

ONTARIO DEMCON

DISASTER AND EMERGENCY
MANAGEMENT CONFERENCE

OCTOBER 9-10, 2019

THE INTERNATIONAL CENTRE
TORONTO, ON

CONFERENCE PROGRAM



PROGRAM
DEVELOPED BY:



IN COLLABORATION WITH PARTICIPATING COMMUNITY MEMBERS



Canadian
Red Cross



DEMCON.ca

TABLE OF CONTENTS

General Information.....	2
Welcome from the Chair.....	3
Planning Committee.....	4
Partner Associations.....	5
Keynote Speakers.....	6
Conference Speakers.....	7
Schedule At-A-Glance.....	8-9
Session Descriptions.....	10-17
Sponsor Listings.....	18-21
Social Calendar.....	21
Official Media Partner & Bookstore.....	22
Floor Plan.....	23

GENERAL INFORMATION

Emergencies

Please contact a staff member of Conference Management or call 911

In case of Fire Alarm

An audible tone will be activated (slow beep). After one minute this tone will be replaced by an announcement. The announcement will notify all guests on the situation, changes in the situation, and whether evacuation or shelter in place is required. A fast beep tone means immediate evacuation is required.

Name Badges

All attendees must wear their Name Badge at all times while on the premises of the conference. Name badges are NOT transferable and are the property of Macgregor Communications. Failure to wear your Name Badge may mean you will be escorted from the premises. Anyone found transferring a Name Badge to another person will be barred from DEMCON conferences indefinitely.

Cameras and Recording Devices

Are not permitted without expressed consent from Conference Management

Complimentary Wi-Fi

Network: DEMCON
Password: prepare19

Program Changes

Every effort is made to ensure accuracy of the Program content and Sponsor listings. We cannot however be held liable for any errors or omissions

Certificate of Attendance

Delegates will be sent a Certificate of Attendance following the conference

Conference Management

The Ontario Disaster & Emergency Management Conference is produced by Macgregor Communications (MC). Please visit the Registration Desk for a representative of MC.

WELCOME FROM THE CHAIR



On behalf of the DEMCON Planning Committee welcome to the second annual Ontario Disaster and Emergency Management Conference. Your feedback from last year's conference has guided the committee to assemble a diverse program of outstanding speakers from across North America to discuss a wide range of thought-provoking topics. In particular I would like to welcome our contingent for speakers from the Alberta Emergency Management Agency. It is fantastic that they have taken the time to be with our local community.

Meeting and interacting with friends and colleagues is an important component of DEMCON and we have scheduled multiple networking opportunities for you to get to know each other.

Our Associations and our Conferences could not exist without the generous support from all our partners and sponsors. We thank them immensely and encourage all to interact with them throughout the Conference.

The Planning Committee looks forward to seeing you around.

Mike O'Brien, CD MA CBCP

Past President

Ontario Association of Emergency Managers

Important Disclaimer

The Ontario Disaster & Emergency Management Conference and Macgregor Communications (MC), is not connected or affiliated in any way with any Exhibitors, Sponsors or Speakers, and MC does not warrant or guarantee the quality or reliability of any information, products or services offered by Exhibitors, Sponsors or Speakers. In particular, MC does not warrant or guarantee the truth or accuracy of any representations, expressed or implied, made by Exhibitors, Sponsors and Speakers, nor the merchantability or fitness of any products or services sold or offered for sale by Exhibitors, Sponsors or Speakers. Accordingly, under no circumstance shall MC or its corporate affiliates, and their directors, officers, employees, agents or representatives, be liable for any damages, including indirect, incidental or consequential damages, arising in any way from information, products or services offered or provided by Exhibitors, Sponsors and Speakers to Attendees.

PLANNING COMMITTEE

CHAIR

Mike O'Brien

Past President, **Ontario Association of Emergency Managers**
Manager of Emergency Management,
York University



Cathy Cousins

Board of Director, **Ontario Municipal Social Services Association**
Director, Homelessness Services and Community Engagement, **Regional Municipality of Niagara**



Katrina Grantis

Field Officer, Golden Horseshoe Sector, **Office of the Fire Marshal and Emergency Management**



Tyler Hague

National Manager – Disaster Risk Reduction
Canadian Operations,
Canadian Red Cross



Canadian Red Cross



Alison Kingelin

Secretary, **International Association of Emergency Managers - Canada, Ontario Region**
Emergency Management Specialist, **Trillium Health Partners**



Patricia Martel

President, **Canadian Risks and Hazards Network**
Emergency Management Program Specialist, **Regional Municipality of Niagara**



PARTNER ASSOCIATIONS

The education program for the Ontario Disaster & Emergency Management Conference is planned and developed by:



The Ontario Association of Emergency Managers (OAEM) is a professional association for emergency management professionals working in diverse environments including the public, private, non-profit, volunteer, and academic sectors. The mission of the OAEM is to be a united voice for the Ontario emergency management community and to enhance the profession by offering opportunities for professional development, advocacy, mentoring, networking, and community collaboration.

In collaboration with participating Community Members:



Canadian Red Cross

The mission of the **Canadian Red Cross** is to improve the lives

of vulnerable people by mobilizing the power of humanity in Canada and around the world. We provide emergency and disaster services such as emergency lodging, emergency food, clothing and family reunification in partnership with first responders, government and other organizations.



IAEM is a non-profit organization representing 4,000+ emergency management and homeland security professionals for local communities, state/provincial and federal/national disaster officials, private sector, non-governmental organizations, etc. IAEM-Canada is the Canadian Council of International Association of Emergency Managers.



The Canadian Risk and Hazards Network (CRHNet)

is a not-for-profit organization established in 2003 to promote and strengthen disaster risk reduction and emergency management in Canada. CRHNet creates an environment for hazards researchers, educators and emergency management practitioner communities to share knowledge and innovative approaches that reduce disaster vulnerability. Each year CRHNet offers a symposium that provides an opportunity for researchers, practitioners and students to meet and share ideas and lessons learned.



The Ontario Municipal Social Services Association (OMSSA)

is a non-profit, non-partisan organization whose members are the 37 Consolidated Municipal Service Managers (CMSMs), or upper and single-tier municipalities across Ontario, and the 10 District Social Services Administration Boards (DSSABs), in areas where no upper-tier municipality exists in Ontario's north. By supporting, connecting and advocating for our members across Ontario, we help them to achieve their collective mission of delivering the best human services outcomes for Ontario's communities.



Office of the Fire Marshal and Emergency Management (EMO) leads the coordination, development and implementation of prevention, mitigation, preparedness, response and recovery strategies to maximise the safety, security and resiliency of Ontario through effective partnerships with diverse communities.

