



PROFESSIONALS
CONFERENCE 2026

NEW ORLEANS

APRIL 27 - MAY 1

Le Pavillon Hotel

Laissez les bons temps rouler!



Conference at a Glance

Visit the 2026 EDS Professionals Conference website



Learn More about New Orleans

Visit the microsite provided by the New Orleans Visitors Bureau



salarmyeds.org

Visit the EDS website



Welcome to New Orleans! Founded by Jean Baptiste Le Moyne de Bienville in 1718, La Nouvelle-Orleans is a city like no other, known for its history, commerce, cuisine, music and parties. We may be here to work, but we hope that every visitor gets the chance to be amazed by the sights, sounds, and tastes of the incomparable Crescent City.

New Orleans is also a place with a profound relationship with The Salvation Army. Scavenger hunters among you may try to find a historical plaque – located near the back steps of the stone pavilion overlooking Jackson Square – that commemorates the start of The Salvation Army’s work in the city. On Clairborne Street, you’ll find The Salvation Army NOLA Area Command and Center of Hope. A little bit further, on Jefferson Highway, is an Adult Rehabilitation Center and Family Store which hold a special place in the history of Emergency Disaster Services.

It took weeks to get to and clean, but that Family Store was the first facility The Salvation Army was able to reoccupy after Hurricane Katrina and functioned as our command post for many months. Hurricane Katrina remains one of The Salvation Army’s largest disaster relief operations, calling into service 178 canteens to deliver 5.1 million meals, 3.5 million drinks and 2.9 million snacks in Louisiana and Mississippi. Storm recovery lasted more than a decade, rebuilding homes in historic New Orleans neighborhoods and all along the Gulf Coast. This work was not without sacrifice, and it is fitting that part of our time together will be to pay tribute to those efforts.

It is important for us to honor The Salvation Army’s legacy. Our commitment to providing practical aid and spiritual care after disasters is more than 125 years old. But even as we honor the past, we must also turn our eyes to the future. We hope that this event inspires every attendee – all of you – to action – to continue The Salvation Army’s centenary tradition of always ‘being there’ when disasters strike – and ensuring that hope just isn’t on its way, but that it is there and accessible to all who need it.

EVENT SCHEDULE

Monday, April 27

4:00 - 6:00 pm
Registration Denechaud

6:00 - 8:00 pm
Dinner Bijoux
*Majors Dwayne and Marion Durham
New Orleans Area Commanders*

Tuesday, April 28

7:00 - 8:15 am
Breakfast Bijoux

8:15 - 9:15 am
Welcome and Devotions Versailles
Chris Farrand, Bobbi Geery, Major Todd Hawks, Jeff Jelllets

9:15 - 10:15 am
Plenary Session Versailles
Bob Myers

10:15 - 10:45 am
Break Denechaud
Sponsored by US Fleet

10:45 - noon
Plenary Session Versailles
Lt. Colonel Barbara George

Noon - 1:00 pm
Lunch Bijoux

1:00 - 2:15pm

Workshop Session

Case Study: Med Jets Flight 056 Plane Crash in Philadelphia Orleans
Erik Johnson

Post-Deployment Care for Disaster Workers Bienville
Chris Farrand, Lt. Colonel Barbara George

Chutes & Ladders: The Long-Term Recovery Journey Baronne
Laurie Fried, Romina Rosamilia-Morton

How to Survive an Inter-Territorial IMT Deployment Gravier
Kathleen Kouns, Adam Kitta, Debbie Clarke

2:15 - 2:45 pm

Break

Sponsored by Cambro

2:45 - 4:00 pm

Workshop Session

Case Study: The Bucksport TN Industrial Explosion Orleans
Leon Ferraez, Scott Tibbetts

