

## CONFIRMED SPEAKERS INCLUDE:



**Des O'Callaghan**,  
Fellow,  
**BUSINESS CONTINUITY INSTITUTE**



**Vito Mangialardi**, Senior Manager,  
Enterprise Business Continuity  
Management, **METROLINX**



**Suzanne Waldman**, Senior Research  
Analyst, **PUBLIC SAFETY CANADA/  
GOVERNMENT OF CANADA**



**Sara Falconer**,  
Director, Digital Communications,  
**CANADIAN RED CROSS**



**Fanni Barocsi**,  
Beneficiary Outreach Specialist, Social  
Media, **CANADIAN RED CROSS**



**Matthew Godsoe**  
Manager, Research Unit,  
**PUBLIC SAFETY CANADA**



**Anthony Di Monte**, General Manager,  
Emergency and Protective Services,  
**CITY OF OTTAWA**



**Carolyn Levering**,  
Emergency Management Administrator,  
**CITY OF LAS VEGAS**



**Trent Abbott**, Senior Advisor and  
BCM Practitioner, **GOVERNMENT OF  
CANADA (FORMERLY TREASURY BOARD  
SECRETARIAT)**



**Donna Dupont**,  
Chief Strategist in Foresight and Design,  
**PURPLE COMPASS**



**Christian Rousseau**, Executive Director,  
**INTEGRATED THREAT ASSESSMENT  
CENTRE (CANADA) (ITAC)**



**Sarah Thompson**, Risk Management  
Specialist, **ONTARIO OFFICE OF THE  
FIRE MARSHAL AND EMERGENCY  
MANAGEMENT | AEM | ABCP |**



**Joanne Winckel**, MHS., S-LP(C), reg.  
CASLPO, Speech-Language Pathologist,  
**APHASIA CENTRE OF OTTAWA**



**Erin Henry**, Director of Immunization  
Program and Pandemic Preparedness  
Division, **PUBLIC HEALTH AGENCY OF  
CANADA**



**Lauren Hebert**, Corporate Emergency  
Manager, Corporate Security Emergency  
Management, **BELL CANADA ENTERPRISES**



**David Wright**,  
CBCP, Business Continuity Manager,  
**ROYAL CANADIAN MINT**



**Martha Robinson**,  
Program Development Officer,  
**OTTAWA PUBLIC HEALTH**

17th Annual Event!

# CANADIAN BCP & Emergency Management

January 29 – 30, 2019 • Ottawa

Information and insights from some of the foremost experts in BCP and Emergency Management

- ✓ Learn how *City of Las Vegas* dealt with the recent mass shooting
- ✓ Benefit from the experience of City of Ottawa's response to the deadly tornadoes, including lessons learned
- ✓ Prepare for the most likely to occur cyber threats of 2019
- ✓ Hear how cities are preparing for heat and weather emergencies
- ✓ Explore the use of BCM analysis to build organizational resilience
- ✓ Hear about Bell's efforts to ensure telecommunications under crisis conditions
- ✓ Learn how to prepare for audits and how assessments, evaluations and audits can advance your BCM program to the next level
- ✓ Hear about best practices in BCP
- ✓ Learn how threat and risk assessment can better protect critical infrastructure sectors
- ✓ Hear about new tools for exploring possible future risk and upping resiliency
- ✓ Learn how to communicating with disabled residents during emergencies
- ✓ Develop strategies for managing social media in large-scale disasters
- ✓ Plan for the future with operational resiliency as the destination
- ✓ Learn about business continuity at the Royal Canadian Mint

## EXHIBITORS:



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# Canadian BCP & Emergency Management 2019

January 29 – 30, 2019 • Ottawa

DAY ONE PROGRAM: TUESDAY, JANUARY 29, 2019

8:00 - 9:00 Registration and Continental Breakfast

9:00 - 9:15

**Welcome and Opening Remarks from the Chair**  
*Des O'Callaghan, Fellow, Business Continuity Institute*  
*Vito Mangialardi, Senior Manager, Enterprise Business Continuity Management, METROLINX*

9:15-10:00

**What Happened in Vegas...October 1 Mass Shooting: Experience and Lessons Learned**

*Carolyn M. Levering, MEd, CEM, Emergency Management Administrator, Administrative Services, Office of Emergency Management, City of Las Vegas*

The worst shooting attack in modern US history rocked Las Vegas to its core. We all knew we were a target for terrorism, and for many years we worked towards preventing and responding to a variety of scenarios. But no single training, exercise or drill could fully prepare us for this tragedy. Experience the response and recovery efforts before, during and after the 1 October Shooting from the Route 91 Festival pre-planning through the memorials and survivor outreach activities still underway.

