



NEW DISASTER COORDINATOR:
**MENTORSHIP
TO SUCCESS**



Emma Wilcox

Emergency Management Consultant
Wilcox Emergency Management
Consulting, LLC



E. Weeks-Comeau

Emergency Preparedness Coordinator
Mammoth Hospital

Disclosure of Relevant Financial Relationships

Elizabeth Weeks-Comeau reports no relevant financial relationships or relationships she has with ineligible companies of any amount during the past 24 months.

Emma Wilcox, BSN, RN reports no relevant financial relationships or relationships she has with ineligible companies of any amount during the past 24 months.



MENTORSHIP TO SUCCESS

TOPICS COVERED:

- Introductions
- Mentorship Characteristics
- Benefits Of Mentorship
- Developing a Program
- Initial Action Plan



SURVEY POLL

MENTORSHIP TO SUCCESS

What is a Mentor?

- ❖ Staff who offer their wisdom or experience to help others enhance or advance their careers.¹
- ❖ Individual with advanced experience and knowledge who are committed to providing upward mobility and career support to less experienced individuals.²
- ❖ A trusted advisor who guides, supports, and encourages a mentee in their professional or personal development.

***Example:** An experienced project manager mentoring a junior team member.*

1. FEMA IW Mentorship Paper

2. KRAM, 1985; Ragins, 1997; Ragins, 2016

What is a Mentor? (cont.)

Committed: Guiding, supporting an individual's personal & professional growth through investment in time, energy, and effort

Confident: Shares experiences, advice, credit, and encouragement; offers network of contacts and resources freely

Competent: knowledgeable, experienced; utilizes Interpersonal skills, good judgement





SURVEY POLL

MENTORSHIP TO SUCCESS

Characteristics of a Mentorship	FORMAL	INFORMAL
Established Programming	Less Common	More Common, Easier to Establish
Organization Assistance & Oversight	Consistent	Inconsistent
Program Planning & Documentation	Required	Decision made by pair
Clear Expectations / Goals	Required	Inconsistent
Third Party Involvement	Pairing Systems	N/a
Length / Frequency of Relationship	> 6 months; as needed	Ongoing; as needed
Participation Required	Yes	No
During Work Hours	Yes	Possibly
Mentor Training Provided	Sometimes	No
Resources Provided	Determined by funding	Determined by commitment
Type of Relationship	1:1 or Group; involuntary	1:1 typically; voluntary
Evaluation Provided	Possibly	No formal evaluation

Mentorship Program Resources

- [International Association of Emergency Managers \(IAEM\)](#)

Goal: Associate or Certified Emergency Manager Application & Examination

- [California Emergency Services Association \(CESA\)](#)

Goal: Newcomer to Seasoned Professional Connections

- [Aspiring Emergency Managers Online](#)

Goal: Become a Mentor Program

- [HQE \(Haute Qualite Environnementale\) Systems](#)

Goal: Veteran's Mentorship Program

- [Center for Public Safety Excellence](#)

Goal: Mentoring in the Fire & Emergency Services



Choosing a Mentor

Seek out an experienced peer with the following qualities:

- Interest in developing your career
- Commitment to mentoring
- Aligned with your professional needs
- Professional competence
- Successful track record in mentoring
- Good communication skills
- Provides networking opportunities
- Is institutionally savvy
- Expresses like-mindedness
- There is potential for reciprocity

Establishing a Mentorship

Initial Relationship Development:

- Initial orientation to align perspectives
- Establish a working relationship
- Identify frequency & content of engagement

Define Outcomes:

- Specify the mentee short / long term goals
- Program review, evaluation, and development
- Practical knowledge, implementation of emergency management concepts
- Shared resources and best practices
- Collaborate on education, training, and exercise execution



Establishing a Mentorship (cont.)