KEYNOTE SPEAKERS



WED. OCT 9
8:15AM - 9:15AM



Sheri Fink, M.D., Ph.D., Pulitzer Prize-winning Author and Reporter, Five Days at Memorial; **New York Times**

(photo credit Jen Dessinger)



THURS. OCT 10
8:15AM - 9:15AM



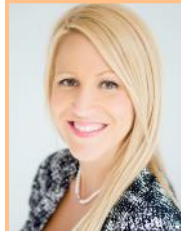
Jim Montgomery, ABCP, Independent Consultant



WED. OCT 9
12:45PM - 1:45PM



Vincent Davis, CEM, Author, Consultant and Founder, Preparedness Matters Network; Corporate Manager, Workplace Resilience, **Amazon**



THURS. OCT 10
1:40PM - 2:40PM



Mélissa Généreux, M.D., M.Sc., F.R.C.P.C. Public Health Director, Eastern Townships Integrated University Center in Health and Social Services - **Sherbrooke Hospital University Center**; Associate Professor, Department of Community Health Sciences, Faculty of Medicine and Health Sciences, **Université de Sherbrooke**

COMMUNITY ASSISTANCE MOBILE PAVILION (CAMP)



When communities are faced with unexpected catastrophes, CAMP is part of the insurance industry's disaster response that helps Canadians during times of crisis.

- ▶ Answering insurance questions
- ▶ Connecting victims to insurers
- ▶ Providing support to local officials.

We're here to help.

Call us: **1-844-2ask-IBC**
(1-844-227-5422)

ibc.ca

 @ibc_ontario
 facebook.com/insurancebureau



IBC

Insurance Bureau
of Canada

CONFERENCE SPEAKERS

Tabitha Beaton

Agency Liaison, Calgary Emergency Management Agency



Denise Blinn

IMS Project Lead, Province of Ontario



Charles Bowerman

Planner - Continuity & Risk Reduction Calgary Emergency Management Agency (CEMA)



Jose Camacho

Staff Sergeant, Emergency Management, Training & K9, Operational Support Metrolinx



Gerald Cheng

Warning Preparedness Meteorologist, Environment and Climate Change Canada



Claudia Cocco

Emergency Preparedness Coordinator, Sunnybrook Health Sciences Centre



Stephen J. Day

Founder/President, Reticle Ventures Canada Incorporated



Jennifer Dolecki

MPA, Director, Community Recovery Services, Alberta Emergency Management Agency



Dr. Roméo Farinacci

Advisory Manager Governance, Risk and Compliance, Deloitte & Touche LLP



David Fraser

Emergency Management, Communications Lead, Canadian Red Cross



Heather Gosein

BA, MA, Training Development Officer, Office of the Fire Marshal and Emergency Management



Katrina Grantis

Field Officer, Golden Horseshoe Sector Office of the Fire Marshal and Emergency Management



Dee Grimm

RN, JD, Director of Business and Program Development, BCFS Health and Human Services



Reuven Jhirad

MD, MPH, CCFP, FCFP, Deputy Chief Coroner, Office of the Coroner, Ministry of Community Safety & Correctional Services; Adjunct Professor, University of Toronto; Assistant Clinical Professor, McMaster University



Bonnie Kearns

Emergency Management, Safety and Wellbeing (SWB) Supervisor, Canadian Red Cross



Jill McDowell

Health Promotion Specialist, Toronto Public Health



Brittany Murphy

Coordinator of Partnership Services, Meteorological Services Canada; Environment and Climate Change Canada



Steve Murphy

OSTJ, President, SDM Preparedness Consulting



Shelley Napier

Executive Director Manitoba Association of Municipal Emergency Coordinators (MAMEC)



Caitriona O'Sullivan

Office of Emergency Management, City of Toronto



Anne Palmer

Senior Director, Operations, Planning & Readiness - Disaster Services, American Red Cross



Shawna Peddle

Director, Disaster Risk Reduction, Canadian Red Cross



Jennie Phillips

University of Toronto



Tatjana Radovanovic

Senior Director, Emergency Management Operations, Canadian Red Cross



Sam Roberts

Sergeant, Ottawa Police Service



Shane Schreiber

Managing Director, Alberta Emergency Management Agency



James Stanton

President, Stanton Associates



Magda Sulzycki

Supervisor, Grid Emergency Management Toronto Hydro



Thomas Warfield

Staff Officer, Inspector, Peel Regional Police



Ella West

Emergency Management, Senior Lead, Learning & Development, Canadian Red Cross



SCHEDULE AT-A-GLANCE

WEDNESDAY OCTOBER 9

8:00AM -
8:15AM

OPENING REMARKS



EMERGENCY PREPAREDNESS & RESPONSE: CASE-STUDIES THAT DEMONSTRATE THE VALUE OF SITUATIONAL AWARENESS

DR. SHERI FINK - Pulitzer Prize-winning reporter and author, Five Days at Memorial; New York Times (Photo Credit Jen Dessinger)



8:15AM -
9:15AM

Why Cybersecurity is Important

DR. ROMÉO FARINACCI,
Advisory Manager |
Governance, Risk and
Compliance, Deloitte & Touche LLP

Future Challenges in Emergency Management

SHANE SCHREIBER,
Managing Director,
Alberta Emergency
Management Agency

2017 & 2018 Large-Scale Disaster Responses in the U.S.

ANNE PALMER,
Senior Director, Operations,
Planning & Readiness - Disaster Services,
American Red Cross

10:00AM -
10:50AM

A Whole City Approach to Mass Casualty Incidents

TABITHA BEATON,
Agency Liaison,
Calgary Emergency
Management Agency

The Crisis Responder: A Practitioner's Perspective

STEPHEN J. DAY,
Founder/President
Reticle Ventures Canada Incorporated

Engaging Community Action on Food Resilience

JILL MCDOWELL,
Health Promotion Specialist,
Toronto Public Health
CAITRIONA O'SULLIVAN,
Office of Emergency Management,
City of Toronto

10:55AM -
11:45AM

LUNCH

11:45PM -
12:45PM



FULL SPEED AHEAD: NAVIGATING THE COMPLEXITIES OF CORPORATE EMERGENCY MANAGEMENT

VINCENT B. DAVIS - Author, Consultant, and Founder; Preparedness Matters Network; Corporate Manager. Workplace Resilience, Amazon



12:45PM -
1:45PM

Recovery Starts Day Two - An in-depth look at the Alberta Emergency Management Agency's (AEMA) approach to collaborating with communities to increase resilience.

