

IMPACT
SECURITY GROUP



DMC 2015

DISASTER MANAGEMENT CONFERENCE

**October 14 to 16, 2015
Canad Inns - Polo Park**

GOLD SPONSORS

Impact Security Group

Insurance Bureau of Canada

International Flood Control Corp

Jacobs Bag Corp

TransCanada Pipelines

SILVER SPONSORS

Association of Manitoba Municipalities

Canad Inns

Canadian Dewatering

City of Winnipeg Emergency Preparedness Program

Emergency Communications

Network—CodeRED

Enbridge Pipelines Inc

Layfield Canada Inc

Manitoba Emergency Measures Organization

Manitoba Hydro

Q Collaborations

BRONZE SPONSORS

ABC Canada Technology Group Ltd

Alcom Electronic Communications

Canadian Red Cross

International Disaster Management Consultants

ISL Engineering and Land Services

MTS Allstream

The Salvation Army

Xpera

Revised: August 14, 2015



Disaster Management Conference 2015

October 14, 15 and 16, 2015

Canad Inns - Polo Park
1405 St. Matthews Avenue, Winnipeg, Manitoba

Statement of Purpose

To further increase the level of emergency preparedness in Manitoba and promote the principles of disaster management planning and public awareness by:

- Sharing experiences
- Showcasing technologies
- Providing information, tools and solutions to problems
- Creating network opportunities

The Disaster Management Conference offers

- Access to 7 plenary speakers, 5 concurrent breakout sessions, and 5 concurrent workshops.
- Three lunches: Wednesday, Oct. 14th; Thursday, Oct. 15th; Friday, Oct. 16th
- Four refreshment breaks: afternoon of Wednesday, Oct. 14th; morning and afternoon of Thursday, Oct. 14th; morning of Friday, Oct. 15th
- One ticket to Bud, Spud & Steak dinner on Wednesday, Oct. 14th (A limited number of extra tickets may be purchased at the Registration Desk for \$15 each.)
- One ticket to gala evening dinner and entertainment on Thursday, Oct. 15th (A limited number of extra tickets may be purchased at the Registration Desk for \$50 each.)
- Door prizes

Who Should Attend

- Emergency Preparedness Planners
- First Responders
- Elected Officials
- Safety Officers
- Business
- Health Professionals
- Educators
- Policy Makers
- Non Governmental Organizations
- Business Continuity Planners
- School Safety Officers

Conference Executive Committee

Don Brennan
Randy Hull
Paul Guyader

Don Timmerman
Shelley Napier
Sara Wiebe

Updates

For additional information or updates, please check: <http://www.manitobadisastermanagementconference.org/>

Registration Costs per Delegate (must be paid in Canadian funds)

\$300 - early bird special (paid registrations must be received by **August 28, 2015**); or,

\$350 - regular rate

Please complete the attached registration form and **note that payment must accompany registration.**

Registration Policy

Payment must be attached to the registration form in order to be processed. **You will not be fully registered until payment is received.** (Please note that we will not invoice under any circumstance – if your organization requires an invoice in order to process payment, use the completed registration form as your invoice.)

The conference makes every effort to provide a healthy, appealing menu for all meal functions. If you require a special meal or meal exceptions, please advise the Registrar when registering.

Please ensure you select your session preferences.

You will be issued a written confirmation of your paid registration. This confirmation is your receipt.

Registration Deadline

All paid registrations must be received by **September 25, 2015**.

Payment Method

Payment by cash (must be paid in person) or by cheque.

Make cheques payable in Canadian funds to "**Disaster Management Conference**". Mail registration form and payment to:

Manitoba Disaster Management Conference
PO 70044 Kenaston PO
Winnipeg MB R3P 0X6

Payment by credit card can only be made if you register online, paying through PayPal (you can sign up as guest if you do not have a PayPal account).

www.manitobadisastermanagementconference.org

Phone: (204) 945-3922 or 1-888-267-8298, ext. 3922

[Registrar: Sara Wiebe]

Cancellation / Substitution Process

Cancellations must be requested **in writing** prior to **September 25, 2015**, and will each be subject to a \$50 administration fee. No refunds will be given after this deadline (no exceptions).