10:00-11:15

**The Ottawa Tornadoes: Big Data, Response, Aftermath and Lessons Learned**

*Anthony Di Monte, General Manager, Emergency and Protective Services, City of Ottawa*  
*Greg Furlong, Deputy Chief Tech Services, City of Ottawa Paramedic Service*

- What happened?
- Complexity of response: Mobilization of all City services
- Emergency Operations Centre goes into high gear
- Telecommunications, politics and media
- What it takes to coordinate an emergency response and relief effort across one of the largest geographical municipalities in Canada
- Challenges one may face along the way

11:15- 11:30

Networking Break



11:30 – 12:15

**The Auditors Are Coming! Assessing / Evaluating and Auditing Your Business Continuity Management Program to Advance to the Next Level**

*Trent Abbott, Senior Advisor and BCM Practitioner, Government of Canada (Formerly Treasury Board Secretariat)*

- Let's focus on the positive takeaways, not the negative.
  - Why assessment, evaluation and audit activities are an integral part of an effective business continuity management (BCM) program
- How findings and corrective actions will drive your organization's objectives, as well as help progress the maturity and capability of your BCM program
- Quantifying the weaknesses or non-conformances of BCM program and opportunities for improvement

12:15 - 1:15

Luncheon Break

1:15 - 2:15

**Key National Pandemic Preparedness Activities and Their Implications On Business Continuity Planning**  
*Erin Henry, Director of Immunization Program and Pandemic Preparedness Division, Public Health Agency of Canada*

- How does an influenza pandemic occur?
- What is the current risk for an influenza pandemic? Which factors impact the risk?
- What is the current status of influenza pandemic preparedness in Canada?
- How can private sector partners support key elements of the health sector preparedness and response?
- How can we work better with private sector partners to promote an efficient and effective response?

2:15 - 2:30

Networking Break



2:30 - 3:15

**Hidden Hazard: Data coordination in Emergency Management**  
*Sarah Thompson, Risk Management Specialist, Ontario Office of the Fire Marshal and Emergency Management | AEM | ABCP |*

Big data and analytics present myriad possibilities for emergency management specialists and first responders. However, most current approaches assume the existence of capacity, expertise, and a policy structure to manage the data. How do we overcome this hidden risk of emergency management?

3:15 - 3:45

**Update on Terrorism in Canada**  
*Christian Rousseau, Executive Director, Integrated Threat Assessment Centre (Canada) (ITAC)*

- The evolution of terrorist threats in Canada
- Current problems confronting the country
- Likely future directions of terrorism in Canada
- How should practitioners prepare for the likely problems they will encounter?

3:45 - 4:30

**Meeting the Challenges, Managing Risks and Taking Advantage of New Opportunities: Business Continuity Management At the Royal Canadian Mint**

*David Wright, CBCP, Business Continuity Manager, Royal Canadian Mint*

- Proactive identification, assessment and management of risks for current and planned Mint business operations
- Strategic programs to ensure the protection of RCM human, physical (infrastructure and product) intellectual and reputational assets
- How RCM responds to unplanned and/or emergency situations
- Protective Services and the Mint
- Supply Chain Management integration with BCP

4:30

Day One Ends

# Canadian BCP & Emergency Management 2019

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## DAY TWO PROGRAM: WEDNESDAY, JANUARY 30, 2019

8:00 - 9:00 Registration and Continental Breakfast

9:00 - 9:10

### Welcome and Opening Remarks from the Chair

*Des O'Callaghan, Former Director, Continuity Services, Manulife Financial, Fellow, Business Continuity Institute*  
*Vito Mangialardi, Senior Manager, Enterprise Business Continuity Management, METROLINX*

9:10 - 9:50

### Communicating with Disabled Residents During Emergencies

*Joanne Winckel, MHSoc., S-LP(C), reg. CASLPO, Speech-Language Pathologist Aphasia Centre of Ottawa*

- Barriers, facilitators and successful practices
- Need to integrate needs of disabled residents into all parts of the emergency plan
- Promoting inclusive practices
- Proven strategies and recommended practices

9:50 - 10:30

### Best Practices: Digitally Enabling Volunteering in BCP and Emergency Management For Optimal Results

*Suzanne Waldman, Senior Research Analyst, Public Safety Canada/Government of Canada*

- Connecting emergency management organizations with digitally enabled emergent volunteering best practices
- Canadian citizens volunteering in disasters: From emergence to networked governance
- Lessons learned
- Best practices

10:30 - 10:45

Networking Break



10:45 - 11:30

### Strategies for Managing Social Media in Large-Scale Disasters Like the Ottawa-Gatineau Tornadoes

*Sara Falconer, Director, Digital Communications, Canadian Red Cross*

*Fanni Barocsi, Beneficiary Outreach Specialist, Social Media, Canadian Red Cross*

