Leading in an Emergency

Leadership Delivered By Leaders

Sandhurst Consulting
ARE YOU READY?

By definition, we rarely know when the next emergency is going to occur or what form it will take, but what is certain is that those organizations that are prepared and trained for them will be far less affected than those that are not. What is also true is that during an emergency, your leaders will be tested as never before; as the old saying goes “Anyone can be a great captain when the seas are calm”!

Are you sure that your leaders have the preparation, resources and training they need to lead during an emergency situation?

OUR VALUES

**Accountability**
We always do what we say we will

**Client Focused**
We will always put you, the client first

**Trust**
Earning your trust and keeping it is more important to us than anything else

OUR APPROACH

Our approach to emergency management focusses on three key areas:

**Preparedness**: Actions taken to ensure that when a disaster strikes, emergency managers will be able to provide the best response possible.

**Response**: Actions taken to save lives and prevent further damage in a disaster or emergency situation.

**Recovery**: The process of returning all assets and services back to an acceptable (or better) level of operation.

We will also ensure that you meet all regulatory requirements concerning emergency management specified by both government and regulatory bodies.
ABOUT US

The best people to design and deliver emergency management solutions are those that have successfully led emergency responses themselves. We have studied the academic theory and completed the courses, but it is our extensive practical knowledge gained from decades of hands-on leadership within many different environments (including manufacturing, government, oil and gas and the military) that makes us different and allows us to maximize your investment.

GREG SOLECKI  CPCB CEM MCML
Greg has over 25 years of progressive front line experience instituting strategic emergency, continuity, and leadership programs with implementation at the field, corporate and international level.

He is an internationally certified ICS instructor and responsible for training over 500 municipal and executive leaders in emergency and continuity management. He has filled the role as EOC Manager for more than 150 planned and emergency events including; pandemic preparedness in Calgary, disaster response for the Southern Alberta Floods, and recovery operations for the Slave Lake wildfire.

STUART CARVER DSO MA
During a 25 year career Stuart Carver has responded to a huge range of both natural and man made emergencies. Floods, storms and earthquakes to suicide bombers, car bombs and large scale terrorist incidents. His experience includes counter terrorism planning, running first responder services in major cities to front line deployments in Afghanistan, Iraq and Bosnia. More recently he led over 600 people in a major response during the 2013 Southern Alberta Floods.

He also ran the British Army’s largest training establishment and is an expert on large scale exercise design and execution.

DAVID HARRISON  MSc
David is an expert in training simulation and internationally renowned for the design and execution of complex and large scale training exercises. This includes complex scenario design to detailed coordination of event lists to all the processes required to ensure smooth delivery.

He has also been involved in a large number of real emergencies including the flooding in High River in 2013 where he held a number of senior Operations positions.
EMERGENCY RESPONSE PLANS
We will create both site specific and corporate Emergency Response Plans (ERP) that are specific to your organization. An effective ERP is designed to protect your employees, the general public and the environment and keep the impact of an emergency as small as possible.

We ensure that our plans conform to international standards in emergency and continuity management and meet all your regulatory requirements.

BUSINESS CONTINUITY PLAN
How quickly can you get your business back up and running after a disaster strikes? The future of your organization could depend on the answer.

We will help assess your organization and identify the critical services and functions that are essential to its survival. We can then prepare contingency plans for implementation during business interruption. IT provision is an obvious example but there are many other critical functions that you will need to maintain.

Once you have a plan we will help you review it, distribute it and most importantly, test it to ensure it works.

CRISIS MANAGEMENT PLAN
A Crisis Management Plan is the communications and decision-making component of an overall Business Continuity Plan (BCP).

A thorough Crisis Management Plan facilitates rapid communication to ensure overall safety to both internal and external stakeholders. It also incorporates policies and procedures to perform an impact assessment and a plan to control media interaction during an event or crisis.
**Incident Command System Courses**

**ICS 100:** A half day introduction to the ICS System.

**ICS 200:** A two day course which covers all the basics of the ICS including terminology, standard processes and responsibilities.

**ICS 300:** A two day course designed to cover all the skills required by someone who may take on a supervisory role within ICS during an incident.

**ICS 400:** A three day advanced course for those likely to be the commander at large scale multi agency incidents.

**ICS 402:** A two hour briefing covering the knowledge required by senior executives.

**Certification**

All our courses are taught by accredited ICS Canada instructors who have a minimum of 15 years experience working at emergency incidents. They will customize the content to your particular audience and bring the course to life through personal anecdotes and hands on exercises. You will receive official ICS Certification on successful completion of any course which is recognized throughout North America.

---

**Leading the Incident Courses**

**Decision Making For Leaders:** A one day course focused on making critical, time sensitive decisions.

**Planning for Incidents:** A one day course for those involved in planning your organization’s response to an incident.

**Setting Up and Running an Emergency Operations Centre (EOC):** We will customize the course to either one or two days depending on your exact needs, the size of your organization and the maturity of your emergency management program. It covers both the creation and running of an effective EOC.
We are masters in exercise design and are able to develop relevant, realistic scenarios in order to effectively validate your crisis management plans and processes. We can provide both low cost Table Top Exercises (TTX) and large scale realistic simulations.

A TTX would bring together key staff to evaluate the organization’s plans for crisis management, emergency response and business continuity. Realistic scenarios are presented in an engaging, low-stress environment, where teams walk through their plans for responding to an unfolding situation. The aim is to test both their plans and the team’s ability to respond to unanticipated events.

A large scale simulation would involve as many participants working in real time as possible, including corporate and field staff as well as external agencies.

These will be as close to a real event as possible and are usually the culmination of a series of smaller and progressively more complex training events.

COMMUNICATION TRAINING

Provide a clear understanding of how communication should flow between the emergency site and the Emergency Operations Centre (EOC).

For those who will face the media, learn the critical messaging components of “conviction, compassion, and accountability” through live on-camera training and simulations.

“This was the best training I have taken. I have been through exercises like this before with other companies but the way this one was delivered was fantastic. The facilitators really knew their stuff.”
PREVIOUS FEEDBACK

“The experience of the instructors was a huge benefit. Being able to speak from first hand experience gave them a great deal of credibility.”

“The facilitator led discussions were extremely useful to pick up ideas on how other organizations deal with similar situations.”

“Decision making section gave me the most useful hints and concepts to take with me, not only in my emergency management role, but in my day to day decision making.”

“Being shown how important team work, leadership and good communication are through exercises, demonstrations and interaction.”

“This was successful because we had people who are experienced leaders design and deliver practical, hands on training that those attending could relate to.”

CANADA-ALBERTA JOB GRANT

Emergency Management Training is eligible for the Canada-Alberta Job Grant. This grant provides significant subsidies for conducting training.

The job grant would permit any Alberta based company to provide the very best emergency management training to its employees at a significant saving. It will cover up to two thirds of direct training costs up to a maximum of $10,000 per student.

ELIGIBLE EMPLOYERS

♦ All private employers in Alberta

ELIGIBLE TRAINING PROVIDERS

♦ Must be third party unrelated to the employer

ELIGIBLE EMPLOYEES

♦ New or existing employees (Canadian citizens or Permanent Residents)

ELIGIBLE TRAINING

♦ Minimum 25 hours within a 52 week period.