Substitutions may be made at any time without penalty.

Registration Desk

Delegates must present themselves at the Registration Desk in order to receive their registration packages. Registration packages will be released only to the individual whose name appears on the badge (in the event that the registered delegate is unable to attend, a substitute may be made).

Registered delegates, speakers and sponsors must wear their badges for access to all conference functions.

Room and Hotel Details

A block of standard guestrooms (single to quad occupancy) have been set aside at a special rate of \$125 (plus applicable taxes) for the Disaster Management Conference 2015. To obtain this special rate, you must provide Canad Inns—Polo Park with the **group rate #289336** at the time of booking.

- Hotel Direct Phone Number: (204) 775-8791
- Central Reservations Number: 1-888-332-2623

Please note the room block will be held until September 12, 2015; Canad Inns will still accept reservations after September 12, 2015 at the special rate of \$125 (plus taxes), but it will be subject to guest room availability at the time of booking.

It is recommended that delegates reserve their rooms early as the hotel has fully booked in past conferences. In the event that Canad Inns – Polo Park gets fully booked, the onus will be on the delegates to find an alternate hotel.

Parking

Free and ample parking at the Hotel.

Program Information

Wednesday, October 14, 2015 - Day One

9:30 am - 11:30 am **Registration**

11:30 am - 12:45 pm **Opening Remarks & Announcements followed by Lunch**

12:45 pm - 2:00 pm **The Planned Mass-Casualty**

Rob Osgood, Tufts Medical Center in Boston, Massachusetts

Tufts Medical Center, in downtown Boston, is at the heart of the city's festivities: The Fourth of July celebrations, the Boston Marathon, and First Night. In this session, Director of Emergency Management, Rob Osgood, will speak about how the 415-bed Level One Trauma Academic Medical Center plans for these special events alongside municipal partners to create an enterprise of response.

2:00 pm - 2:20 pm **Break**

2:20 pm - 3:20 pm **Breakouts Session A**

A1 Clients First: Service Evacuation and Restoration of Winnipeg West Health and Social Services ACCESS Centre

Karen-Denise Cyr, Winnipeg Regional Health Authority; **Jeff Martin**, Winnipeg West Health and Social Services

On a cold January morning in 2015, a water pipe burst inside the Winnipeg West Health and Social Services ACCESS Centre, flooding all three floors and forming story-high icicles on the exterior of the building. The ACCESS Centre had opened only seven months before, so no one expected something like this to happen! Extensive damage forced the relocation of 170 staff and the recovery of critical services for vulnerable clients including an on-site daycare, a primary care clinic, community mental health, public health, home care and social services.

Karen and Jeff will share insights gained from managing the incident response and recovery. Delegates will learn how the Command team designed an integrated Incident Command Structure to meet the unique needs of a complex organization. The value of collaboration, asset sharing and validating assumptions will also be explored. Delegates will take away road-tested tips for communicating with staff and the general public in a crisis, as well as what to include in your response plans.

A2 Utility Service Provider, Municipal and Provincial Response to the January 2014 Natural Gas Disruption in South East Manitoba

Bob Schkawritka, Manitoba Hydro; **Denis Vassart**, City of Steinbach/RM of Hanover;
Mike Gagne, Manitoba Emergency Measures Organization (EMO)

A three member panel representing the emergency management perspectives of Manitoba Hydro, a municipal emergency coordinator, and the Province of Manitoba's EMO will discuss the consequence management efforts following a spectacular explosive rupture of a TransCanada Pipeline natural gas high pressure transmission pipeline near Otterburne, Manitoba in January of 2014. Natural gas supply was disrupted for over 3,500 residential, business and public sector customers in six municipalities in the dead of winter for a 5-day period punctuated by a significant winter storm. The panel will discuss the challenges in managing the consequences of critical service disruption across a large area, the coordination of the response efforts between two levels of government and the private sector, and some key observations from a preparedness, response and public communications perspective before fielding questions from the audience.