JENNIFER DOLECKI,
MPA, Director, Community Recovery Services,
Alberta Emergency Management Agency

The Road to Nowhere

STEVE MURPHY,
OSTJ, President,
SDM Preparedness
Consulting

2:45PM -
3:35PM

Panel - The Art of Response

MODERATOR

KATRINA GRANTIS,
Field Officer, Golden Horseshoe
Sector Office of the Fire Marshal
and Emergency Management

FACILITATOR

DENISE BLINN,
IMS Project Lead,
Province of Ontario

REUVEN JHIRAD

MD, MPH, CCFP, FCFP, Deputy Chief Coroner,
Office of the Coroner, Ministry of Community
Safety & Correctional Services; Adjunct
Professor, University of Toronto; Assistant
Clinical Professor, McMaster University

SAM ROBERTS,
Sergeant, Ottawa
Police Service

THOMAS WARFIELD,
Staff Officer, Inspector
Peel Regional Police

2:45PM -
4:30PM

The Digital Response:

Exploring the Technology-driven needs and
Capabilities of Citizens in Crisis

JENNIE PHILLIPS,
University of Toronto

Expanding on our Strengths - Disaster Risk Reduction and the Canadian Red Cross

SHAWNA PEDDLE,
Director, Disaster Risk Reduction, Canadian Red Cross

3:40PM -
4:30PM

4:30PM -
5:30PM

EVENING RECEPTION

SCHEDULE AT-A-GLANCE

THURSDAY OCTOBER 10

8:15AM -

9:15AM



"WE'RE NOT IN OTTAWA ANYMORE TOTO", THE 2018 OTTAWA TORNADOES

JIM MONTGOMERY

Independent Consultant



10:00AM -

10:50AM

What Gets Measured, Gets Done

MAGDA SULZYCKI

Supervisor, Grid Emergency
Management Toronto Hydro



From Concept to Community:

Collaboration
in Resilience

CHARLES BOWERMAN

Planner - Continuity & Risk Reduction
Calgary Emergency Management
Agency (CEMA)



**Manitoba Association of
Municipal Emergency
Coordinators (MAMEC):** How
Manitoba Emergency Coordinators
are collaborating and partnering for a
unified approach.

SHELLEY NAPIER

Executive Director
Manitoba Association of Municipal
Emergency Coordinators (MAMEC)



10:55AM -

11:45AM

How Do You Develop Confident, Capable EM Instructors?

Through
Onboarding, Mentorship
and Collaboration

HEATHER GOSEIN

BA, MA, Training Development
Officer, Office of the Fire Marshal
and Emergency Management



Mass Care Sheltering of Unaccompanied Refugee Children - Examining the Largest Sheltering Operation for Children in U.S. History

DEE GRIMM

RN, JD, Director of Business
and Program Development,
BCFS Health and Human



Fake News, Alternative Facts and Twitter: Trump's Communications in the First Term

JAMES STANTON

President,
Stanton Associates



11:45PM -

12:45PM

LUNCH

12:45PM -

1:35PM

'We the North': The Road to the Championships - the IMS Way

JOSE CAMACHO

Staff Sergeant,
Emergency Management,
Training & K9,
Operational Support
Metrolinx



**"Weather" we are Ready
or Not:** How the Ontario Storm
Prediction Centre can Support
your Emergency Management
Objectives

GERALD CHENG, Warning Preparedness
Meteorologist, Environment and Climate
Change Canada

BRITTANY MURPHY

Coordinator of Partnership Services,
Meteorological Services Canada;
Environment and Climate Change Canada



Sunnybrook Health Sciences Centre's Mass Casualty Incident Preparedness and Response

CLAUDIA COCCO

Emergency Preparedness
Coordinator, Sunnybrook Health
Sciences Centre



1:40PM -

2:40PM



SOCIAL RECONSTRUCTION AFTER THE LAC-MÉGANTIC TRAGEDY: A REVIEW OF THE FIRST FIVE YEARS

DR. MÉLISSA GÉNÉREUX - Public Health Director, Eastern Townships Integrated University
Centre, Health and Social Services; Associate Professor, Department of Community Health Sciences, Faculty of
Medicine and Health Science, Sherbrooke Hospital University Centre; Université de Sherbrooke



3:15PM -

4:30PM

Behind the Red Vest: Getting to know your Red Cross workforce and what it can do for you

MODERATOR

TATJANA RADOVANOVIC

Senior Director, Emergency
Management Operations,
Canadian Red Cross

DAVID FRASER

Emergency Management,
Communications Lead,
Canadian Red Cross

BONNIE KEARNS

Emergency Management,
Safety and Wellbeing (SWB)
Supervisor, Canadian Red Cross

ELLA WEST

Emergency Management,
Senior Lead, Learning &
Development,
Canadian Red Cross



SESSION DESCRIPTIONS

WEDNESDAY OCTOBER 9

8:15–9:15am

Orion B



Emergency Preparedness & Response: Case-Studies that Demonstrate the Value of Situational Awareness

Dr. Sheri Fink, Pulitzer Prize-winning reporter and author, *Five Days at*

Memorial, New York Times (Photo Credit Jen Dessinger),

Dr. Fink shares two real-world case studies that demonstrate the value of situational awareness, the complexities of prioritizing limited resources, and the importance of ensuring systems can effectively support operational decisions. This presentation, based on the book *Five Days at Memorial* and experiences in recent disasters, will bring participants into a hospital fighting for life and into some of the most charged questions in health care. Disasters are laboratories for ethical dilemmas in medicine, both in hospitals and in the larger community. The goal of maximizing good outcomes across the population must be balanced with fairness. Tensions emerge between providing care and ensuring personal safety; and between saving lives and documenting outcomes to improve the next response. The ethical tenets of autonomy, beneficence, non-maleficence, and justice come into conflict. The presentation will conclude with takeaways from recent disasters, including the importance of preparing as well as being flexible; the need to lead as well as share the burden of decision-making; and ideas about how disaster triage can be made more just and inclusive. While standards sometimes can't be met in a mass emergency, the chances of maintaining good care are raised with advance planning.

10:00–10:50am

Phoenix B/C

2017 & 2018 Large-Scale Disaster Responses in the U.S.

Anne Palmer, Senior Director, Operations, Planning & Readiness - Disaster Services, American Red Cross

Lessons learned from recent U.S. large-scale disaster responses can help the emergency management community better prepare for the increasing frequency and intensity of storms in our future.

10:00–10:50am

Phoenix A

Why Cybersecurity is Important

Dr. Roméo Farinacci, Advisory Manager | Governance, Risk and Compliance, Deloitte & Touche LLP

Many people view cybersecurity as a hindrance or obstruction to their productivity, or simply a tool to monitor and track their digital movements and invade their privacy. This presentation will try to shift this paradigm by exploring the significance cybersecurity has on our lives both at work and at home as an enabler of productivity and how Gartner's Six Principles of Resilience can aid in making better decisions on cybersecurity strategies. Consider the brakes on a car; they are not there to slow you down, but to enable you to go faster. Cybersecurity enables us to be productive without the constant worry of the dangers presented by malicious actors. To provide a different perspective on the positive influence and need of cybersecurity, highlighting the advantages and disadvantages, we need to develop and communicate an understanding throughout our community of purpose for why cybersecurity exists, thereby establishing buy-in and encourage awareness to begin appreciating the need for cybersecurity. Additionally, let's acknowledge that companies need to start investing in cybersecurity, as implementing best practices and adhering to compliance are only first steps, not last.

Take Home Message: *Cybersecurity is everyone's responsibility*

10:00–10:50am

Orion B

Future Challenges in Emergency Management

Shane Schreiber, Managing Director, Alberta Emergency Management Agency

Emergency Management professionals face increasingly complex challenges and demands as a result of a changing world. While there are no simple solutions to these challenges, Schreiber proposes a few key methods and principles that should help guide the work of emergency managers, based on his extensive experience with several large scale responses, such as the 2011 Manitoba Floods, the 2013 Southern Alberta Floods, and the 2016 Alberta Wildfires.

