

January 26 - 27, 2021 • Virtual Conference

20th Annual Event!

# Canadian BCP and Emergency Management 2021

*Best practices, Case Studies and Lessons Learned*

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## YOUR FACULTY CONFIRMED PARTICIPANTS INCLUDE:

**Magda Sulzycki**

Toronto Hydro



**Stanley Kephart**

Kephart Consulting  
LLC, Phoenix, AZ



**Des O'Callaghan**

Business Continuity  
Institute



**Ron Andrews**

Manitoba  
Infrastructure



**Mike Flannigan**

University of Alberta

... 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.

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12:15 - 13:00 EST      Break

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## 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.

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14:30 - 14:45 EST    Break

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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**

### **SPONSORSHIP AND EXHIBITION OPPORTUNITIES**

Increase your visibility with senior business strategy, technology, analytics, and business intelligence professionals at *Canadian BCP and Emergency Management 2021*. A limited number of sponsorship options are available.

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## 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

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11:45 - 12:30 EST      Break

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## 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?

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14:30 - 14:45 EST    Break

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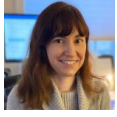
## DAY TWO PROGRAM AGENDA: WEDNESDAY, JANUARY 27, 2021

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	
Course for 1-3 Registrants	\$ 2,399	<b>\$ 1,699</b>
Fourth Registrant	<b>Fourth Person Attends Free</b>	

#### Municipalities, Universities, Schools and Hospitals

Prices subject to GST / HST	Full Price	
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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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