Canadian
BCP & Emergency Management
January 26 – 27, 2016 • Ottawa, ON

Solve Problems and Overcome the Latest Challenges in Emergency Management and Business Continuity

✓ Get critical lessons from first-hand case studies:
  • Parliament Hill Shootings
  • 2015 Saskatchewan Forest Fires
  • Toronto Pan Am Games
  • 2013 Ice Storm
  • 2013 Alberta Floods

✓ Execute immediate responses to cyber attacks and run effective drills with your stakeholders

✓ Understand the cascading impact of climate change on your critical infrastructure and ensure that you have comprehensive plans in place

✓ Learn effective decision making and leadership skills

✓ Update your social media and crisis communication tactics

✓ Improve your internal collaboration and integrate emergency and business continuity strategies

✓ Harness new volunteer engagement strategies

✓ Prepare your organization for a major event in your city

✓ Train your staff and implement new lockdown procedures for active shooter and terrorist incidents

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DRIE
Welcome and Opening Remarks from the Co-Chairs
Des O’Callaghan, Former Director, Continuity Services, Manulife Financial
Vito Mangialardi, Director, Business Continuity Management, Allstream

8:40 – 9:40
PANEL DISCUSSION
Emergency Management and Business Continuity Dynamics
MODERATOR: Des O’Callaghan, Former Director, Continuity Services, Manulife Financial
Greg Solecki, Manager, Business Continuity and Recovery, City of Calgary
Ron Andrews, Business Continuity Planning and Project Manager, Manitoba Infrastructure and Transportation
• Evolving dynamics between BCP and emergency management
• Essential interconnectedness of BCP and emergency management
• Overcoming common institutional challenges
• Real-world examples: why it’s essential to integrate BCP and emergency management
• Lessons learned from successful integration projects

9:30 – 10:20
CASE STUDY
Response to the Parliament Hill Shootings and Impact on Business Continuity
Jim Montgomery, Deputy Chief, Emergency Management, City of Ottawa
• Overview of the City of Ottawa’s response to the Parliament Hill shootings
• Business continuity plans that were put into effect
• Evaluation of the effectiveness of the plans
• Lessons learned: how business continuity and emergency planning have evolved over the past year
• Best practices: planning and responding to an incident in your city

10:20 – 10:40
Networking Break

10:40 – 11:30
CASE STUDY
Developing and Implementing Lockdown Procedures and Drills for an Active Shooter Incident
Ginette Soulieres, President, Governance and Emergency Management Canada
• Lessons from preparing a Canadian college for an active shooter incident
• Profile of an active shooter
• Developing and implementing an active shooter response plan
• How we trained employees and what we learned from it
• Options and considerations for active shooter preparedness
• Information and tools that could save lives

11:30 – 12:00
National Volunteer Engagement Strategy for Natural Disasters
Matt Godsoe, Manager, Natural Hazards Portfolio, Defence R&D Canada – Centre for Security Science
Eva Cohen, Special Advisor Emergency Management, RSC Strategic Connections Inc.; Liaison Officer for Canada, THW

Disasters are increasing in frequency and severity in Canada. All orders of government, businesses and not-for-profit organizations share these mounting disaster costs. Not only are costs increasing, but the human impacts of disasters in Canada are also increasing. To help address these issues, many of Canada’s strategic allies have sought to help fill this gap through the improved integration of the voluntary sector into disaster management roles. This approach represents significant potential value for money, and also directly supports the development of community resilience, by training and empowering community members to take a proactive role in risk reduction and incident response.

• International best practices in the integration of the voluntary sector into disaster management
• Update on the volunteer engagement work being conducted in Canada

1:50 – 2:40
CASE STUDY
Lessons from the Pan Am Games: Preparing Your Organization for a Large-Scale Event in Your City
Vito Mangialardi, Director, Business Continuity Management, Allstream
• Unique risks to your operations that events present: security to sites, commuter traffic, network congestion, change in access routes, and an increased tourist population
• Adapting internal business continuity practice to address business interruptions
• Maintaining your organization’s operations
• Working with organizers to ensure continued delivery of critical infrastructure

3:00 – 4:00
AUDIENCE-LED BREAKOUT DISCUSSION GROUPS
These discussion groups will provide you the opportunity to go in-depth into a topic that you’re grappling with. You’ll break into small groups and collaborate with industry colleagues who are facing similar challenges. Our expert moderators will give you detailed answers to your questions and guide the discussion.