Take Home Message: *Deal with future disasters by adopting a "networked leadership" style and using the 3 C's: Collaborate, Communicate, and Community.*

10:55–11:45am

Phoenix B/C

The Crisis Responder: A Practitioner's Perspective

Stephen J Day, Founder/President, Reticle Ventures Canada Incorporated

This talk will explore the lessons drawn from the various events Steve Day has been party to over his career. This presentation revolves around three major themes: planning, preparation, and execution. Why setting the conditions early can lead to not only individuals thriving in chaos, but organizational resilience after the fact.

10:55–11:45am

Orion B

A Whole City Approach to Mass Casualty Incidents

Tabitha Beaton, Agency Liaison, Calgary Emergency Management Agency

Traditionally, the response to mass casualty incidents has focused on frontline response. However, effective management of these incidents relies on the seamless coordination of emergency, municipal, and community services activities. The coordinated, complex planning required for response and recovery comes with its share of jurisdictional and privacy challenges. A whole city approach is ideal on paper - the actual execution requires extensive engagement, problem solving, and a nimble planning approach. This presentation is an honest look at the challenges, opportunities, and solutions the Calgary Emergency Management Agency and Calgary Police Service encountered in its collaborative planning process.

Take Home Message: *Understand the range of response and recovery activities to plan for and how to leverage emergency, municipal, and community service organizations to get the work done*

10:55–11:45am

Phoenix A

Engaging Community Action on Food Resilience

Jill McDowell, Health Promotion Specialist, Toronto Public Health

Caitriona O'Sullivan, Office of Emergency Management, City of Toronto

As cities formulate their response to climate change and associated extreme weather events, they often overlook urban food systems — i.e., the distribution and access of food within cities. This includes the potential impacts of climate change on food security for vulnerable populations. Toronto Public Health's (TPH) Climate Change and Health Strategy identifies food system disruption as a key issue. As a result, TPH collaborated with the City's Environment and Energy Division to conduct a climate change and vulnerability assessment of Toronto's food system. The report identifies the City's food system vulnerabilities and includes recommended actions to increase resilience, while improving day-to-day functions to reduce chronic stressors including food insecurity.

The report highlights that food access is a major risk — particularly in vulnerable neighbourhoods — due to failures in electrical power, fuel distribution, telecommunication networks and transportation infrastructure. Food access in some communities will be disproportionately impacted by extreme weather events due to a lack of large food retail stores, higher rates of systemic food insecurity and numerous older residential high-rise communities. Seniors and those with mobility issues living in these high-rises could be most at risk. The panel will discuss the City's progress in piloting this assessment process in a small number of more vulnerable neighbourhoods, with the eventual goal of rolling it out to all 140 of Toronto's neighbourhoods. The panel will also discuss the implications of this work to other communities beyond Toronto.

Take Home Message: *The City of Toronto is committed to working with neighbourhoods to help them to prepare for, respond to and recover from shocks and stresses, including food security.*

SESSION DESCRIPTIONS

WEDNESDAY OCTOBER 9

12:45–1:45pm

Orion B



Full Speed Ahead – Navigating the Complexities of Corporate Emergency Management

Vincent B. Davis, Author, Consultant, and Founder; Corporate Manager. Workplace Resilience, Preparedness Matters Network; Amazon

Emergency Managers that are new to corporate settings, or those who are considering a career path outside the public arena, are often lost when public sector textbook approaches fail in 'real world' companies. Practical problem solving and navigating companies involves more than just visualization or applying the latest best practices or proven techniques such as ICS. Intuition, understanding corporate cultures, and knowledge of the advantages and limitations of corporate emergency management can mean the difference between a successful career in the private sector and a catastrophic failure. We'll dive into some best practices I've extracted like overcoming opposition to preparedness and response program implementation, identifying allies, navigating corporate politics, and fighting for clarity in the often blurry lines between emergency management, crisis management, and business continuity. Drawing from problem solving techniques in divergent corporate cultures, we will walk through examples that illustrate how come up with creative solutions and solve problems and apply the knowledge and skills that are unique to our profession, at any company.

Take Home Message: *Each of us should strive not only for personal success, but to preserve the integrity of our important mission, to save lives and protect the people we serve.*

2:45–3:35pm

Phoenix A

The Road to Nowhere

Steve Murphy, President, SDM Preparedness Consulting

What started out as a typical Friday evening quickly turned into a full-blown winter emergency on the way to ski country. This presentation examines what happens when the combination of whiteout conditions and emergency road closures forced a small Ontario town to play host to hundreds of stranded motorists. Join Steve for a humorous look at his experiences with rescuing, sheltering and meeting the needs of hundreds of people in the dead of winter.

Take Home Message: *Relationships are the key to the successful management of any emergency.*

2:45–3:45pm

Orion B

Recovery Starts Day Two: An in-depth look at the Alberta Emergency Management Agency's (AEMA) approach to collaborating with communities to increase resilience.

Jennifer Dolecki, Director, Community Recovery Services, Alberta Emergency Management Agency

Response has historically been the focal point for emergency management within the Canadian context, creating challenges in recovery for all government levels. Alberta Emergency Management Agency (AEMA) is taking the initiative to work alongside Albertan communities to initiate recovery in day two of their response to adequately prepare for, and mitigate against, the escalation of common recovery issues. By establishing partnerships with community leaders and other relevant organizations, AEMA has created resources aimed at increasing community recovery understanding. This presentation is based on the Community Recovery Guide (CRG) developed by the AEMA Recovery Branch. The guide serves as a toolkit to support disaster-affected municipalities throughout recovery. It is designed to give guidance on common recovery issues through diverse modules. By drawing on post-incident assessments from major Canadian disasters, like the 2013 Southern Alberta Flooding event and the 2016 Fort McMurray Wildfire and engaging with communities, NGOs, and industry groups, best practices and lessons have been identified and consolidated into the guide in the form of information and tools. This session uses the guide as a structure to demonstrate how a provincial or state level of government can provide support to a local level of government to benefit the whole community and all those affected, to increase resilience, and create confidence.

Take Home Message: *The creation of a Community Recovery Guide serves to provide a recovery toolkit to support disaster-affected municipalities throughout short-, medium-, and long-term recovery.*

2:45–4:30pm

Phoenix B/C

Panel - The Art of Response

Reuven Jhirad, MD, MPH, CCFP, FCFP, Deputy Chief Coroner, Office of the Coroner, Ministry of Safety & Correctional Services; Adjunct Professor, University of Toronto; Assistant Clinical Professor, McMaster University

Sam Roberts, Sergeant, Ottawa Police Service

Thomas Warfield, Staff Officer, Inspector, Peel Regional Police

FACILITATOR

Denise Blinn, IMS Project Lead, Province of Ontario

MODERATOR

Katrina Grantis, Field Officer, Golden Horseshoe Sector, Office of the Fire Marshal and Emergency Management

Participants will hear from subject matter experts with real life experience and advice, then break into groups to discuss:

- Strategic planning
- Collaboration
- Communications strategies
- IMS and complex incidents

Group discussions will be presented to the whole session and then rolled up through a facilitated workshop. The session will provide participants with an opportunity to learn from and work together with experts and colleagues to deepen their knowledge about mass casualty planning and response issues.