Evaluate Outcomes:

- Are the mentee's goals realistic, clear, well defined?
- Has the mentor met the mentee's expectations?
- Was success achieved within the relationship timeframe?
- Does the mentee need ongoing support? Are they consistent? Committed?
- Is the mentee open to receiving feedback? Willing to modify behaviors?
- What additional resources or tools are needed to achieve continued success?

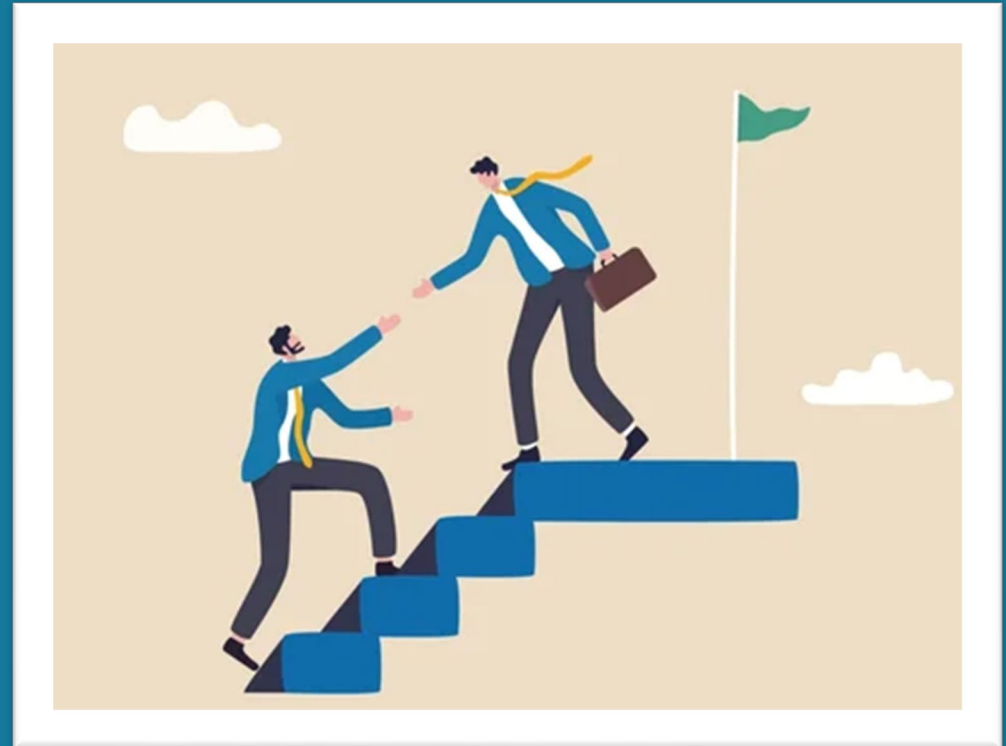


SURVEY POLL

MENTORSHIP TO SUCCESS

“While once viewed as one-directional, flowing from the mentor to the mentee, the concept of high-quality connections offers a broader view of mentoring where both or all parties benefit from growth.”

~ Mentorship Efforts Within the Federal Emergency Management Agency’s Incident Workforce



Benefits of Mentor-Mentee Relationship

For the mentor:

- Personal fulfillment & satisfaction
- Guide, advocate & role model
- Enhanced leadership skills
- Networking opportunities
- Improved understanding

For the mentee:

- Increased confidence
- Knowledge & skill development
- Stronger professional relationships
- Increased career opportunities
- Personal growth & development
- Constructive feedback & modeling



INITIAL ACTION PLAN FOR NEW DISASATER COORDINATORS

- Get to Know the Organization
- Create an Engaged Network
- Become the Expert

New disaster coordinators must look in all directions - past, present & future - to create an overarching plan to meet requirements and support the ongoing program.



Action 1: Know Your Organization

- Real Life Incidents
 - Cyclical, Large-Scale Events
 - Seasonal & Natural Features of Location
 - Upcoming or Pending Facility Plans

Ask yourself: What are the Top 10 hazards facing my facility, organization, or jurisdiction? What can I expect to prepare for?