Food Service & Safety: How Cambro Can Help Bienville
Gayle Swain, Tyra Gore

Working With Indigenous Peoples Baronne
Tracy Desjarlais

Videography & Photography: Tips and Tricks Gravier
Joseph Chang, Allison Hogue

4:15 - 5:15 pm

Talkshop Session

Disaster Training Orleans
Chris Farrand, Leon Ferraez III

Public Information Bienville
Michelle Hartfield, Taylor Simmons

Emotional & Spiritual Care Baronne
Dean Gregory

Partnerships/VOAD Gravier
Bob Myers

Wednesday, April 29

7:00 - 8:15 am Breakfast	Bijoux
8:15 - 8:45 am Welcome and Katrina Anniversary Video <i>Jeff Jellets</i>	Versailles
8:45 - 9:45 am Plenary Session <i>Dr. Joseph G. Ferko III</i>	Versailles
9:45 - 10:00 am Break	Denechaud
10:00 - 10:45 am Plenary Session <i>Captain David Brittle</i>	Versailles
10:45 - 11:00 am Sponsor Remarks <i>John Warren</i>	Versailles
11:00 - 11:30 Travel to WWII Museum	via NOLA Streetcar
11:30 - 1:00 Lunch <i>Sponsored by Embassy Mobile Specialty Vehicles</i>	WWII Museum
1:00 - 5:00 pm WWII Museum Self-guided Tour	WWII Museum 945 Magazine Street

Thursday, April 30

7:00 - 8:15 am Breakfast	Bijoux
8:15 - 8:45 am Welcome Activity <i>Chris Farrand, Bobbi Geery</i>	Versailles
8:45 - 10:00 am Plenary Session <i>Mr. Brock Long</i>	Versailles
10:00 - 10:15 am Sponsor Remarks <i>Paul Booth</i>	Versailles
10:15 - 10:45 am Break <i>Sponsored by AMI</i>	Denechaud
10:45 - Noon Workshp Session	
Case Study: 2025 Canadian Wildfires <i>John Bignell, Ian Pollard</i>	Orleans
A View from The Consequence Group on a National Special Security Event <i>Matt Coatar</i>	Bienville
2025 Texas Floods: Response and Casework Innovations <i>Laurie Fried, Kathy Clark, Kathleen Kouns, Paul Booth, Jeff Marquis</i>	Baronne
New EDS Directors Forum <i>Matt Grusznis, Katie Perrett</i>	Gravier
Noon - 1:00 pm Lunch	Bijoux

1:00 - 2:15 pm

Workshop Session

Case Study: Hurricane Melissa – The Jamaican Response
Emily Mew, Bob Myers, Lt. Col. Barbara George, Nicole Kanne

Orleans

Introducing the New Online Disaster Management System
Bobbi Geery, Paul Booth, Jeff Marquis

Bienville

Disaster Base Camps: Set-up, Operation, and Demobilization
Steven Hartsook, Adam Marshall

Baronne

Marketing Is Deployment: Funding the Mission Before, During, and After the Storm
Eli Silva, Michelle Hartfield