(SELECT ONE)

1. Planning for an Active Shooter Incident
Ginette Soulieres, President, Governance and Emergency Management Canada

2. Responding to Cyber Attacks
Frank Slater, Former Director Consulting Services and BCP/Cyber Security Professional Practices Lead, CGI

3. Challenges for Newcomers to BCP and Emergency Management
Des O’Callaghan, Former Director, Continuity Services, Manulife Financial
Vito Mangialardi, Director, Business Continuity Management, Allstream

4. Planning and Executing Exercises and Drills
Brian Miller, Partner, Vanguard EMC Inc.
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DAY TWO PROGRAM AGENDA: WEDNESDAY, JANUARY 27, 2016

7:30 – 8:30  Continental Breakfast

8:30 – 8:40  Opening Remarks from the Co-Chairs
Des O’Callaghan, Former Director, Continuity Services, Manulife Financial
Vito Mangialardi, Director, Business Continuity Management, Allstream

8:40 – 9:40  Managing Climate Risks and Weather Incidents
Brad Eyre, Manager, Office of Emergency Management, City of Toronto
• Impact of weather and climate change on emergency and business continuity planning
• Understanding the cascading impacts of weather incidents
• Adapting to climate risks and ensuring you limit your vulnerabilities to weather
• Analyzing climate risk assessments
• Lessons learned from the recent ice storm and flood in Toronto

9:30 – 10:20  Crisis Leadership and the Decision-Making Process
Greg Solecki, Manager, Business Continuity and Recovery, City of Calgary
• Insights into the process used to prioritize competing objectives during a disaster response
• Real-world examples from the Naturalistic Decision Making experience within an Emergency Operations Centre environment
• Identification of essential services and essential service prioritization
• Critical infrastructure interdependencies;
• Rapid damage assessment

10:20 – 10:40  Networking Break

10:40 – 11:30  Practical Measures to Increase Adaptive Capacity
Ron Andrews, Business Continuity Planning and Project Manager, Manitoba Infrastructure and Transportation
• Critical differences between adaptive capacity and resilience
• Why adaptive capacity is more attainable than resilience
• Practical organizational measures that will increase adaptive capacity
• Proving your case to senior decision makers
• A practical, interactive case study highlighting how adaptive capacity strengthens emergency and incident response

11:30 – 12:20  Supporting Evacuees from the 2015 Saskatchewan Forest Fires
Jeff Gill, Manager, Plans and Procedures, Disaster Management, Canadian Red Cross
• Overview of the successes and challenges associated with this response
• Lessons learned from supporting thousands of evacuees using different means of accommodation
• Managing evacuees in environment of sudden shifts in fire conditions and weather patterns
• Workforce management and planning strategies and lessons
• Incorporating walk-in volunteers, and how effective planning in this regard is necessary

1:20 – 2:50  Crisis Communication Strategies and Social Media Tools
Speaker To Be Announced
• Best practices in social media strategy
• Social media case studies from recent events
• Crisis communications exercises
• Incorporating social media and crisis communications into your exercises and drills
• Integrating crisis communications with your business continuity and emergency response planning

2:50 – 3:10  Networking Break

3:10 – 4:00  Navigating and Applying New Standards for Business Continuity and Resilience
Des O’Callaghan, Former Director, Continuity Services, Manulife Financial
• Navigate emerging standards for crisis management, business impact analysis, supply chain continuity, and organizational resilience
• Untangling these standards without losing sight of our business continuity management goals.
• Insight on the substance of these standards
• Practical tips for getting on with the job
• Selecting a standard that is best for your organization when managing competing standards

