

January 28 - 29, 2020 • Ottawa, Ontario

19th Annual Event!

# Canadian BCP and Emergency Management 2020

*Best practices, Case Studies and Lessons Learned*

## YOUR FACULTY

### CONFIRMED PARTICIPANTS INCLUDE:



**Jack Guo (PEng, PhD)**  
**Kinetica Risk**

**Noureddine Benichou**  
**National Research Council of  
Canada**

**Cynthia (Cindy) Kearns-O'Hara**  
**Department of National  
Defence**

**Karen Foss**  
**Public Safety Canada**



**Dr. Peter Berry**  
**Health Canada**

... and more



Information and guidance from some of the foremost experts in the country on how to:

- Develop the modern Business Continuity Plan with analytics and automation
- Benefit from state-of-the-art information on managing floods, wildfires, cyber attacks, tornadoes, earthquakes and more
- Hear about lessons learned from the Fire Chief who handled the Yonge Street van attacks and the Danforth shooting
- Assess the risk of terrorism and domestic terrorism in specific sectors and companies
- Protect critical infrastructure from insider threats
- Increase your resilience in response to current and future climate conditions
- Understand coordination across different departments and levels of government in responding to emergencies
- Improve resilience by applying the Regional Resilience Assessment
- Prioritize critical services in a large complex organization

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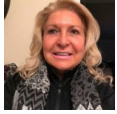
# Canadian **BCP and Emergency Management 2020**

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## DAY ONE PROGRAM AGENDA: TUESDAY, JANUARY 28, 2020

08:00 - 09:00 Registration and Continental Breakfast

09:00 - 09:15



### **Welcome and Opening Remarks from the Chairs**

**Ginette Soulieres, Specialist, Business Continuity, Canada Mortgage and Housing Corporation (CMHC)**



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

09:15 - 10:00

### **BCP CASE STUDY**

#### **BCP CASE STUDY: Prioritizing Critical Services in a Large Complex Organization**

**Cynthia (Cindy) Kearns-O'Hara, Manager, Emergency Management and Business Continuity, ADM(Policy) Group, Department of National Defence**

**Adrienne Turnbull, Defence Scientist, Defence Research and Development Canada**

- Establishing a prioritized list of critical services
- Is everything a critical service?
- Determining criteria for criticality based on time
- The challenge of reconciling the subjectivity of multiple parties where everyone thinks they're critical
- How science can complement business continuity: role of the scientist in the process
- Interdependencies: The importance of critical service owners communicating and understanding how they depend on one another
- How the DND model can be adapted for your organization

10:00 - 11:00



#### **Ottawa/Gatineau Spring Flooding 2017 and 2019 - Past, Present and Future Learning**

**Robin Bourke, Engineering Advisor, Flood Modelling, Natural Resources Canada**

**Sandra Mancini, Team Lead for Engineering, South Nation Conservation**



**Brian Stratton, Manager of Engineering, Rideau Valley Conservation Authority**

- How did the approach change between 2017 and 2019
- What's improved?
- What is the government working on?
- What is going on at Conservation Ontario
- Lessons learned
- Can flooding be managed?

11:00 - 11:15 Break

## DAY ONE PROGRAM AGENDA: TUESDAY, JANUARY 28, 2020

11:15 - 12:00



### **Climate Change Resiliency and the Impact on Emergency Response and Management** **Dr. Peter Berry, Climate Change and Innovation Bureau, Health Canada**

- Increasing the capacity to reduce health impacts, adapt and grow in response to current and future climate conditions
- Impacts of climate change and increased pressure on public health and emergency response
- Current climate and health adaptation initiatives
- Using a climate lens in health emergency planning and project design

12:00 - 13:00 Luncheon

13:00 - 13:45



### **Case Study**

### **Protecting Critical Infrastructure from Insider Threats: Case Studies** **Rob Pitcher, Manager, Critical Infrastructure, Public Safety Canada**