2:20 pm - 3:20 pm Breakouts Session A continued

A3 Let the Games Begin! Large Scale Athletic Events and Your Business: An Allstream Experience

Vito Mangialardi, CBCP, PMP, MTS Allstream; **Lisa Gilmour**, MTS Allstream

Hosting large scale athletic events pose unique challenges and risks to local businesses and critical infrastructure, including security to sites, commuter traffic, network congestion, change in access routes and an increased tourist population. Manitoba will soon be host to some of these events including the Canada Games in 2017. Drawing on MTS Allstream experience from the 2015 Pan Am Games in Toronto, this will be a joint presentation covering adapting internal business continuity practice to address business interruptions as a result of games, maintaining business operations both as a company and a games sponsor, and working with games organizers to ensure continued delivery of critical infrastructure (through Canadian Telecom and Emergency Preparedness Association).

A4 The Perfect Storm and the (Almost) Perfect Response

Alain Normand, City of Brampton, Ontario

Christmas Holidays, Area-wide Ice Storm, and 300,000 trees in Brampton; that's the perfect storm. Rapid deployment, well-practiced plans, incident management system, dedicated staff and volunteers, Council and Senior Management support; that's the "almost" perfect response.

A5 Effective Media Relations During an Emergency

Bartley Kives, Winnipeg Free Press; **Katie Nicholson**, CBC TV; **Michelle Finley**, City of Winnipeg

This breakout session is an opportunity to learn what information media need, when they need it, and what formats they need it in during an emergency. You will also have an opportunity to learn how to work effectively with media deadlines when communicating time-sensitive information to the public.

3:35 pm - 5:05 pm **Elliot Lake Mall Roof Collapse on June 23, 2012**

Paul Officer, Elliot Lake Fire Service; **Brad Bigrigg**, Ontario Association of Fire Chiefs

- Background on City and Fire Department - first 3 hours of the call:
 - Command structure.
 - Mutual Aid activation and co-ordination.
 - Community Control Group Activation.
 - Media relations.
- Discussion on OFM, HUSAR, UCRT, MOL, Mutual Aid and how they all fit into the picture.
- Public Inquiry
 - Demands on time, documentation and getting legal advice. (When).
 - Notes on the call, records keeping, and gathering pictures on cell phones.
 - OPP and Inquiry deadlines for documentation and interviews (Really no choice)
 - Testifying and prep work. Commission counsel wanted to paint the picture of the events for the commissioner.
Sometimes you have to remind them of how it went, not what they perceived how it went?
- Impact on myself as Fire Chief, on my family
- Impact on the Fire Department and the firefighters

5:05 pm - 8:00 pm **Bud, Spud and Steak** (ticket provided)

Thursday, October 15, 2015 - Day Two

8:45 am - 9:00 am **Announcements and Conference Updates**

9:00 am - 10:30 am **Parliament Hill Shooter**

Scott Nystedt, Ottawa Police Service's Emergency Operations Directorate; **Mark Ford**, Ottawa Police Service

On October 22, 2014, shortly before 10 a.m., a suspect shot and killed a member of the Canadian Forces Sentry at the National War Memorial. The gunman proceeded to Parliament Hill, where witnesses reported him saying, "This is for Iraq." Minutes later, he was fatally wounded inside Centre Block after an exchange of gunfire.

The grounds surrounding Parliament Hill were closed to the public immediately following the incident, and a large security zone was established in the downtown core. Many surrounding buildings went into lockdown, and members of the public were advised to shelter in place. The downtown security zone remained in place until just before 8 p.m., by which time the possibility of other suspects had been eliminated.