12:20 – 1:20  Luncheon Break

INTERACTIVE CASE STUDY
CASE STUDY
CASE STUDY
INTERACTIVE CASE STUDY
CASE STUDY

JOIN YOUR PEERS WHO SHOULD ATTEND THIS IN-DEPTH EVENT
• Emergency Management Professionals
• Business Continuity Managers and Planners
• Emergency Preparedness and Response Personnel
• Risk Managers
• Program Officers
• Emergency Crises Managers
• Government Communications Planners
• Directors, Managers and Officer-in-Charge of Corporate Security
• Training Coordinators
• Safety Coordinators
• Policy and Strategic Direction Personnel
• Community Response Professionals

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**Ron Andrews** has thirty years of experience serving the public as a direct service professional, manager and administrator. Ron holds Masters degrees in Business and Public Administration and certifications in Business Continuity and Disaster Management. Ron currently works as the Acting Director of the Occupational Safety, Health and Risk Management branch (OSHRM) of Manitoba Infrastructure and Transportation. Ron actively promotes the development of organizational learning cultures and also works occasionally as a university instructor in Management Studies.

Before moving to Canada in 2003, **Eva Cohen** was volunteer member of the German Agency for Technical Relief – the THW (certified Search and Rescue Canine Team leader). Since coming to Canada she has been very active in promoting the concept of a volunteer-based emergency response organization for Canada, modeled on the THW, and has since become THW Liaison Officer for Canada (2010). She has written and was featured in articles in leading Canadian newspapers to raise awareness for this initiative.

**Brad Eyre** has over 20 years of diverse public service employment with the City of Toronto, Province of Ontario and the Government of Canada. He joined the Office of Emergency Management, City of Toronto in December 2010 to provide leadership and direction on emergency management, municipal public policy and emergency social services. In this role, he provides the necessary vision and context to promote a level of operational emergency preparedness in cooperation with internal and external stakeholders, emergency services, public and private sector partners and other levels of government. He has served as the Emergency Operations Centre Director for over a dozen activations to establish coordination, collaboration and integrated communications including the July 2013 severe flooding event, the December 2013 Ice Storm and most recently the Pan/Parapan American Games.

**Jeff Gill** has been a part of the Canadian Red Cross for over 8 years, where he has been involved with responses to numerous disasters, most recently having deployed to the US in response to Hurricane Sandy, and having staffed the role of Senior Operations Officer at the Red Cross national office in response to the southern Alberta floods and train derailment in Lac-Mégantic, Québec. Jeff is also an instructor and instructor trainer with the organization. Previously to his time with the Red Cross, Jeff was a Senior Consultant for 5 years with an Emergency Management/Business Continuity firm in Western Canada. He also spent 13 years with the Department of National Defence (Infantry). Jeff is a Certified Emergency Manager (CEM) and an Associate Business Continuity Professionals (ABCP).

**Matthew Godsoe** is an emergency management and national security analyst who specializes in community resilience. In 2013, Mr. Godsoe received the Institute of Public Administration Canada’s Promising New Professional Award in recognition of his innovative work on public policy and community resilience. In 2011, he was awarded the Government of Canada Public Service Award of Excellence for his work on Canada’s Platform for Disaster Risk Reduction, established under the United Nations International Strategy for Disaster Reduction. Before joining government, Mr. Godsoe worked as a technical rescue instructor for the British Army - he remains operational by volunteering as an incident commander with Search and Rescue (SAR) Global 1.

**Vito Mangialardi** is a Certified Business Continuity Professional (CBCP) with the Disaster Recovery Institute (DRI) Canada with over 16 years of direct experience with business continuity and risk management. Vito also functions as a consultant in the area of business continuity and emergency management and services external customers. Under the leadership of Vito, MTS Allstream was honoured with the 2009 Award of Excellence from the Disaster Recovery Institute of Canada. Vito was also personally honoured in June of this year with the 2012 National Award for Business Continuity Management from the Canadian Centre for Emergency Preparedness. This award recognizes an individual who has demonstrated outstanding achievement and contribution to the field.

