

Presented by 



January 25 - 26, 2022 • Virtual Conference

21st Annual Event!

# Canadian BCP and Emergency Management 2022

*Strategic Action Plans for BCP and Emergency Management Professionals in the Covid-Transformed World*

## YOUR FACULTY CONFIRMED PARTICIPANTS INCLUDE:



**Michael G. Sherrard**  
Sherrard Kuzz LLP



**Sheila Gordon**  
Public Safety Canada

**Rob Read**

Government of Canada



**Allan Bullock**  
Blackberry



**Quentin Chiotti**  
Matrix-Solutions

... and more



- Implementing best practices for a more robust and nimble BCP at Transport Canada and Open Text
- BCP - Lessons learned in responding to Covid
- Find out what's new at Public Safety Canada - Proposed comprehensive plan on flood risk management
- Conducting VIRTUAL BCP table top exercises to bolster and enhance BCP effectiveness
- Fitting risk assessment into BCP
- Crisis Communication
- Leadership principles of crisis decision making
- Limiting your vulnerabilities to increasingly severe weather events
- Managing the psychological impact Covid 19 has had on workers based on the new ISO 45003
- Ensuring safety in return to work
- Managing technological and other challenges that arise in a dispersed and remote workforce
- Protecting Canadians and the environment: Refresher on Environment Emergency Regulations

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# Canadian **BCP and Emergency Management 2022**

January 25 - 26, 2022 • Virtual Conference

## DAY ONE PROGRAM AGENDA: TUESDAY, JANUARY 25, 2022

10:00 - 10:15 EST



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

**Vito Mangialardi, ICT Covid-19 Incident Command and Senior Manager Business Continuity Management, Metrolinx**



**Des O'Callaghan, Fellow, Business Continuity Institute**

10:15 - 11:00 EST

### **How to Build a More Robust and Nimble Business Continuity Plan (Including the Impact of COVID-19 on Your BCP)**

#### **Lessons Learned at Open Text**

**Shanda Ness Chronowich, Senior Manager, Business Continuity, Open Text**

- What makes a plan robust and useful?
- Why do some plans sit on the shelf?
- What commonly goes wrong/ missteps to avoid
- Who should be consulted in preparing BCP's
- Testing to identify weaknesses - why, how, how often?
- Examples of lessons observed on the Covid response,
- Determining scope - key objectives and goals
- Designating the BC Team - command and control, task-oriented, sub-teams
- Singling out key business areas and critical functions
- Preparing a Business Impact Analytic Report (BIA)
- Determining minimal acceptable downtime for critical functions
- Creating a plan to maintain operations

11:00 - 11:45 EST



### **Managing Psychological Health: A Critical Part of Your BCP ISO 45003 and the Impact of COVID on Employees**

**Norma McCormick, President and Senior CONSULTANT, Project leader for ISO 45003, Corporate Health Works Inc.**

- Why safeguarding the mental health and wellbeing of employees has become an essential part of business continuity planning
- New dimension of worry for employees as a result of covid
- The "always on" culture
- Impact of the sudden change in our routine and habits
- From anxiety and stress to burnout and depression and increases in LTC leaves
- Adopting people centred processes in times of crisis to mitigate risk
- Processes to mitigate risk
- How to integrate health into an organization's culture
- Accessing mental health services through the workplace
- Self assessment - Is what you are doing effective?

## DAY ONE PROGRAM AGENDA: TUESDAY, JANUARY 25, 2022

11:45 - 12:30 EST



### **Best Practices to Consider for Virtual Table - Top Exercises - Incidents / Emergency / BCPs**

**Vito Mangialardi, ICT Covid-19 Incident Command and Senior Manager Business Continuity Management, Metrolinx**

Long before COVID-19 many organizations conducted virtual incident, emergency and business continuity exercises for planned events and unplanned incidents/emergencies. Since some level of COVID-19 restriction is likely to continue into the near future, this session will:

- Cover a sampling of virtual exercise best practices from across all levels of stakeholders
- Help organizations in various sectors effectively use virtual exercises to validate capabilities and drive continuous improvement
- Help you plan actions to take before, during and after a virtual exercise
- Show you how to run a tabletop exercise virtually, ensuring full engagement, benefits and challenges to conducting a virtual exercise
- Leverage graphics, images and props and evaluation considerations

