

## 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**



**Janice Babineau**,  
Senior Manager, Social Media  
**CANADIAN RED CROSS**



**Imran Ahmad**,  
Partner,  
**MILLER THOMSON**



**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)**



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



**Kevin A. O'Brien**, PhD, Senior Principal,  
Security & Intelligence,  
**ACCENTURE SECURITY CANADA**



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



**Lauren Hebert**, Corporate Emergency  
Manager, Corporate Security & Resiliency,  
**BELL**



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

PRESENTED BY:

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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

CASE STUDY

**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

CASE STUDY

**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

**Real World Examples, Best Practices in BCP: Threat and Risk Assessment to Better Protect Critical Infrastructure Sectors**  
*Kevin A. O'Brien, PhD, Senior Principal, Security & Intelligence, Accenture Security Canada*

- Methodologies, challenges, and best practices in business continuity related to critical infrastructure protection and assurance
- Reducing vulnerabilities
- Protective and preventive security, risk management and business continuity management
- Decreasing the frequency, duration and scope of disruptions
- Facilitating response and recovery of the infrastructure, its processes and services.
- Examples from real-world scenarios

12:15 - 1:15

Luncheon Break

1:15 – 2:00

**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

2:00 - 2:30

**The Future of Organizational Resilience**

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

- Developing analytics to adapt BCM practices
- Bringing a fresh perspective to prioritization
- Using linkages and dependencies to advantage
- Building a culture of resilience

2:30 - 2:45

Networking Break



2:45 - 3:30

**Key National Pandemic Preparedness Activities and Their Implications On Business Continuity Planning**

- Factors increasing the chances of another infectious disease epidemic or pandemic
- What is required to reduce the likelihood of similar occurrences?
- Drug resistant infection
- Increasing populations
- Where do we find superbugs
- The need for action plans to more effectively respond to the threat of an outbreak

3:30 - 4:00

**Leveraging BCP to Effectively Adapt to Climate Change**

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

- Demystifying climate change and adaptation
- Establish a common foundational understanding of climate change risks and business continuity adaptation needs
- Planning for the future with operational resiliency as the destination
- Review past severe weather events and mitigation planning and response considerations

4:00 - 4:45

CASE STUDY

**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

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# 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, MHSc., 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*

*Janice Babineau, Senior Manager, 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

### Ensuring Telecommunications Under Crisis Conditions

*Lauren Hebert, Corporate Emergency Manager, Corporate Security & Resiliency, Bell*

- Ensuring first responders can communicate and continuity of telecommunications
- Facilitation of the rapid repair, replacement and expansion of telecommunications systems
- 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

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*

- Shifting the emphasis to disaster risk management
- The need to address existing vulnerabilities
- How strategic foresight builds community resilience
- Tools for exploring possible future risk
- Measuring success

2:00 - 2:15

Networking Break



2:15 - 3:00

### Cyber Threats and Cyber Security in Canada: What to Expect in 2019?

*Imran Ahmad, Partner, Miller Thomson*

- What threats are expected to arise in 2019
- Protecting your data
- How to defend against cyber threats
- What happened at Facebook?
- Harvesting and use of personal data
- How the data of millions of Facebook users ended up being given to Cambridge Analytica
- How the breach should have been handled

3:00 - 3:30

### Big Data in Emergency Services

*Greg Furlong, Deputy Chief Tech Services, City of Ottawa Paramedic Service*

- How data is collected
- How it is used
- How it makes the Ottawa Paramedic Service more effective and more efficient
- Data storage

3:30 - 4:15

### 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?

4:15

Day Two Ends

# 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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Email address: \_\_\_\_\_

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Prices are subject to HST.	FULL PRICE	MUSH Price
Course for 1 - 3 Registrants	\$2,299 per person	<b>\$1,199 per person</b>
Fourth Registrant	<b>FOURTH PERSON ATTENDS FREE</b>	

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

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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.

Contact our sponsorship department by telephone at 1.800.474.4829, ext. 224, or by email at sponsorship@infonex.ca.

#### 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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