**Brian Miller** is a Partner at Vanguard EMC Inc, a thriving consultancy delivering best practice guidance for all aspects of emergency management and business continuity to government and enterprise clients throughout Canada. Brian is a certified business continuity professional as well as a certified lead auditor. Prior to joining Vanguard EMC in 2001, Brian was the Director of Emergency Management and Business Continuity at Bell Canada. He has extensive experience and leadership in telecommunications, labour relations, emergency management and business continuity. He believes in sharing his accumulated knowledge by teaching business continuity and emergency management for the Disaster Recovery Institute and the Canada School of Public Service. Brian’s has served as the President of the Disaster Recovery Institute Canada and the Canadian Centre for Emergency Preparedness for multiple terms.

**Jim Montgomery** served for 32 years with Ottawa Police Service, principally with service in the Emergency Operations Division, as a member of the Tactical and Explosives Unit. Jim was a member and the Officer in Charge of the Explosives Unit for 19 years and a Supervisor or Training Coordinator of the Tactical Unit for 22 years. For the final five years of his career, Jim was the Emergency Management Program Coordinator for the Police Service and was a sitting member of the City of Ottawa, Emergency Management Program Working Group. Jim ended his career with the Ottawa Police on a secondment to the City of Ottawa, Office of Emergency Management as the Response and Development Coordinator responsible to develop and implement a comprehensive and inter-agency training and exercise program for emergency management.

**Des O’Callaghan** FBCI is an independent Business Continuity Management consultant in Toronto, having retired in 2010 after devoting the previous 21 years to building and leading several corporate BCM programs in the financial sector. He is also an educator in business continuity, having developed and delivered a BCM certificate program at George Brown College in Toronto from 2006 to 2010 and is now Lead Instructor for Continuity Training Center. Mr. O’Callaghan holds the highest level of professional certification as a Fellow of the Business Continuity Institute (Canada’s first FBCI). He was recognized for his many contributions to the profession as the 2009 recipient of the National Award of Excellence for Business Continuity presented by the Canadian Centre for Emergency Preparedness.

**Frank Slater**, CD, CBCP, MBCI recently retired as an OCSI Director Consulting Services, BCM/Cybersecurity Professional Services Practice Leader. He is a licensed Business Continuity Maturity Model ® assessor and a Business Continuity Management Program Internal Auditor. During his career within the BCM/ITDR field, he was instrumental in establishing BC, ITDR and Pandemic Response programs for both Public and Private Sector organizations. Frank remains active within the BCM/ITDR community and continues to present on BCM/ITDR issues as well as currently serving as the President of the DRIE Ottawa Chapter.

**Greg Solecki** has over 25 years of progressive front-line and high-level experience with emergency management and business continuity. His work federally includes the national Critical Infrastructure Framework and CSA/ISO Standards development. Greg is the previous Chair of the Canadian Water and Wastewater Association’s Security and Emergency Management Committee and lead for the recently published book “Critical Infrastructure; Understanding Its Component Parts, Vulnerabilities, Operating Risks, and Interdependencies”. He is a Certified Emergency Manager (CEM) through the International Association of Emergency Managers (IAEM) and Accredited Business Continuity Professional with the Disaster Recovery Institute (DRI). Greg’s expertise has been utilized in planning and response for the Royal Visit, Slave Lake Fire, and most recently as EOC Manager for the Calgary and High River Floods.

**Ginette Soulieres** is a nationally recognized emergency management leader, expert, academic, practitioner, teacher and scholar whose trademark is as a “first time builder.” Ginette steers concepts from vision to reality, using research-based frameworks. She is not only a dynamic, collaborative and compelling leader, she is also a driven strategist with 20 years of demonstrated track record of outstanding achievements possessing a unique blend of academic, healthcare, public health, community health, public and industry expertise and experience. Ginette is the proud creator of Centennial College’s Emergency Management and Public Safety Institute - the first of its kind in Canada - devising its concept and model and leading its transformation to a Centre of Excellence.
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