- Enhancing Canada's infrastructure resilience
- How to monitor, respond to and mitigate insider risk
- Case studies of actual events to highlight what organizations can do to protect their systems from the "threat from within"

13:45 - 14:30

### **Multi-Level Response: Strategic Coordination Across Different Departments and Levels of Government**

#### **Karen Foss, Director, Government Operations Centre, Public Safety Canada**

- What are you responsible for during events involving more than one government organization?
- The Federal Emergency Response Plan and the National Emergency Response System
- Coordination between levels of government in preparation for, response to and initial recovery from an event
- Learn from case studies on events that required multi-level response

14:30 - 15:15



### **Secure Communication Best Practices: Emergency and Operational Use Cases** **Michael (Mike) Akpata C.D., Senior Enterprise Account Manager, AtHoc Product Suite, BlackBerry**

In an emergency, every second counts. Without effective crisis communication systems and a properly designed crisis communication program, your organization can be left fumbling in the dark. Valuable time can be wasted, potentially causing harm to people and businesses. In this session you will learn:

- Best practices to communicate and collaborate securely in times of crisis
- How organizations are using technology to effectively manage through critical times

## DAY ONE PROGRAM AGENDA: TUESDAY, JANUARY 28, 2020

15:15 - 15:30 Break

15:30 - 16:15



### **The Regional Resilience Assessment Program (RRAP): Measuring and Improving the Resilience of Critical Infrastructure**

**Lauren Walker, Program Coordinator, Public Safety Canada**

- Assessing vulnerability and dependency for owners and operators of critical infrastructure
- How you can improve risk management, strengthen government relationships, and improve cyber security awareness
- Site assessments to measure and improve resilience to cyber threats, accidental or intentional man-made events, and natural catastrophes

16:15 - 17:00



### **Resilient Buildings and Infrastructure - Lessons Learned From Earthquakes and the Way Forward**

**Jack Guo (PEng, PhD), Seismic Risk Lead, Kinetica Risk**

- The “what”, “when”, “where” and “why” of earthquake preparedness
- Making the business case for earthquake resilience in the Canadian context
- NCR experience / Vancouver experience (Eastern and Western Canada)
- Changes we need moving forward to achieve a resilient built environment
- Embracing a unified resilience framework for earthquakes and climate-related hazards

17:00

**End of Day One**

### **SPONSORSHIP AND EXHIBITION OPPORTUNITIES**

Increase your visibility with senior business strategy, technology, analytics, and business intelligence professionals at *Canadian BCP and Emergency Management 2020*. A limited number of sponsorship options are available.

For more information or to check availability, contact our sponsorship department by telephone at 416.507.4202, or by email at [sponsorship@infonex.com](mailto:sponsorship@infonex.com).

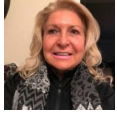
# Canadian **BCP and Emergency Management 2020**

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## DAY TWO PROGRAM AGENDA: WEDNESDAY, JANUARY 29, 2020

08:00 - 09:00 Registration and Continental Breakfast

09:00 - 09:15



### **Welcome and Opening Remarks from the Chairs**

**Ginette Soulieres, Specialist, Business Continuity, Canada Mortgage and Housing Corporation (CMHC)**



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

09:15 - 10:00



### **Toronto Strong: The Toronto Fire Service Response to the Yonge Street Van Attack and the Danforth Shooting**

**Matthew Pegg, Fire Chief and General Manager, Toronto Fire Services**

- The Yonge Street van attacks and the Danforth shooting rocked Toronto to its core
- Response and recovery efforts before, during and after the attack
- Lessons learned

10:00 - 10:45

### **Update on Terrorism - Expectations for 2020 and Beyond**

**Daveed Gartenstein-Ross, Chief Executive Officer, Valens Global LLC, Washington**

- Domestic terrorism and white supremacy
- Challenges posed by violent non-state actors
- Al-Qaeda, ISIS and affiliated organizations
- Risk assessments in specific sectors and companies
- Analysis of terrorist networks