Take Home Message: *Be better prepared to meet the communication and collaboration needs of a complex incident.*

3:40–4:30pm

Phoenix A

Expanding on our Strengths - Disaster Risk Reduction and the Canadian Red Cross

Shawna Peddle, Director, Disaster Risk Reduction, Canadian Red Cross

The likelihood of greater and more frequent disasters provides the impetus for increased efforts to improve Disaster Risk Reduction (DRR) actions across the Emergency Management Pillars of prevention/mitigation, preparedness, response and recovery. The means to reduce disaster impacts have evolved and will continue to change, and the Canadian Red Cross (CRC) is positioned to be at the center of such activities at all levels of governance - municipal, provincial, territorial, Indigenous and national. This means building on, enhancing and adapting to make DRR more effective and relevant for both existing and emerging disaster risks. This presentation will highlight the 2019 DRR Strategy for the CRC, with a focus on effective partnerships, planning, and communication towards solutions that strengthen our reach across the country.

Take Home Message: *Deliver effective preparedness and recovery communications, support communities in understanding and acting on risk, and develop an internal volunteer capacity to act as agents of behavioural change and resiliency in our communities.*

3:40–4:30pm

Orion B

The Digital Response: Exploring the technology-driven needs and capabilities of citizens in crisis

Jennie Phillips, University of Toronto

As technology transforms the daily lives of society, it exposes new citizen actors, behaviours, expectations and capabilities in a crisis. These changes are opening up new challenges but also new opportunities to shift the way we plan for, respond to and recover from disasters. Understanding this change involves moving beyond the study of social media dynamics in crisis, to understanding the deeper lying human dynamics linked to seamless connectivity. The session aims to generate insight on this citizen-driven response to crisis through discussion of the digital response, i.e. the outcomes linked to digital responders and digital technologies. Digital responders refers to those that connect online whether in need of help or capable of providing help. Discussion will classify responders along four categories, affected communities (the local population), diaspora (remote population), digital humanitarians and digital activists. The associated actors within each category will be described. The link between humanitarianism and activism will be made in terms of crisis response activities, especially in large-scale disasters. This classification system is novel in that it expands the scope of stakeholders and beneficiaries potentially impacted and involved in a crisis. New technologies and innovations will also be discussed. However, more emphasis will be placed on the innovative and unpredictable uses of technology in a crisis and the need to plan for these phenomena. The seminar will also highlight how the digital response changes the risk landscape, both for the populations in need of help and those mandated to provide it. Opportunities for resilience development will also be discussed, with reference to the theory developed in Phillips & Hay (2007) on how to build resilience in complex networks.

Take Home Message: *We as responders must shift our mindset from citizen saviours to citizen enablers.*

SESSION DESCRIPTIONS

THURSDAY OCTOBER 10

8:15-9:15pm

Orion B



"We're Not in Ottawa Anymore Toto", the 2018 Ottawa Tornadoes

Jim Montgomery, Independent Consultant

On Friday 21st September 2018, the City of Ottawa experienced two separate tornadoes, and the National Capital

Region experienced six tornadoes within two hours. The six tornadoes on the enhanced Fujita scale ranged from an EF 1 to an EF3, translated to winds speeds from 175 to 220 km/h with a total destruction path of 70kms.

For the City of Ottawa, this was a "Black Swan" event that was beyond expectations and with massive impacts. The Emergency Operations Centre was mobilized for 49 days to support the response and recovery. Red Cross registered 3,300 people that required assistance and the Insurance Bureau of Canada estimates insurance costs in the range of \$192 million.

The presentation will focus on the initial response, sustained response, short term and long term recovery.

Take Home Message: *"Consider that in order to understand a phenomenon, one needs first to consider the extremes-particularly if, like the Black Swan, they carry extraordinary cumulative effect", (Nassim Nicholas Taleb)*

10:00-10:50am

Orion B

What Gets Measured, Gets Done

Magda Sulzycki, Supervisor, Grid Emergency Management, Toronto Hydro

As management professionals, it is our function to regulate business activities with a view to achieving organizational objectives. Our success is hinged on having the right information to make effective decisions. But, in an age where we are inundated with information, it is difficult to determine what we need to be paying attention to, especially in the field of emergency management. Emergencies, by their very nature, are complex and involve the interaction of numerous and diverse data points, so making sense of and reporting on progress in this sector can be quite challenging.

Using the Toronto Hydro case study, we will examine:

"Possible areas of interest for measurement with respect to emergency management (i.e. leading and lagging indicators);

- How applying precise measurement tools can help focus program planning efforts to make meaningful change in an organization; and
- How performance measurement can be leveraged to articulate the value of emergency and continuity management programs to senior leaders.

Take Home Message: *If you can't measure it, you can't improve it!*

10:00-10:50pm

Phoenix A

From Concept to Community: Collaboration in Resilience

Charles Bowerman, Planner - Continuity & Risk Reduction, Calgary Emergency Management Agency (CEMA)

In 2013, Calgary witnessed the costliest disaster in Canadian history at that time with the Southern Alberta floods. Post-event, an independent review recommended the Calgary Emergency Management Agency (CEMA) develop an all-hazards emergency management program to promote resilience. After a year of research and development, CEMA launched its new program, READY CALGARY. READY CALGARY is designed to inform, educate and build resiliency to the impacts of emergencies and disasters. It aims to support emergency services personnel in safeguarding citizens through an awareness of the crucial benefits of being better prepared, ready to respond, and how to support recovery efforts at a community level. Navigating these challenges requires a significant whole community collaborative effort involving key stakeholders from grassroots to the federal level, community focus groups, subject matter experts, industry research and best practice. This session aims to share CEMA's experience to help others develop community resilience programs that build back better.

Take Home Message: *Sharing CEMA's experience in developing resilience initiatives that build back better.*

10:00-10:50pm

Phoenix B/C

Manitoba Association of Municipal Emergency Coordinators (MAMEC):

What can be gained from sharing best practices? How Manitoba Emergency Coordinators are collaborating and partnering for a unified approach.

Shelley Napier, Executive Director, Manitoba Association of Municipal Coordinators (MAMEC)

The field of emergency management is evolving with more responsibilities and requirements being placed on municipalities from provincial governments. Changes in weather patterns, increased rail and truck traffic carrying dangerous goods through communities and an increase in human caused emergencies mean we have to be prepared to a different level than ever before. The emergency managers tasked with meeting the increased responsibilities are finding themselves isolated and working without assistance, guidance or mentoring in their positions. The creation of an Association is giving this position a voice at government level, and the ability to speak to what their job entails. They have access to mentoring, training and education along with new initiative such as sharing MOU's and job shadowing in emergency situations.