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12:30 - 13:15 EST      Break

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13:15 - 14:00 EST



### **Business Continuity Management and Climate Change: Planning for the Unexpected? Quentin Chiotti, Practice Lead, Climate Risk and Resilience, Matrix-Solutions**

- Expectation that climate change will have an even larger impact on business than Covid
- Why the COVID-19 crisis portends unforeseen business continuity challenges related to climate change
- Unforeseen consequences of climate change and the rapidly changing risk landscape
- Physical, transitional and liability risk
- Interconnectedness, global and local supply chain issues
- ESG issues including carbon tax, sector stigmatization etc.
- Aligning business continuity and sustainability frameworks
- Including climate risk in risk assessments

14:00 - 14:45 EST



### **Manage A Critical Event, Avert a Crisis**

**Allan Bullock, Principal Sales Engineer, Blackberry**

Critical event or crisis? The two are very different. Severe weather, civil protest, an active shooter or a global pandemic. Critical events like these become crisis without adequate responses.

The response depends on three things: a full understanding of the event, having the right systems in place and being able to respond fast enough.

This session will explore how organizations are successfully boosting their resilience and averting crisis to manage floods, protect a school during military unrest and keep communities and citizens safe.

# Canadian **BCP and Emergency Management 2022**

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## DAY ONE PROGRAM AGENDA: TUESDAY, JANUARY 25, 2022

14:45 - 15:00 EST Break

15:00 - 15:45 EST



### **Emergency Management Programs at Canadian Nuclear Safety Commission**

**Elaine Kanasewich, Director, Emergency Management and Programs Division, Canadian Nuclear Safety Commission**

- Brief background of the CNSC
- Nuclear Emergency Management in Canada
- The CNSC's role in Nuclear Emergency Management
- Small case study

15:45 - 16:30 EST



### **How Risk Assessment Fits Into BCP - A Departure From Conventional Thinking**

**Des O'Callaghan, Fellow, Business Continuity Institute**

Most organizations make Business Impact Analysis (BIA) a cornerstone, or foundation for their business continuity program. That is not necessarily a bad thing, but where did Risk and Threat Assessment (RTA) go? It has been part of the BCM body of knowledge for decades, but some treat it as an afterthought. As we spend probably 95-98% of our time planning and preparing, not responding and recovering, we need to reposition the value of risk assessment. This session will present a simplified methodological approach to making risk assessment the cornerstone of a sound BCM program.

16:30 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 2022*. 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).

## DAY TWO PROGRAM AGENDA: WEDNESDAY, JANUARY 26, 2022

10:00 - 10:15 EST



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

**Vito Mangialardi, ICT Covid-19 Incident Command and Senior Manager Business Continuity Management, Metrolinx**



**Des O'Callaghan, Fellow, Business Continuity Institute**

10:15 - 11:00 EST



### **Public Safety Canada**

#### **Proposed Comprehensive Plan on Flood Risk Management**

**Sheila Gordon, Acting Manager, Resilience and Economic Integration Division, Policy and Outreach Directorate, Emergency Management and Programs Branch, Public Safety Canada**

Flooding continues to be the most frequent and costly natural disaster facing Canadians, causing over one billion dollars in direct damage to homes, property and infrastructure annually. Climate change continues to exacerbate this risk, and recent events in BC have reiterated the urgency of working to mitigate flood risk in Canada.

- Early in 2021, PS and CMHC set up an interdisciplinary task force to examine options for both a national flood insurance program for residents at high risk of flooding and measures for potential relocation of those at the highest risk.
- The work is complex, and requires a collaborative and multi-disciplinary approach involving federal, provincial and territorial government officials, the insurance industry, Indigenous communities and other stakeholders, partners, and communities impacted or concerned by Canada's growing vulnerability to flooding.
- A public-facing report from the Flood Insurance and Relocation Task Force is expected by Spring 2022.
- This session will provide an update on the Task Force's initial findings and provide an opportunity to engage on some of the more challenging questions emerging from the work.

