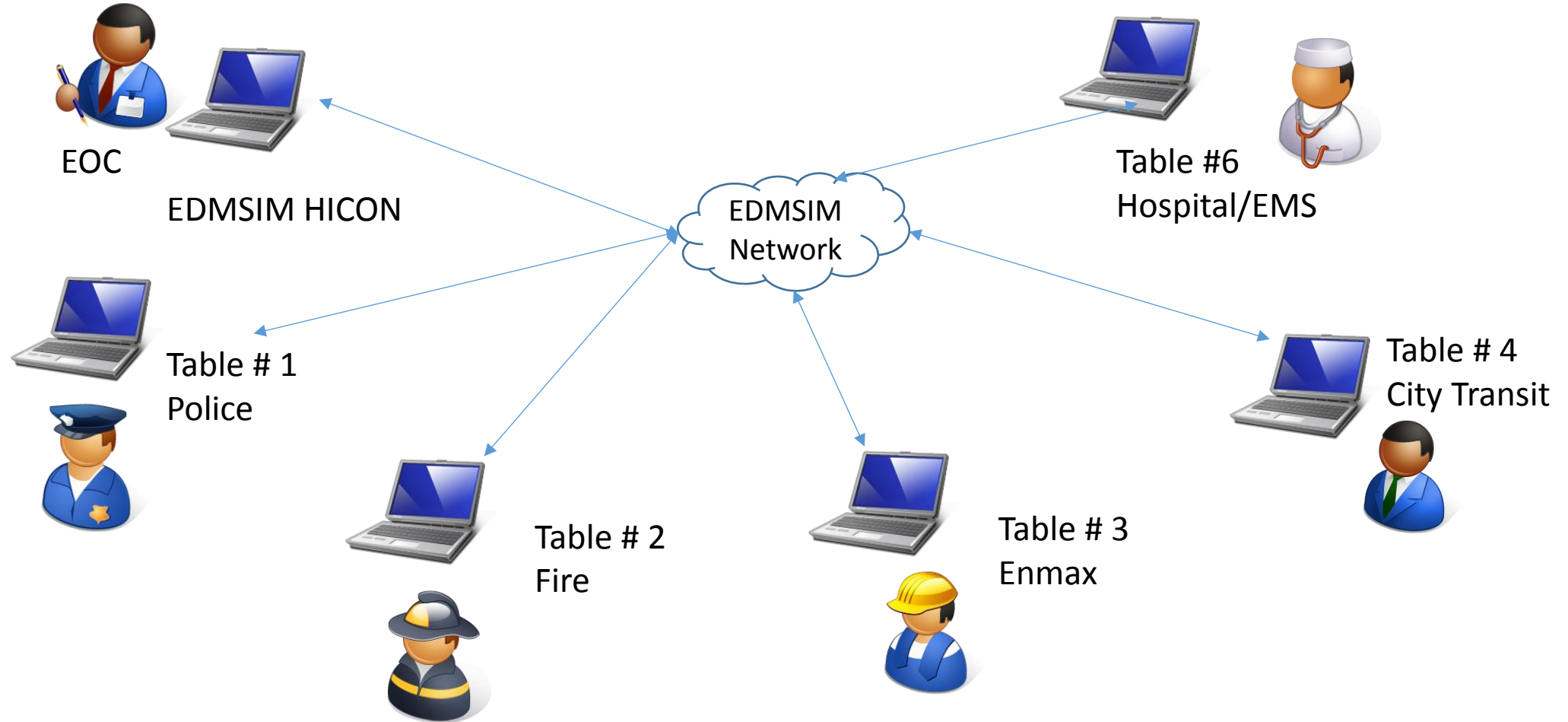


Comments from Participants

“This was the first time we practiced realistically with other agencies”



And it will be your turn to try it Tomorrow ... 12:45 to 14:30



Rules:

“Fun Digital Tabletop Exercise”

Divide into groups (police, fire, ems, etc.)

“No experience allowed”

We play the EOC

You play the computer operator role (as a group)

Fill out a comment card at the end and win a prize!