Take Home Message: *Never underestimate the strength that exists when you unite to make a difference.*

10:55-11:45pm

Phoenix A

How Do You Develop Confident, Capable EM Instructors? Through Onboarding, Mentorship and Collaboration

Heather Gosein, Training Development Officer, Office of the Fire Marshal and Emergency Management

How do you take a group of people who are already doing something and get them to buy in to change as well as want to be part of a new standard? How do you successfully impose a structure when there hasn't been any? How do you help develop strong instructors across varying regions with diverse needs? All can be accomplished through the strategic use of diffusion theory, understanding Stakeholders, allowing for formative assessment and multiple opportunities for feedback. This presentation will provide a look at the problems, challenges and solutions that comprised the development of an Instructor Selection, Training and Development program in Ontario for Emergency Management and how the lessons learned are applicable to other situations. There will be an overview of the way in which diffusion theory was used to underpin decisions and allow for the program to become self-sustaining.

Take Home Message: *Through onboarding, mentoring and collaboration, underpinned by diffusion theory, look at the considerations, challenges, and strategies on the path to a sustainable program.*

10:55-11:45pm

Phoenix B/C

Mass Care Sheltering of Unaccompanied Refugee Children - Examining the Largest Sheltering Operation for Children in U.S. History

Dee Grimm, Director of Business and Program Development, BCFS Health and Human Services

BCFS Health and Human Services has been providing emergency mass care sheltering for unaccompanied minor children crossing the U. S. border for the federal government since 2012. Caring for as many as 7900 children in a single response, this agency has developed unique "boots on the ground" experience and insight into the complexities of caring for this vulnerable population of refugees. This presentation will examine the many facets of mass care operations for children who cross the border without family or friends, including the potential long-term effects of psychological trauma and mental health issues. It will look at the recent response in 2018 where BCFS HHS led the largest sheltering operation of children in U.S. history, as well as its previous responses, to provide participants with an understanding of the many components of providing care to these children.

10:55-11:45pm

Orion B

Fake News, Alternative Facts and Twitter: Trump's Communications in the First Term

James Stanton, President, Stanton Associates

Donald J. Trump is unlike any US President in history, his communication style can certainly be described as unconventional. Trump has weaponized Twitter - using it not just to reach the masses but to control the news agenda through bluster and distraction. His Twitter feed has nearly 47 million followers and is growing. By consistently claiming that "millions of people" voted illegally in this election and Tweeting what could be read as the seed of foreign policy in his election campaign he set the stage for a new style of communications. Candidate Trump held an almost unheard-of amount of interviews and Q&As with reporters during the early campaign. Now that he is President, he has dialed that back. There's a strategy here. Media is being used with careful calculation. He favours Fox news as his prime conventional media because it reaches his core supporters and he listens to right wing communicators like Ann Coulter and Rush Limbaugh. The President has clearly realized the power of unfiltered access to the public through social media. He has Tweeted nearly 40,000 times since 2009. Who would believe a late-night Presidential Tweet about the need for mass deportations would end in a real roundup of unauthorized immigrants the next day? He's charting a new course for political figures in terms of how they speak publicly. This is not new. Franklin D. Roosevelt used his radio "Fireside Chats" to bypass the media and speak directly to the American people - the "ordinary" folks. So did President Reagan's television addresses. More recently, Presidents have used the Internet to directly reach the public. President Obama used Facebook very effectively to communicate directly with voters - making journalists increasingly irrelevant. Trump Tweets that the media are the enemy - they are fake, fake, fake. He knows this pulls at the heartstrings of his core voters and they have turned on the traditional media with a vengeance.

Take Home Message: *U.S. President Donald J. Trump has changed the communications landscape in Washington, DC and across America.*

SESSION DESCRIPTIONS

THURSDAY OCTOBER 10

12:45-1:35pm

Orion B

“Weather” We Are Ready or Not: How the Ontario Storm Prediction Centre can Support Your Emergency Management Objectives

Gerald Cheng, Warning Preparedness Meteorologist, Environment and Climate Change Canada

Brittany Murphy, Coordinator of Partnership Services, Meteorological Services Canada; Environment and Climate Change Canada

Meteorological Services of Canada (MSC) can offer value added support to clients in the federal, provincial, municipal, NGO and private sectors. The information and services MSC provides can be used to strengthen mitigation, preparedness, response, and recovery, and examples will be used to illustrate this. We will lead with a discussion about any weather events that dominate the headlines this convective season. Exploring the support and services that MSC offers using a discussion on MSC perspective and involvement during 2018 Ottawa/Gatineau tornadoes vs Orleans/Clarence tornadoes 2019. Comparing what happened in terms of the weather, what was issued in the way of alerts, the impact of AlertReady. We will look at the lead-time for weather alerts, or lack there of, and discuss the limitations of severe weather detection and why not all events are alerted well in advance. The Prediction Services Operations - Central's capacity to create special products, for example the snow load product we designed to illustrate areas where the snow pack was substantial and could pose a risk to roof collapse, and provide extra information such as Significant Precipitation in our daily 3-Day Significant Wx email) when there is a need. MSC released the WeatherCAN App this year. This is an additional way for you to get notifications, and there are additional situational awareness and educational pieces on weather and climate updated in the app regularly. Most recently, the Ontario Storm Prediction Centre has acquired Twitter accounts, in English and en francais. This allows for the enhancement of our ability to communicate sub-warning weather that may be of concern, as well as sharing experimental products (graphics) with a greater audience in a more effective way.

Take Home Message: *MSC is available to work with partners to strengthen emergency management activities in the province of Ontario.*

12:45-1:35pm

Phoenix B/C

Sunnybrook Health Sciences Centre's Mass Casualty Incident Preparedness and Response

Claudia Cocco, Emergency Preparedness Coordinator, Sunnybrook Health Sciences Centre

Sunnybrook Health Sciences Centre's Emergency Preparedness Coordinator, Claudia Cocco, will provide an overview of the emergency preparedness measures leading up to the Toronto Van Attack, their response to the incident, lessons learned and a year in review of preparedness initiatives and successes.

Take Home Message: *How resilience and collaboration can make positive wide-spread change in healthcare preparedness.*

12:45-1:35pm

Phoenix A

'We the North': The Road to the Championships - the IMS Way

Jose Camacho, Staff Sergeant, Senior Supervisor, Emergency Management, Training & K9, Security Operational Support, MetroInlx

Over 30 years of policing experience, Staff Sergeant Camacho's has had the opportunity to adapt and utilize IMS with domestic and international police agencies (i.e. LAPD, NYPD) to family vacations and building IKEA furniture to solve simple and complex problems. Having a successful IMS team and program is like having a successful sports team. You need good players, a good coach and manager, strong leadership, lots of training and practice, and support from fans; all of which is equivalent in how an organization's business units and/or subject matter experts can support and fulfill the roles under the provincially adopted IMS model. Many of Toronto's large scale events/incidents (such as the Raptors NBA Finals and Championship, 1997 GO Train Crash, 200 Wellesley Fire & Evacuation, G20, PanAM Games, etc.) have been organized under IMS to navigate the complexities and uniqueness of each case. However, IMS is not always used as effectively for its purpose and the short falls of being able to successfully implement IMS and develop comprehensive action plans can negatively alter the outcome of an event. Similar to the Butterfly Effect, event planning begins as a small action that may have non-linear impacts on a complex system, but can also serve as a catalyst that act on a starting condition to initiate the engagement of the necessary stakeholders that have impacts on the event.