## DAY TWO PROGRAM AGENDA: WEDNESDAY, JANUARY 26, 2022

11:00 - 11:45 EST



### **Safety and Return to Work: Do's and Don'ts in the Time of COVID-19 - Employer Best Practices During COVID-19**

**Michael G. Sherrard, Partner, Sherrard Kuzz LLP**

As an employer you are obligated to keep employees safe but we continue to be in an evolving public health context. This session will provide do's and don'ts for attendees to consider in their own workplaces. Specifically,

- How to keep employees safe as we ramp up post pandemic return to the workplace
- Specific protocols to consider implementing for return to work and maintaining a safe workplace
- Additional strategies if a portion of your workforce is not vaccinated?
- Can you make vaccination mandatory? Options.
- Proof of vaccination protocols and employee privacy considerations?

11:45 - 12:30 EST



### Case Study

### **Incident Management: Case Study of the First Nations Wildfire Evacuation**

**Jose Camacho, Provincial IMS Instructor, ICA Canada certified Instructor and Provincial Training Group, Emergency Management, Investigative Solutions Network**



**Tiffany Leung, Emergency Management Consultant, Investigative Solutions Network**

- Assessing the risk to the health and safety of community members
- Knowing when to do a partial vs a full evacuation
- Figuring out who to contact for help
- Troubleshooting transportation
- Communicating with members before and after the evacuation
- Arranging appropriate accommodation for evacuees
- Caring for Elders and other more vulnerable community members
- Organizing food and activities while away

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12:30 - 13:30 EST      Break

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13:30 - 14:15 EST



### **Crisis Communication and Public Relations**

**Randy Fincham, Inspector, Critical Incident Commander, Operations Division, Vancouver Police Department**

- Anatomy of a newscast
- Traditional vs. social media
- What makes the news
- Building trust
- Responsibility to the public
- Reputation management

## DAY TWO PROGRAM AGENDA: WEDNESDAY, JANUARY 26, 2022

14:15 - 15:00 EST

### **Protecting Canadians and the Environment: Refresher on Environment Emergency Regulations**

**Rob Read, Environmental Emergency Prevention Officer, Environment and Climate Change Canada, Government of Canada**

Hazardous substances like oil and chemicals that may spill from facilities are closely regulated. Find out:

- How the regulations have changed
- Who is subject to the regulations?
- Major requirements of the regulations
- The required Environmental Emergency Plan
- Obligations to inform the public

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15:00 - 15:15 EST      Break

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15:15 - 16:00 EST



### **Leadership Principles of Crisis Decision Making**

**Kevin Cyr, Officer in Charge, Lower Mainland District Emergency Response Team, Royal Canadian Mounted Police**

- Recognizing circumstances with asymmetrical downside risk, and how those situations require different risk management strategies
- Problem solving strategies when faced with incomplete information and uncontrolled variables in time compressed environments
- Acting decisively and avoiding decision inertia when facing uncertainty
- Managing information overload and avoiding overconfidence
- Delegating critical decisions to the appropriate level by identifying action triggers and contingency plans

16:00 - 16:45 EST



### **Code of Ethics and Professional Conduct for Emergency Management**

**David Etkin, Professor, Disaster & Emergency Management, York University**

- Why EM needs a Code of Ethics
- The process of creating a code
- Overview of the code sections
- Code elements
- Conclusion

16:45 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 \_\_\_\_\_

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### 2 SELECT YOUR PREFERRED PAYMENT METHOD

Prices subject to GST / HST	Full Price	Register by January 14
Course for Groups of 3 +	CAD \$ 2,199 each	<b>CAD \$ 1,899 each</b>
Course for Groups of 2	CAD \$ 2,299 each	<b>CAD \$ 1,999 each</b>
Course for 1 Registrant	CAD \$ 2,399	<b>CAD \$ 2,099</b>



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#### VIRTUAL CONFERENCE:

Canadian BCP and Emergency Management 2022 will be held as a virtual on-line event. 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 11, 2022**. 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 11, 2022**, will not be eligible to receive any credits and are liable for the entire registration fee.

Confirmed registrants who do not cancel by **January 11, 2022** and fail to attend will be liable for the entire registration fee.

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