- Public expectations around information in emergencies
- Case study: B.C. fires, Ottawa-Gatineau tornadoes and other recent large-scale responses
- How Red Cross provides digital support to people impacted by disasters
- How to engage with communities online
- Scaling up and issues management on social media in emergencies

11:30 -12:15

### Roles of Bell's Emergency Management Team: Connecting to the Emergency Management Community

*Lauren Hebert, Corporate Emergency Manager, Corporate Security Emergency Management, Bell Canada Enterprises*

- Developing best practices in emergency planning
- Fostering important links within the telecommunications community
- National programs, mutual aid agreements and plans, coordination assistance for emergency telecommunications
- Building relationships with municipalities and provincial governments (the public sector)

12:15 - 1:15

Luncheon Break

1:15 - 2:00

### Strategic Foresight and Disaster Risk Management

*Donna Dupont, Chief Strategist in Foresight and Design, Purple Compass*

- Introduction to futures thinking and exploring drivers, trends and the changing external environment
- Understanding the difference between forecasting and foresight, and the art of anticipation
- Working with uncertainty and generating agency by exploring patterns of change over time: present risks and vulnerabilities, future aspirations, and the transition for action to enhance coping capacities, preparedness, capabilities and investments
- Recognizing the overlap and difference between resiliency and transformation
- Fostering a culture of innovation through participatory and co-creative approaches

2:00 - 3:00

### Climate Change: What Ottawa Has Learned

*Martha Robinson, Program Development Officer, Ottawa Public Health*

Climate change is a growing concern. Find out how City of Ottawa plans and responds to what can be deadly heat:

- Systems in use for warnings and responses to heat emergencies
- Identification of a lead agency and participating organizations
- Use of a consistent, standardized warning system activated and deactivated according to weather conditions
- Use of communication and public education
- Implementation of response activities targeting high-risk populations;
- Collection and evaluation of information
- Revising plans based on experience and learnings from other municipalities

3:00 - 3:15

Networking Break



3:15 - 4:00

### Modernizing Emergency Management in Canada – How Does the Canadian Emergency Management Community Measure Up?

*Matthew Godsoe, Manager, Research Unit, Public Safety Canada*

- The new agreement between federal, provincial and territorial governments
- Canadian implementation of UN Sendai framework on disaster risk reduction
- Targets for disaster related risk reduction
- Is the emergency management community of professionals having an impact?
- Are we proving our value?

4:00 - 4:45

### Tracking the Evolution of BCP and EM: Where Have We Been, Where Are We Going?

*Des O'Callaghan, Fellow, Business Continuity Institute*  
*Vito Mangialardi, Senior Manager, Enterprise Business Continuity Management, METROLINX*

*Marie-Hélène Primeau, Executive Vice President and President of Premier Continuum Consulting Services*

- How have EM and BC practices evolved to where we are today?
- In what ways do plans today differ from traditional plans?
- Are emergency plans and continuity plans converging?
- How has technology influenced changes in planning practices?
- Which real events have led to changes in planning and are there other drivers?
- What are the current trends leading to future professional practices?

# Canadian BCP & Emergency Management 2019

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## REGISTER BY PHONE, ON-LINE, OR IN THESE 3 EASY STEPS!

### 1 PRINT YOUR NAME AND CONTACT INFORMATION

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4) Mr./Ms./Mrs. \_\_\_\_\_ Title \_\_\_\_\_

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### 2 SELECT YOUR PREFERRED PAYMENT METHOD

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Course for 1 - 3 Registrants	\$2,299 per person	<b>\$2,099 per person</b>
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Course for 1 - 3 Registrants	\$2,299 per person	<b>\$1,199 per person</b>
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#### LOCATION:

Canadian BCP & Emergency Management will be held at a convenient downtown location in Ottawa which could include the Ottawa Conference and Event Centre or the Radisson Hotel Parliament Hill. Detailed venue information will be forthcoming as it becomes available.

#### YOUR REGISTRATION INCLUDES:

Registration fees include all course materials, continental breakfast, lunch, and refreshments. **Parking and accommodation are not included.**

#### SPONSORSHIP, EXHIBITION, AND PROMOTIONAL OPPORTUNITIES:

Increase your visibility with security and BCP professionals in the public service at *Canadian BCP & Emergency Management*. A limited number of sponsorship options are available.

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#### CANCELLATION POLICY:

Substitutions may be made at any time. If you are unable to attend, please make cancellations in writing and email to register@infonex.ca or fax to 1-800-558-6520 **no later than January 15, 2019**. A credit voucher will be issued to you for the full amount, redeemable against any other INFONEX course and which is valid for twelve months (one year) from the date of issue.

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