Gravier

2:15 - 2:45

Break

Sponsored by G-Lab

Denechaud

2:45 - 4:00 pm

Talkshop Sesssion

Long-Term Recovery
Thomas Eglinton

Orleans

Response
Jeff Jellets

Bienville

Divisional Training Programs
Lynne Frost, Deborah Pollock

Baronne

Vendors / Supplies / Purchasing
Major Bob Klenk

Gravier

5:45 pm

Arrival at Docks

1 Poydras St.

6:00 pm

Riverboat Dinner Cruise

Sponsored by DPI

Mississippi River

Friday, May 1

7:00 - 8:15 am

Breakfast

Bijoux

8:15 - 8:45 am

Welcome Activity

Chris Farrand, Bobbi Geery

Versailles

8:45 - 10:00 am

Plenary Session

Mr. Deke Copenhaver

Versailles

10:00 - 10:30 am

Break

Denechaud

10:30 - 11:00 am

Plenary Session

Colonel Deborah Sedlar

Versailles

11:00 - 11:45 am

Awards and Special Recognitions

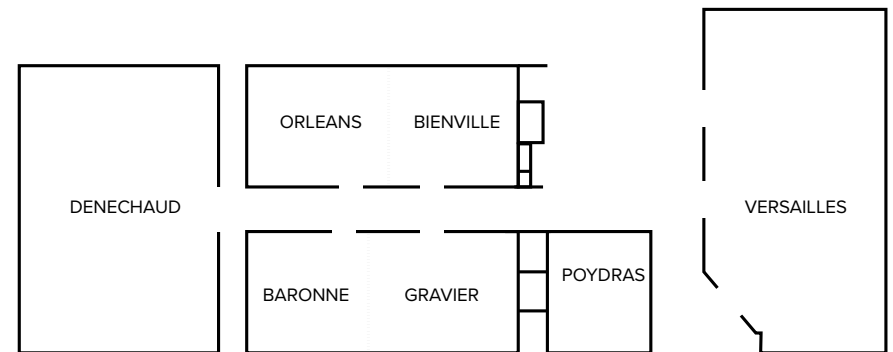
Versailles

11:45 - Noon

Closing Remarks and Benediction

Jeff Jellets, Dan Millar, Bob Myers

Versailles



SPECIAL GUESTS

CAPTAIN DAVID BRITTLE

When Hurricane Katrina struck New Orleans, Captain David Brittle's parents were the commanding officers of the city. As the storm bore down, Major Richard and Fay



Brittle chose to remain behind, providing shelter to a growing number of refugees with no way to evacuate. In honor of their work, Captain David Brittle continues to share his parents' story and rescue. Captain David Brittle is currently the commanding officer of the Enid, OK Corps.

MR. DEKE COPENHAVER

Deke Copenhaver is Principal of Copenhaver Consulting, LLC in Augusta, Georgia, and Executive Director of the Greater Augusta Long Term Recovery Group, bringing



extensive experience as a keynote speaker, and leadership coach. He is the author of *The Changemaker: The Art of Building Better Leaders*, a Movement Partner with the national nonpartisan organization Builders, and a member of the Forward Party Advisory Board. He previously served as Mayor of Augusta from 2005–2014.

MAJORS DWAYNE & MARION DURHAM

Majors Durham are both long-time Salvationists and have served as officers for 28 years. They met and married in 1994 in Athens, GA. They were commissioned and



ordained in 1997. They served as Corps Officers in Baltimore Middle River corps, Cambridge, MD before becoming Divisional Youth Leaders in the Kentucky/Tennessee Division. Just prior to their appointment in Greater New Orleans the Durhams served as corps officers in Lewisville, TX.

DR. JOSEPH G. FERKO III, DO, MS

Dr. Ferko is a globally recognized leader in Disaster and Emergency Medicine with more than 45 years of experience. As founder of EMS Innovations, Inc., he has developed



and patented numerous products that have transformed disaster-response capabilities worldwide. Dr. Ferko has served as a senior advisor to major manufacturers, over 20 international corporations, and multiple U.S. federal agencies. A prolific educator and author, he is a sought-after speaker whose work continues to influence global emergency-response systems.

LT. COLONEL BARBARA A. GEORGE

Lt. Colonel Barbara A. George has served as an officer of The Salvation Army for 36 years and currently serves as Divisional Leader for the Eastern Pennsylvania/



Delaware Division alongside her husband, Lt.-Colonel Edgar C. George, Jr. Her ministry includes corps leadership, divisional headquarters appointments, and extensive involvement in Emergency Disaster Services, responding to national and international disasters including Hurricane Katrina, 9/11 Ground Zero, and multiple hurricanes. She holds degrees in

Community Ministry and Humanitarian & Disaster Leadership and is passionate about supporting individuals and communities impacted by crisis.

MAJOR TODD HAWKS

Major Todd Hawks was commissioned as a Salvation Army officer in 1978 and has served nearly five decades in corps, divisional, territorial, and national leadership roles



across the Southern United States. His ministry includes service as a Corps Officer, Area Commander in major metropolitan regions, and senior leadership appointments at Divisional and National Headquarters, including National Public Affairs Secretary, National Disaster Services Director, and, most recently, Territorial Community Relations and Development

Secretary for the USA Southern Territory. He and his wife, Major Bethany Hawks, have served together in partnership throughout their ministry and are the proud parents of three children.



