

January 26 - 27, 2021 • Virtual Conference

20th Annual Event!

Canadian BCP and Emergency Management 2021

Best practices, Case Studies and Lessons Learned



YOUR FACULTY CONFIRMED PARTICIPANTS INCLUDE:



Fiona Warren
Natural Resources
Canada



Robert Pitcher
CI Cyber Partnerships

Magda Sulzycki
Toronto Hydro



Des O'Callaghan
Business Continuity
Institute



Paul Kovacs
Institute for
Catastrophic Loss

... and more

Advice and guidance from Canada's leading authorities on:

- Covid 19 - Crisis management, BCP, infectious disease and pandemic planning
 - Case studies, lessons learned
 - Evaluating your Covid performance - from internal and external communication to risk assessment, management and mitigation
- The Alert Ready System in Canada
- Crowd/riot control and management strategies
- Building resilience to avoid food insecurity: Supply chain and food production during Covid-19
- Internal control system cyber security: Safeguarding critical infrastructure
- Data analytics, business continuity planning and emergency management at Toronto Hydro
- Reservist leadership during the covid crisis: CAF response to Covid-19 in Atlantic Canada
- The National Climate Change Assessment Process, 2021
- NSERC Canada Wildfire Strategic Network: Understanding fire in a changing world
- Insurance and climate change: Reducing the risk of loss from earthquakes, flood and severe wind
- Coordinating enterprise-wide continuity for the government of Manitoba: Challenges and recommendations

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Canadian **BCP and Emergency Management 2021**

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DAY ONE PROGRAM AGENDA: TUESDAY, JANUARY 26, 2021

10:00 - 10:15 EST



Welcome and Opening Remarks from the Chair

Des O'Callaghan, Fellow, Business Continuity Institute

10:15 - 11:00 EST

Pandemic Planning: Learnings in the Face of an Unprecedented Public Health Emergency in Canada

Dr. Howard Njoo, Deputy Chief Public Health Officer, Public Health Agency of Canada

11:00 - 11:45 EST



Making Canada More Resilient to Wildfires

Mike Flannigan, Principal Investigator, NSERC Canada Wildfire Strategic Network, Professor of Wildland Fire, University of Alberta

- Priority themes the Network will work on
- Understanding fire in a changing world
- Managing ecosystems
- Delivering innovative fire management solutions
- The wildland urban interface
- Using machine learning in fire management solutions
- Interaction between fire and insects
- Preparing for severe weather
- Defining wildfire risk in Canada
- Managing ecosystems around communities to increase resilience

11:45 - 12:15 EST



The Role of Critical Communication During Critical Events

Michael (Mike) Akpata, Senior Enterprise Account Manager, AtHoc Product Suite, BlackBerry

Communication has a major impact on emergency response. Events can escalate quickly without an effective emergency preparedness and response strategy, and even a minor incident can cause major problems if an organization cannot communicate with its intended audience.

This session will examine the importance of critical communication on business disruptions and emergency response, and outline best practices and lessons learned from recent events into this strategy to minimize risk, protect people, and effectively manage resources.

12:15 - 13:00 EST Break

DAY ONE PROGRAM AGENDA: TUESDAY, JANUARY 26, 2021

13:00 - 13:45 EST



Crowd Management and Control in an Age of Disruption

Stanley Kephart, Kephart Consulting LLC, Phoenix, AZ

In addition to the challenge of Covid many organizations have faced protesters and the potential for violence. Hear from an expert who can provide an analysis of what has transpired in the past few months including the good, the bad and the ugly.

- Crowd management vs. crowd control - What is the difference?
- Crowd control tactics - kettling, wedge formation, diamond formation
- Logistics command control
- What strategies have been effective?
- What are the common errors?
- Lessons learned

13:45 - 14:30 EST

Data-Informed Emergency & Continuity Program Management

Magda Sulzycki, Supervisor, Grid Emergency Management, Toronto Hydro

Selecting data to answer emergency and continuity program management-related questions requires careful consideration. In a field as broad as ours, it will be tempting to collect large swaths of data, but not everything will be useful and relevant to us as we strive to build robust emergency and continuity programs. Establishing a solid framework for data collection can be even more important than the data collection itself.

In this session and through the lens of Toronto Hydro's Disaster Preparedness Management Program, we will explore the process by which we can establish a data management framework that will empower leaders to make more effective decisions regarding the programs they administer.

14:30 - 14:45 EST Break

14:45 - 15:30 EST



The Alert Ready System in Canada - Is It As Useful As It Should Be?

Jack Rozdilsky, Associate Professor, Disaster and Emergency Management, York University

Canada's Alert Ready System has been operating successfully with respect to natural hazard warnings and amber alerts, but in 2020 it has also faced challenges related to alerts concerning hazards with technological and social origins. This presentation will consider both the opportunities and challenges faced by Canada's Alert Ready System in our contemporary hazard environment.

- Challenges - What happened with the false nuclear alert?
- Challenges - What happened in Portapique, Nova Scotia?
- What the public expects from an alert system
- Policy challenges for alert system operation
- Implementation challenges for alert system operation

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DAY ONE PROGRAM AGENDA: TUESDAY, JANUARY 26, 2021

15:30 - 16:15 EST



Coordinating Enterprise-wide Continuity for the Government of Manitoba: Challenges and Recommendations

**Ron Andrews, Business Continuity Management, Corporate Services, Manitoba
Infrastructure**

16:15 EST

End of Day One

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For more information or to check availability, contact our sponsorship department by telephone at 416.507.4202, or by email at sponsorship@infonex.com.