Action 1: Know Your Organization (cont'd)

- Accreditation Surveys & Requirements
 - TJC EM Knowledge Library
 - TJC EM Standards Reference Guide
 - TJC Emergency Management Documentation Review Tool
 - TJC Survey Activity Guide (SAG) for EM Session
- Exercises or Trainings
 - What needs to be scheduled? Already scheduled?
 - Does exercise timeline align with requirements? Needs?



ACTION 1 OUTCOMES

- Clarification of Requirements
- Documentation Templates
- Survey Preparation
- Top 10 Hazards for Facility
- Training & Exercise Schedule

Successful new disaster coordinators are tasked to develop engaged & cooperative relationships with stakeholders and colleagues in and outside of their facility or direct community.

*~ Disaster Management:
A Disaster Manager's Handbook*



Action 2: Create an Engaged Network

- Emergency Preparedness Committee
 - Agreement and/or Charter
 - Committee Meetings & Quarterly Presentations
 - Education & Training of Core Members

***Ask yourself: Who is engaged currently?
How can interest and engagement be increased?***

Action 2: Create an Engaged Network (cont.)

- County, Coalition, Partners
 - Participation in Coalition Activities
 - Healthcare Preparedness & Response Capabilities for Healthcare Coalitions
 - Understanding Budgets & Administering Grants
- Other Supports within Healthcare System or Community Agencies
 - Memberships in Emergency Management
 - Social Networks & Podcasts

Ask yourself: How can I be more engaging to inspire others?



ACTION 2 OUTCOMES

- Develop Working Relationships
- Educational Foundation
- Coalition Engagement
- Funding Plan for Program
- Embody a Mindset

*“Training is everything.
The peach was once a bitter
almond; cauliflower is
nothing but cabbage with
a college education.”*

~ Mark Twain



Action 3: Become the Expert

- Training to Build Programming:
 - Resource & Tool Libraries
 - Emergency Operations Plan Development
 - Homeland Security Exercise & Evaluation Program Development
 - CHA Disaster Planning Conference - Revisions & Lessons Learned
- Training to Engage Leadership:
 - Healthcare Leadership
 - Hospital Emergency Response Team
 - Whole Community Planning

Action 3: Become the Expert (cont.)

- Implementing Training into Programming:
 - Lunch & Learns
 - Seminars & Games
 - Resource Access
 - Develop Plan Workgroups
 - Drills & Exercises
 - Get & Use Feedback

Ask yourself: Where do my strengths lie? When am I most energized?



ACTION 3 OUTCOMES

- Program Development
- Leadership Engagement
- Key Staff Education
- Exercise Execution & Evaluation

References:

- *Mentorship Efforts Within the Federal Emergency Management Agency's Incident Workforce*
- *UCSF Office of Faculty and Academic Affairs, Mentoring Resources*
- *Streamlining Emergency Management - Issues, Impacts, and Options for Improvement*
- *Characteristics of Successful & Failed Mentoring Relationships: A Qualitative Study Across Two Academic Health Centers*
- *Defining the Ideal Qualities of Mentorship: A Qualitative Analysis of the Characteristics of Outstanding Mentors*
- DNVHC CAH Accreditation Requirements and Interpretive Guidelines
- NIAHO Standards for Critical Access Hospitals
- ISO 9001 2015 E Standards
- TJC EM 2022 Reference Guide
- NFPA Chapter 12 Emergency Management
- CHA Disaster Conference
- FEMA Independent Study Courses
- NDEMU Course Application Template
- IAEM Certified Emergency Management Mentor Program

Thank you!
Questions?

Elizabeth Weeks-Comeau

EP Coordinator, Mammoth Hospital

Elizabeth.weeks-comeau@mammothhospital.com

Emma Wilcox, BSN, RN

Wilcox Emergency Management Consulting

emmawilcox.rn@gmail.com