This unprecedented attack against Canada involved over 300 members from the Ottawa Police Service. The presentation will include an overview of the incident, including timelines and lessons learned from the incident.

10:30 am - 10:50 am **Break**

10:50 am - 11:50 am **Discover Your Inner Resources**

Juli Burney

It is important for emergency managers and other crisis respondents to be at their very best before, during and after a crisis occurs. Navigating the new normal requires emotional intelligence, humour for balance and effective communication tools to help one find the inner resources needed to work most effectively. We do not always have control over situations in our lives, but we do have control over our responses to them. Discover the most effective way to be at your peak even in the most challenging situations.

Noon - 1:00 pm **Lunch**

1:00 pm - 4:00 pm **Workshops Session B (with Break from 2:30 pm - 2:50 pm)**

B1 Resilience: New Buzz Word or Evolution of Emergency Management Profession

Alain Normand, City of Brampton, Ontario

Emergency plans and programs aim to protect life, health, property, the environment and sometimes the economy. But how about protecting our way of life? What about our social standing and living standards? Resilience goes beyond where emergency management has brought us and into a new stage of protection. The word seems to pop-up in many conversations now, but do we really know how to achieve resilience. If professional emergency managers wish to move into the next phase of their evolution, they need to grasp what resilience means and how they can become the key catalysts to make it happen.

This fully interactive workshop will give you the ability to recognize:

- What resilience means;
- What are the resources required to achieve it;
- What are the roadblocks to be overcome; and,
- Who are the enablers to help reach it.

1:00 pm - 4:00 pm **Workshops Session B continued**

B2 Operations Keystone

Jim Stanton, Stanton Associates

When disaster strikes, you get one chance to do things right. This is an interactive session examining the essentials of proactive, strategic, timely emergency management and communications in times of crisis. Participants will be introduced to the "Stanton Method" and will learn 12 critical elements of responding and communicating when things go wrong. They will have an opportunity to participate in small groups to a realistic Manitoba emergency situation.

B3 Command Quest – The High Stakes Interactive Learning Emergency Management Game

Jay Shaw, City of Winnipeg

An interactive tabletop disaster exercise game that will immerse you into the real world of Disaster and Emergency Management. Utilizing Incident Command (ICS) 100 & 200 training, you will be challenged as critical thinkers and leaders. If you do not have the training, this crash course will immerse you in foundational concepts that will have you wanting to sign up for the ICS courses the second you leave. This training is for Beginner and Intermediate level leaders and managers. A maximum of 90 learners will be accepted into this half-day program. Three separate 30-person teams will be balanced to maximize effectiveness. Learners will role-play in a variety of settings including on-site operations, Emergency Operation Centre, Media Relations, Logistics & Planning. Will you and your team manage to mitigate the incident and save lives, or will time run out on your plan to save the day?

B4 The Healthcare Dynamic

Rob Osgood, Tufts Medical Center in Boston, Massachusetts

In this workshop, Director of Emergency Management for Tufts Medical Center in Boston, one the nation's oldest hospitals, discusses the unique challenges, objectives and strategies which hospitals implement to prepare for adverse events. Often times, when an incident is cleared at the scene, it can go on for days, weeks or months within the hospital walls; in this session, participants will become familiarized with the Hospital Incident Command System and specialized planning that goes into ensuring the safety of staff, visitors and especially patients.

B5 How to Communicate with Difficult Challenging People

Juli Burney

People can be a challenge to communicate with in normal situations, however, people who are in stressful situations become even more complicated. Whether people are victims of circumstances or the responders helping them, effective communication is essential. This presentation specifically outlines strategies on how to cope with a variety of people in challenging situations through attitude adjustment, humour, a change in perspective and communication skills.