Take Home Message: *Proper IMS planning is a starting condition that has the potential to mitigate complex cascading events.*

1:40-2:40pm

Orion B



Social Reconstruction after the Lac-Mégantic Tragedy: A review of the first five years

MéliSSa Généreux, Public Health Director, Eastern Townships Integrated University Centre, Health and Social Services; Associate Professor, Department of Community Health Sciences, Faculty of Medicine and Health Science, Sherbrooke Hospital University Centre; Université de Sherbrooke

On July 6th 2013, a train carrying 72 cars of crude oil derailed in downtown Lac-Mégantic. This disaster caused 47 deaths, the destruction of 44 buildings, the evacuation of a 2000 persons, and an unparalleled oil spill. The presentation aims to describe, and learn from, public health strategies developed to enhance community resilience following the train derailment. Over the first years, the Eastern Townships Public Health Department (PHD) has undertaken several actions, including the monitoring of physical and mental health consequences. Four repeated health surveys (2014, 2015, 2016, 2018) were conducted by the PHD and the Université du Québec à Chicoutimi among large and representative samples of adults living in Lac-Mégantic and surrounding areas. The findings showed persistent and widespread mental health needs. At the beginning of 2016, the PHD intensified its work with the community. A multi-sectoral action plan was developed to maintain and adapt psychosocial services to individual and community needs, stay connected with the community, and foster community engagement. The Government announced thereafter substantial investments to foster community resilience, including the creation of a permanent outreach team. Various concrete initiatives arose from the action plan, all of which contribute greatly to empower citizens and mobilize the community. This unique experience led to the identification of vital ingredients that are required for success in recovering from a disaster: 1) fostering the strengths of the community and the value of citizen participation, 2) a strong political commitment to support upstream actions and 3) a public health team able to support these actions.

Take Home Message: *Long-term impacts of a disaster, particularly on mental health and psychological well-being, should not be underestimated.*

3:15-4:30pm

Orion B

PANEL - Behind the Red Vest: Getting to know your Red Cross workforce and what it can do for you

MODERATOR

Tatjana Radovanovic, Senior Director, Management Operations, Canadian Red Cross

David Fraser, Emergency Management, Communications Lead, Canadian Red Cross

Bonnie Kearns, Emergency Management, Safety and Wellbeing (SWB) Supervisor, Canadian Red Cross

Ella West, Emergency Management, Senior Lead, Learning & Development, Canadian Red Cross

Did you know there is a network of more than 1,250 trained Red Cross emergency management volunteers across Ontario? It is thanks to these dedicated volunteers that the Red Cross is able to respond almost immediately when disaster strikes. Whether on a small or large scale, volunteers are often the face of Red Cross assistance in the first hours and days. They are part of your community and are trained to provide supports ranging from ESS, to needs assessments, psychosocial assistance, logistics, case management, emergency preparedness and more.

Take Home Message: *Our strength lies in helping Canadians prepare for, respond to, and recover from emergencies.*

SPONSOR LISTINGS

SILVER SPONSORS

ACCESS RESTORATION SERVICES LTD.

31 Densley Ave.
Toronto, ON M6M 2P5

416-244-9797 • www.arsresponds.com

Access Restoration Services (ARS) is a proud leader in disaster mitigation and property restoration. With a commitment to quality and over 60 years of experience in the property insurance industry, we are dedicated to meeting the needs of insurers, agents, brokers, and most importantly, the policy holder. ARS is a single-source solution for all your property restoration needs from emergency response through to complete reconstruction. At ARS, our entire team is focused and committed to restoring

WATER | FIRE | STORM | BUILD



BLACKBERRY

2200 University Avenue East,
Waterloo, Ontario, Canada N2K 0A7

www.blackberry.com

BlackBerry (NYSE: BB; TSX: BB) is a trusted security software and services company that provides enterprises and governments with the technology they need to secure the Internet of Things. Based in Waterloo, Ontario, the company is unwavering in its commitment to safety, cybersecurity, and data privacy, and leads in key areas such as artificial intelligence, endpoint security and management, encryption, and embedded systems. For more information, visit BlackBerry.com and follow @BlackBerry..



INSURANCE BUREAU OF CANADA

777 Bay St., Suite 2400
Toronto, ON M5G 2C8

416-362-2031 • www.ibc.ca

"Insurance Bureau of Canada (IBC) is the national industry association representing Canada's private home, auto and business insurers. Its member companies represent 90% of the Canadian property and casualty insurance market. Since 1964, IBC has worked with governments to help make affordable home, auto and business insurance available for Canadians. .



SPONSOR LISTINGS

BRONZE SPONSORS

ALL TRAFFIC SOLUTIONS

12950 Worldgate Drive, Suite 310
Herndon, VA 20170
866-366-6602 • www.alltrafficsolutions.com



ATS provides cloud-based traffic management and safety solutions for real-life communities. With our TrafficCloud software and portable web-enabled traffic devices, agencies of all sizes and budgets can get real results in days. Leverage portable radar message displays, variable message boards and roadside counter classifiers to calm traffic, resolve complaints quickly and run quick speed studies and prioritize enforcement using ready-made reports with accurate real-time traffic data. Maximize efficiencies and stay within budget.

CALIAN EMERGENCY MANAGEMENT

101-340 Legget Drive
Ottawa, ON Canada K2K 1Y6
877-225-4264 • www.calianitps.com



The frequency and sophistication of cyber intrusions show no sign of slowing, putting businesses and government agencies at risk. Ransomware and innovative malware attacks can result in operational downtime, damage to informational assets, tarnished brand and professional reputation and even financial losses. With a 20 year heritage of cyber security consulting, Calian helps organizations get serious about their security by providing the right people, the right technology and the right solutions

CANADA FLOOD CONTROL

300-530 8th Ave SW
Calgary, AB T2P 3S8
866-852-1118 • www.usfloodcontrol.com



Tiger Dam TM is THE first line of Defence™ and should be used when preparing for flood or containment spills during an emergency, thus saving lives and the environment. It is a simple, cost effective rapid deployment system designed to act as a temporary emergency dam. Our Tiger Dams TM cost half the price after the first use than sandbagging or other flooding/Hazmat containment equipment used AND leaves no environmental footprint.

EMERGENCY MANAGEMENT & TRAINING INC.

65 Cedar Pointe Dr., Suite 144
Barrie, ON L4N 9R3
888-421-0665 • www.emergencymgt.com



Emergency Management & Training (EMT) offers specialized consulting services to assist public agencies and private industry in building a comprehensive emergency / disaster plan. Our clients are professional emergency services, health care and educational facilities and industry leaders who are committed to minimizing the risk and maximizing the effectiveness of their organizations.

SPONSOR LISTINGS

BRONZE SPONSORS

MNP

111 Richmond Street West, Suite 300
Toronto ON M5H 2G4
416-596-1711 • www.mnp.ca



MNP is a leading national accounting, tax and business consulting firm in Canada. We proudly serve and respond to the needs of our clients in the public, private and not-for-profit sectors. Through partner-led engagements, we provide a collaborative, cost-effective approach to doing business and personalized strategies to help organizations succeed across the country and around the world.