DAY TWO PROGRAM AGENDA: WEDNESDAY, JANUARY 27, 2021

10:00 - 10:10 EST



Welcome and Opening Remarks from the Chair

Des O'Callaghan, Fellow, Business Continuity Institute

10:10 - 11:00 EST



Climate Change - Risks and Opportunities: The Importance of Public / Private Collaboration to Build Climate Resilience

Paul Kovacs, President and Founder, Institute for Catastrophic Loss

Canadians experienced \$4 to 5 billion a year in losses from extreme weather. Losses have been doubling every 5 to 10 years, due in part to climate change. It is important to break this alarming trend.

- What is happening in the private sector?
- How insurance companies, homeowners, building owners, builders are dealing with climate change?
- Is there scope for the private and public sector to work together?
- What can be done to improve resilience to severe weather events?

11:00 - 11:45 EST



Reservist Leadership During the Covid Crisis: CAF Response to Covid-19 in Atlantic Canada

LCol Barry Pitcher, Commanding Officer, Canadian Forces Reserve Unit, Princess Louise Fusiliers

- How CAF mobilized the largest contingent of reservists since World War 2
- Uniqueness of Land Component Control (LCC) of Operation Laser, staffed entirely by reservist officers from within the Atlantic Region.
- How these reservist officers were suddenly called upon to assume senior military positions
- Key lessons learned

11:45 - 12:30 EST Break

DAY TWO PROGRAM AGENDA: WEDNESDAY, JANUARY 27, 2021

12:30 - 13:15 EST



The Threat From Within: Recognizing the Risk of an “Insider”...

Robert Pitcher, Manager, Cyber Partnerships, CI Cyber Partnerships

Insider risk relates to people working within an organization to subvert the confidentiality, integrity, and availability of the information contained within the walls of that entity. Public Safety Canada is pleased to provide an informative and insightful talk where participants will hear case studies of related events and learn what organizations can do today to protect their systems from the “threat from within”.

- What if the keys to the castle were in the hands of those that you were trying to defend against?
- What if the contractor building your IT infrastructure was working for your competitor?
- What if your most important asset was also your biggest vulnerability?

13:15 - 13:45 EST



Every Second Counts

Michael (Mike) Akpata, Senior Enterprise Account Manager, AtHoc Product Suite, BlackBerry

In an emergency, every second counts when trying to reach your audience quickly and securely. In this session, we’ll share best practices and use cases on how to harness limited resources to ensure safety, accountability and continuity of operations across different communities.

13:45 - 14:30 EST



The New Meaning of Resilience in the Wake of Covid-19

Des O’Callaghan, Fellow, Business Continuity Institute

Your company’s resilience has been tested.

- How did your approach to crisis management stand up?
- How did the team coordinating everything from internal and external communication to risk assessment, management and mitigation do?
- What do you need to consider in addressing business continuity and resilience for what lies ahead?

14:30 - 14:45 EST Break

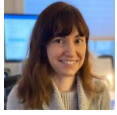
DAY TWO PROGRAM AGENDA: WEDNESDAY, JANUARY 27, 2021

14:45 - 15:45 EST



The National Climate Change Assessment Process, 2021

Dr. Peter Berry, Senior Policy Analyst and Science Advisor to the Director, Climate Change and Innovation Bureau, Health Canada



Fiona Warren, Knowledge Assessment Manager, Climate Change Impacts and Adaptations Division, Natural Resources Canada

- Overview of climate change: Key Issues in impact and Adaptation in Canada
- The National Assessment Process
- Reports being produced
- Key climate change risks and vulnerabilities
- Climate change and health assessment

15:45 - 16:30 EST

Ensuring Supply Chain Security and Avoiding Shortages of Critical Supplies during an Emergency

Roderick J. MacRae, Associate Professor, York University

Factors that may impact food security include border closures, restrictions on foreign farm workers, transportation and import bottlenecks, covid outbreaks in meat plants, panic hoarding and delayed harvesting.

- What is the potential for scarcity?
- Critical weaknesses in vital networks including health care and food supply chain
- Engaging community action on food resiliency

16:30 EST

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 15
Course for 1-3 Registrants	\$ 2,399 each	\$ 2,099 each
Fourth Registrant	Fourth Person Attends Free	

Municipalities, Universities, Schools and Hospitals

Prices subject to GST / HST	Full Price	Register by January 15
Course for 1-3 Registrants	\$ 2,099 each	\$ 1,199 each
Fourth Registrant	Fourth Person Attends Free	



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

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VIRTUAL CONFERENCE:

Canadian BCP and Emergency Management 2021 will be held as a virtual on-line conference. Details on how to access and participate in the event will be sent to all confirmed delegates prior to run date.

SPONSORSHIP, EXHIBITION, AND PROMOTIONAL OPPORTUNITIES:

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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 12, 2021**. 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 12, 2021**, will not be eligible to receive any credits and are liable for the entire registration fee.

Confirmed registrants who do not cancel by **January 12, 2021** and fail to attend will be liable for the entire registration fee.

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