6:00 pm Cocktails (cash bar)

6:30 pm Dinner and Door Prizes (ticket provided)

8:15 pm Special Entertainment - Comedian Jimmy Flynn

Friday, October 16, 2015 - Day Three

8:45 am - 9:00 am **Announcements and Conference Updates**

9:00 am - 10:15 am **The Meaning of Volunteering: For Emergency Managers, Volunteers and Recipients**

Brenda Phillips, Ohio University-Chillicothe; **Ron Dueck**, Winnipeg, Manitoba

What motivates people to volunteer in disaster situations? What benefits do they provide? Volunteers that are recruited, trained and managed effectively can generate significant value to emergency managers. Volunteers represent social capital that can be leveraged not only for the community but for those who serve as well. Through case studies of Canadian and American volunteers who served on multiple Gulf Coast storms, lessons learned for best practices will be shared.

10:15 am - 10:45 am **Break**

10:45 am - Noon **Lessons Learned from the Lac Megantic Train Disaster**

Jean Claude Morin, Lac Megantic, Quebec

The story of the Lac Megantic incident represents an important chapter in the modern era of risk management. On July 6, 2013, a runaway train derailed in the centre of a town in rural Quebec. The resulting fire claimed 47 lives and destroyed the centre of the community. The details will provide valuable lessons for all delegates to DMC 2015.

Noon - 12:45 pm **Lunch**

12:45 pm - 1:30 pm **The Myths of Panic**

Jim Stanton, Stanton Associates

Will discuss the myths of panic, what they are, why they persist and what we need to know as emergency planners and first responders

Let's look back 75 years. Before World War II, the British Ministry of War predicted "mass outbreaks of hysterical neurosis" would occur when Germany started bombing the United Kingdom.

What happened in reality was the exact opposite. People banded together to save fellow human beings and showed remarkable acts of kindness. Time and time again, volunteers went into bombed out buildings to rescue people they didn't know.

Why do these myths persist? The responsibility of creating these myths lies directly in the hands of comic books, popular videos and movies.

1:30 pm - 2:00 pm **Conference Wrap-up and Evaluation**

Registration Form

Personal Information

First Name: _____ Last Name: _____

Organization: _____

Address: _____

City: _____ Province/State: _____ Postal/Zip Code: _____

Phone Number: _____ Fax Number: _____

Email Address: _____

Session Preferences (select one per session category)

Breakouts Session A

Wed. Oct. 14th 2:20 pm - 3:20 pm

- A1** Clients First: Service Evacuation & Restoration of Winnipeg West Health & Social Services ACCESS Centre
- A2** Utility Service Provider, Municipal and Provincial Response to the January 2014 Natural Gas Service Disruption in SE Manitoba
- A3** Let the Games Begin! Large Scale Athletic Events and Your Business: An Allstream Experience

- A4** The Perfect Storm & The (Almost) Perfect Response
- A5** Effective Media Relations During an Emergency

Workshops Session B

Thur. Oct. 15th 1:00 pm - 4:00 pm

- B1** Resilience: New Buzz Word or Evolution of Emergency Management Profession
- B2** Operations Keystone
- B3** Command Quest—The High Stakes Interactive Learning Emergency Management Game
- B4** The Healthcare Dynamic
- B5** How to Communicate with Difficult Challenging People

Office Use

Date Received: _____ Payment Enclosed: \$ _____

Send completed registration form with payment to:

**Manitoba Disaster Management Conference
PO Box 70044 Kenaston PO
Winnipeg MB R3P 0X6**

Registration Costs per Delegate

(must be paid in Canadian funds)

\$300 — early bird special (paid by August 28, 2015)

\$350 — regular rate

Registration fee must accompany this form or registration will not be processed (cheques or cash). If you wish to pay by credit card, you must register online and pay through PayPal - <http://www.manitobadisastermanagementconference.org/>

Cheques to be made payable in Canadian funds to: **Disaster Management Conference**.

Registration deadline is September 25, 2015.