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10:45 - 11:00 Break

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11:00 - 12:00

### **Building Capacity for Individual and Community Resilience**

**Tracey O'Sullivan, Associate Professor, Faculty of Health Sciences, University of Ottawa**

- Whole-of-society approach to disaster risk reduction
- Resilience and implementation of the Sendai Framework
- Engaging organizations in continuity planning to protect livelihoods and support community resilience
- How systems thinking can support capacity building and enhance resilience among individuals, organizations and the broader community

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12:00 - 13:00 Luncheon

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## DAY TWO PROGRAM AGENDA: WEDNESDAY, JANUARY 29, 2020

13:00 - 14:00



### **Advances in Crisis Communication Since the 2014 Parliamentary Attack: What We Know Now**

**Anat Cohn, Manager, Corporate Communications, Ottawa Police Service**

- Crisis informatics: then vs. now
- Social media today
- Combating the challenges
- Messaging: what we've learned
- Opportunities ahead

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14:00 - 14:15      Break

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14:15 - 15:15



### **The Modern Business Continuity Plan - Analytics and Automation**

**Martin Gierczak, Manager, Business Continuity Planning, CAA Club Group**

- Business continuity analytics and digital plans
- How to drive resilience based projects in your organization with the data
- Business disruption management tools including plan automation
- The relationship between BCM and Crisis Management

15:15 - 16:00

### **Wildfires Out of Control! The Hunt for Best Practices and Lessons Learned**

**Noureddine Benichou, Principal Research Officer, National Research Council of Canada**

Fire seasons are longer, fire events are increasingly complex and severe. Experts say the area of annual burn will double by the end of the century. This session will discuss:

- The need to prepare for a future of bigger, more intense and more complex wildland fires
- Development of a national guide
- Applying analytics to forest fire management
- Fire resistance modelling and experimentation
- The need for a comprehensive framework for assessing risk
- The need for home grown solutions
- What about a national system mapping vegetation and spatial data on fuels in relation to towns and infrastructure?
- What new tools do we need?

16:00

**End of Day Two**



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

### 1 PRINT YOUR NAME AND CONTACT INFORMATION

Full Name \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_

Telephone (\_\_\_\_) \_\_\_\_\_ Ext \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_

Email address \_\_\_\_\_

Name of Approving Manager \_\_\_\_\_ Title \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ Postal Code \_\_\_\_\_

Company's main line of business \_\_\_\_\_ Number of Employees \_\_\_\_\_

### 2 SELECT YOUR PREFERRED PAYMENT METHOD

#### Regular Delegate Prices

Prices subject to GST / HST	Full Price	Register by January 17
Course for 1-3 Registrants	\$ 2,399 each	\$ 2,199 each
Fourth Registrant	<b>Fourth Person Attends Free</b>	

#### Municipalities, Universities, Schools and Hospitals

Prices subject to GST / HST	Full Price	Register by January 17
Course for 1-3 Registrants	\$ 1,199 each	\$ 1,199 each
Fourth Registrant	<b>Fourth Person Attends Free</b>	

\* Groups must register together at the same time to be eligible for group savings.

**Method of Payment:**  VISA  MasterCard  Cheque enclosed, payable to INFONEX Inc.

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#### LOCATION:

Canadian BCP and Emergency Management 2020 will be held at a convenient location in Ottawa, Ontario. 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 senior business strategy, technology, analytics, and business intelligence professionals at Canadian BCP and Emergency Management 2020. 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.com or fax to 1.800.558.6520 **no later than January 28, 2020.** 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.

Registrants who cancel after **January 28, 2020**, will not be eligible to receive any credits and are liable for the entire registration fee.

Confirmed registrants who do not cancel by **January 28, 2020** and fail to attend will be liable for the entire registration fee.

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