MR. BROCK LONG

Confirmed by Congress in 2017, William B. “Brock” Long served as the Administrator of the Federal Emergency Management Agency (FEMA). He has more than sixteen years of experience in emergency management, including as the director of the Alabama Emergency Management Agency during the Deepwater Horizon oil spill.

COLONEL DEBORAH SEDLAR

Colonel Deb Sedlar is the Chief Secretary of The Salvation Army’s U.S. Southern Territory. Since being commissioned in 1989, Colonel Sedlar has served in numerous appointments in the Eastern Territory, National Headquarters and International Headquarters where she was the Executive Secretary to the General. She has been the Chief of the Southern Territory since January 2023, where her greatest joy is continuing to lead individuals into a personal relationship with Jesus Christ.



WORKSHOPS

2025 TEXAS FLOODS: RESPONSE AND CASEWORK INNOVATIONS

Presented by: Laurie Fried, Kathy Clark, Kathleen Kouns, Paul Booth, Jeff Marquis

The tragedy of the July Fourth 2025 floods in Texas shocked and saddened the world with its unprecedented number of fatalities. It also called for an rapid, robust and innovative Salvation Army disaster response that emphasized not just food service, but also emotional & spiritual care and innovative emergency assistance programs. This workshop will examine the response and highlight the use of sahelp.org as an online client registration system.

A VIEW FROM THE CONSEQUENCE GROUP ON A NATIONAL SPECIAL SECURITY EVENT

Presented by: Matt Coatar

In 2024, North and Central Illinois Division Emergency Disaster Services undertook a year of planning, preparing and exercising to support Chicago’s hosting of the Democratic Convention. This presentation will give attendees a top level overview of their process, execution and key takeaways from that event.

CASE STUDY: 2025 CANADIAN WILDFIRES

Presented by: John Bignell, Ian Pollard

The 2025 wildfire season was historic in its scope and impacts. This workshop will look at lessons learned and best practices related to The Salvation Army’s response to these fires, focusing on observations gleaned from on-scene Salvation Army personnel.

CASE STUDY: MED JETS FLIGHT 056 PLANE CRASH IN PHILADELPHIA

Presented by: Erik Johnson

This workshop will explore The Salvation Army’s response to the tragic plane crash of Med Jets Flight 056 in Philadelphia PA on January 31, 2025. The workshop will provide an overview of the event, the services The Salvation Army provided, and share best practices/lessons learned.

CASE STUDY: HURRICANE MELISSA – THE JAMAICAN RESPONSE

Presented by: Emily Mew, Bob Myers, Lt. Col. Barbara George, Nicole Kanne

At the end of October 2025, Hurricane Melissa caused widespread damage across the Caribbean, devastating the islands of Jamaica and eastern Cuba. This workshop will look at The Salvation Army's international response to the catastrophe and the provision of assistance to hard hit Jamaica.

CASE STUDY: THE BUCKSNORT TN INDUSTRIAL EXPLOSION

Presented by: Leon Ferraez III, Scott Tibbetts

On October 10, 2025, an explosion occurred at Accurate Energetic Systems in the Bucksport area of Hickman County. The explosion resulted in multiple fatalities, destroyed one of the company's facilities, and initiated a multi-agency search and recovery operation. This workshop will look at The Salvation Army's response to this unique disaster event and services offered to families of lost loved ones, survivors, and a community left reeling from the tragedy.

CHUTES & LADDERS: THE LONG-TERM RECOVERY JOURNEY

Presented by: Laurie Fried, Romina Rosamilia-Morton

Long-Term Recovery is rarely a straight path. Like the classic game of Chutes and Ladders, progress can feel steady and suddenly slide backward. Clients may experience setbacks that delay recovery or unexpected blessings that propel them forward. Recovery groups can follow a similar pattern—some form quickly and gain momentum, while others require patience, persistence, and creative connection-building. In this interactive workshop, participants will engage in Chutes & Ladders: Recovery Edition, exploring real-life recovery scenarios that move you up—or down—the board. We'll conclude by identifying key lessons learned and practical insights to strengthen your long-term recovery efforts.