MIDLAND

5900 Parretta Drive
Kansas City, MO 64120
816-241-8500 • www.midlandusa.com



Midland Radio Corporation is a manufacturer of All Hazards Weather Alert radios, including Public Alert-certified desktop and portable models, and emergency crank radios suitable for long-term hurricane, earthquake, and ice storm survival. Promoting more widespread use of the US and Canadian weather radio networks, Midland encourages weather safety preparedness through its relationships with media, retailers, emergency management, EC, and NWS. In addition to weather radios, Midland and its international affiliates manufacture consumer two-way FRS/GMRS radios, and portable emergency battery solutions.

NORTH CITY INSURANCE BROKERS

290 Rowntree Dairy Rd.
Woodbridge ON L4C 9J7
888-892-7176 • www.northcity.ca



Since 1981, North City Insurance has been specializing in Group Insurance, providing products specifically tailored to Professional Associations such as the Ontario Association of Emergency Managers. We're a progressive insurance brokerage offering unprecedented product options and pricing for you and your family. We offer quality insurance coverage for your home, car, boats, RVs, and collector cars. For a no obligation insurance quote call 1-888-892-7176, our team is focused on exceeding your expectations.

RMS SOFTWARE INC.

2916 South Sheridan Way, Suite 300
Oakville ON L6J 7J8
866-382-1477 • www.ermscorp.com



RMS is now a Canadian Subsidiary of Rave Mobile Safety, provider of critical communication and data platform solutions trusted to save lives. The RMS Advantage and Rave Alert solutions provide best-in-class, life-saving technology. RMS is based in Oakville, Ontario, Canada (approximately 40 kilometers southwest of Toronto). Please read more about ERMS here: <http://www.ermscorp.com/>.

SPONSOR LISTINGS

BRONZE SPONSORS

ROYAL ROADS UNIVERSITY

2005 Sooke Road
Victoria BC V9B 5Y2
800-788-8028 • www.royalroads.ca



Royal Roads University's blended programs --online with short on-campus residencies-- are designed to enable you to work full time while you upgrade your education. Visit the Royal Roads University booth to learn more about our MA in Global Leadership which is designed to build and enhance globally minded leadership and management capabilities, and our MA in Human Security and Peacebuilding you learn how to build sustainable peace in complex settings.

SOCIAL CALENDAR

WEDNESDAY OCTOBER 9

4:30 PM – **Evening Reception**

5:30 PM Don't miss the social event of the year with friends and peers in the industry!

5:30 PM **KEEP THE NETWORKING ALIVE!**

Unofficial meet & greet at the Bistro YYZ, Holiday Inn



Get social with us! #DEMCON19



Follow us on twitter for industry trending news for emergency management professionals.



Network with likeminded emergency management professionals year-round discussing trending topics. Search "DEMCON" to join our LinkedIn Group.

OFFICIAL MEDIA PARTNER

'Emergency Preparedness in Canada' (EPIC) is an educational and current events podcast for Emergency Management professionals. The show interviews industry leaders including DEMCON presenters, exploring emerging research, and to share practical tools of the trade.

All this and more on EPIC podcast: Current, Relevant, Canadian.



PODCASTERS

Dr. Josh Bezanson, MD, MS, BJourn, EMT-P
Josh is an Emergency Medicine Resident, an Emergency Planner, and a member of CanTF2 with a background in the Coast Guard, Fire, and EMS.

Grayson Cockett, MADEM, EMT-P, MCpl
Grayson is an Emergency Manager, a member of CanTF2, and active with the CAF Reserves, with a Masters in Disaster and Emergency Management

www.EPICpodcast.ca

THE BOOKSTORE



Login Canada, the Canadian Book Industry's largest STM Distribution Company, provides books, eBooks and electronic devices related to Disaster Management and Recovery.



NOTES

FLOOR PLAN



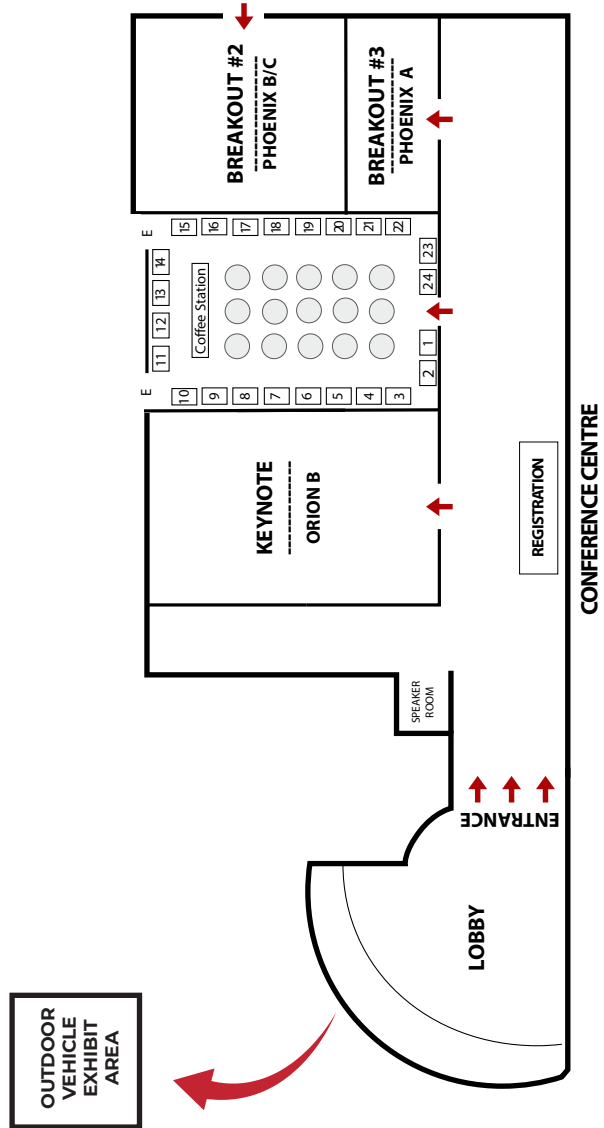
DISASTER AND EMERGENCY MANAGEMENT CONFERENCE

SPONSORS

- Access Restoration Services
- All Traffic Solutions
- Blackberry
- Calian Emergency Management
- Canada Flood Control
- Emergency Management & Training
- Emergency Preparedness in Canada
- Insurance Bureau of Canada
- Login Canada
- Midland Radio
- MNP
- North City Insurance Brokers
- RMS Software
- Royal Roads

SUPPORTERS

- Canadian Red Cross
- Canadian Risk and Hazards Network
- International Association of Emergency Managers - Canada Council
- Ontario Association of Emergency Managers
- Office of the Fire Marshall and Emergency Management



THANK YOU TO OUR SPONSORS

WATER | FIRE | STORM | BUILD



GET SOCIAL WITH US! #DEMCON19



Follow us on twitter for industry trending news for emergency management professionals.



Network with likeminded emergency management professionals year-round discussing trending topics. Search "DEMCON" to join our LinkedIn Group.

Produced by



110 Cochrane Drive, Unit 1, Markham ON L3R 9S1
1-888-443-6786