DISASTER BASE CAMPS: SET-UP, OPERATION AND DEMOBILIZATION

Presented by: Steven Hartsook, Adam Marshall

Command posts. Shower trailers. Bunk houses. Tents. Generators. And laundry trailers. These are just some of the many pieces needed to establish a self-sufficient

disaster base camp. This workshop will look at the equipment and the process needed to establish a self-sufficient, self-contained disaster base camp, including set-up, ongoing operations, and demobilization. It will also look at some of the most important lessons learned from base camp operations.

FOOD SERVICE & SAFETY: HOW CAMBRO® CAN HELP

Presented by: Gayle Swain, Tyra Gore

Safely cooking, transporting, and serving food is essential during disaster response—keeping food out of the temperature “danger zone” is one of the biggest challenges. In this workshop, Cambro® will highlight products and best practices that support safe food storage and transport in emergency settings.

HOW TO SURVIVE AN INTER-TERRITORIAL IMT DEPLOYMENT

Presented by: Kathleen Kouns, Adam Kitta, Debbie Clarke

So...you've just been deployed to another territory as the leader of an Incident Management Team and may be wondering how you are going to survive the experience. This panel of experts will share their advice about deploying to other territories as Incident Commanders and IMT section leads, sharing what they learned, how to adapt to unfamiliar environments, and how to succeed outside your own territory.

INTRODUCING THE NEW ONLINE DISASTER MANAGEMENT SYSTEM

Presented by: Bobbi Geery, Paul Booth, Jeff Marquis

Working in partnership with Data Paradigm, The Salvation Army has been developing an upgraded, online Disaster Management System that will manage disaster workers, training records, deployments, and on-site relief operations. This workshop will provide a preview of the new system ahead of a full rollout.

NEW EDS DIRECTORS' FORUM

Presented by: Matt Gruszni, Katie Perrett

For a brand-new EDS Director, there is a lot to learn! This workshop will look at how two new EDS directors stepped into their roles, identified early priorities, and quickly strengthened their divisional EDS programs.

MARKETING IS DEPLOYMENT: FUNDING THE MISSION BEFORE, DURING, AND AFTER THE STORM

Presented by: Eli Silva, Michelle Hartfield

When disaster strikes, The Salvation Army deploys canteens, crews, and compassion within hours, but what deploys the funding behind the mission? This workshop reveals how communications readiness, donor intelligence, and real-time storytelling directly fuel disaster response. Learn how rapid communication in the first 24 hours, and simple field story capture can multiply donor response, strengthen public trust, and sustain disaster funding. This is not marketing theory; it is mission readiness.

POST-DEPLOYMENT CARE FOR DISASTER WORKERS

Presented by: Chris Farrand, Lt. Colonel Barbara George

This workshop will examine best practices and lessons learned in providing follow-up care to disaster workers following deployment.

VIDEOGRAPHY TIPS AND TRICKS FOR EDS PROFESSIONALS

Presented by: Joseph Chang, Allison Hogue

Nothing tells a story better during a disaster than a picture! In this workshop, professionals from the Southern THQ Communications Bureau will offer a layman's view to effective photography and videography and offer some of the best tricks and tips to take a great picture with using nothing more advanced than your average iPhone.

WORKING WITH INDIGENOUS PEOPLES

Presented by: Tracy Desjarlais

This workshop will educate participants on the experience of indigenous peoples in the United States and Canada and describe strategies for outreach and collaboration between The Salvation Army disaster services and indigenous peoples.

TALKSHOPS

Talkshops are dynamic, facilitated conversations centered on focused topics. Participants can actively share best practices, learn from one another, spark fresh ideas, and collaborate on recommendations that may be elevated to THQ EDS leadership.

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