

Monday, 29 October 2018

Pre-Conference Workshops

WORKSHOP I

08:30 - 16:00

Business Continuity Awareness - BCA 100

Lisa Benini, MBCP, AFBCI, CRM

ISO 22301 Lead Implementer

Benini Consulting

Victoria, British Columbia

This is a DRI (Disaster Recovery Institute, Canada) course which consists of a fast paced lecture style, full day session that provides a high level overview of contemporary methodology and best practices used to implement a comprehensive business continuity program. This session is beneficial for employees who have an indirect or ancillary role in the development and maintenance of business continuity plans.

The instructor will share her expertise in the field of business continuity as well as walk through some sample templates.

Lunch & Refreshments included

Registration is limited to a minimum of 7 and maximum of 25 persons and will be on a first come first served basis

WORKSHOP II

08:30 - 12:00

ESS Collaborative Discussions

Deb Borsos

Community Disaster Recovery Manager

Regional District Central Kootenay,

Nelson British Columbia

This roundtable discussion will be hosted to encourage discussion directly amongst Emergency Social (Support) Services volunteers and/or staff from across the province.

It will include topics based on a survey shared with ESS teams province wide to identify topics for discussion related to the teams and the work they do. It is meant to be as inclusive as possible; to share ideas and best practices ; to realize the broad spectrum of where we work; rural, remote, urban, etc. and the challenges and rewards that come from these intense times of assisting others in need.

The survey will be sent out in early summer to allow ample time for feedback and identifying the topics for discussion. We will share the results of the survey and the notes taken at the workshop with all ESS teams province wide, in late 2018.

Snacks & Refreshments included

Registration will be limited to 60 persons and will be on a first come first served basis

WORKSHOP III

13:00 - 16:00

Show and Share for EM Practitioners

Sarah Morgan

Emergency Management Analyst
Squamish-Lillooet Regional District

Building on the success of the 2017 workshop co-hosted with Regional Municipality of Whistler this is a repeat of the 'Show and Share EM Practitioners' workshop.

To participate, each practitioner or organization will have a table to display their 'products' and 10 or 15 minutes to share their products with their colleagues. There is no real limit to the products; could be plans, exercises, evacuation kits, technology, rapid damage assessment kits, public education samples, lessons learned from events, essentially anything you think other practitioners would find valuable. Activities that didn't work are great too; don't be shy as we can learn as much from our failures as our successes. The criteria is that people only display things that they are willing to share with others; nothing that is copyrighted or proprietary.

This half day workshop is an opportunity for emergency management practitioners to display and share with their colleagues the plans, projects, exercises, and lessons learned that they are most excited about, proud of, or have had the most success with.

Note: If you, or your community or organization, is new to emergency management and you don't have anything you would like to share - feel free to come anyway.

Participants: Please bring a memory stick with you so you can download 'products.'

Snacks & Refreshments included

Registration will be limited to 60 persons and will be on a first come first served basis

TOUR

09:00 - 16:00

Behind the Scenes at the Port of Vancouver

Anastasia Ovodova

Emergency Management Specialist
Port of Vancouver

Join us in a behind the scenes tour of Canada's largest port.

- Learn about what it takes Vancouver Fraser Port Authority to manage federal lands and water along hundreds of kilometres of shoreline;
- Take a sneak peek into the Canada Place Operations Centre;
- Soak in the view and technological displays in the VFPA Operations Centre; and the main event:
- enjoy a marine tour of the beautiful Burrard Inlet on one of the VFPA Harbour Patrol Boats.

Throughout the day, you will learn about the management of marine and land operations, as well as the complex multi-jurisdictional approach of daily operations. We will tell you about our stakeholder engagement initiatives, regional collaboration projects, and the use of technology that helps facilitate the safe trade of over \$200 billion in goods annually.

Please wear comfortable shoes, dress for the weather (and slightly warmer for the marine tour) and bring your camera to take in the views of beautiful Burrard Inlet.

Lunch & Refreshments provided

Registration will be limited to 10 persons and will be on a first come first served basis

Tuesday, 30 October 2018

08:45 - 09:00

Opening of the Conference

09:00 - 10:00

Plenary 1

Personal Preparedness: The New Seatbelts

Jennifer McLarty,

Manager Public Education

Emergency Management BC

When we get in cars, we fasten seat belts. When we jump on bikes, we put on helmets. When there's a disaster, we know we have a plan and a week's worth of emergency supplies. Or do we? A 2017 Ipsos Reid survey commissioned by PreparedBC found there continues to be much room for improvement in British Columbians' household readiness.

PreparedBC, EMBC's public education program, is working to change this current state by influencing people's behaviour around readiness. The goal is to make preparedness as automatic as seat belts.

10:00 - 11:00

Coffee Break – Mingle with the Exhibitors

11:00 – 12:00

Sessions A

A1: Voices Not Heard

Laurie Pearce

Researcher

Pearces II Consulting Corp.

North Vancouver, BC

Imagine that your community has been evacuated as a result of a fire or flood. It may be weeks until it is safe to return home, and even when it is safe to do so, you may find that you no longer have a place to live in or one that will require substantial restoration. Children and youth don't have a loud voice in our society, and this is especially so during and post-disaster. Often little attention is focused on how to address their psychosocial needs (e.g., anxiety and fear) as well as empowering them to engage in the recovery of their community. When there is no Wi-Fi, and the internet and communications are down, while cards and board games may temporarily provide some distraction, more sustainable and practical strategies need to be implemented.

This presentation will provide participants with practical, doable activities and projects that have been implemented in other countries. Following the 2011 Great East Japan Earthquake, officials promoted the establishment of Adventure Playgrounds built with recycled materials and with the help of children and youth. Save the Children reported great success with the creation of Fairy-Tale Workshops following the 2009 L'Aquila Earthquake. Youth in Australia, following the bushfires, recreated lost photo albums for families. Participants will come away from the presentation with a number of strategies that they can implement in their own communities for their own residents or for evacuees.

A2: First Nations Emergency Management BC

Emily Dicken

Fire and Emergency Management Education Coordinator
Emergency Management BC
Saanichton, BC

Across Canada, Emergency management programs at the local, provincial and federal levels are moving towards a new model for First Nations Emergency Management. Through the support and funding mechanisms of the Department of Indigenous Services Canada, provincial and territorial governments are working to update and develop agreements related to the delivery of Emergency Management Services to First Nations.

As of April 1, 2017, British Columbia became one of the three provinces across Canada to enter into a 10-year bilateral agreement to deliver emergency management services that includes the provision of mitigation, preparedness, response and recovery activities. Through engagement with First Nation communities and leadership, EMBC has heard how to better reflect service delivery to meet the emergency management needs within First Nation communities.

Almost immediately following the signing of the agreement, BC experienced a significant freshet event, followed by the worst wildfire season in provincial history. In both of these events, First Nation communities were disproportionately impacted. As the events unfolded, EMBC augmented its services and supports to First Nation communities to better respond to community needs.

Facilitated jointly by EMBC and FNESS, this session will provide an overview of the bilateral service agreement between EMBC and DISC, identify how the freshet and wildfire events of 2017 shaped the first year of implementation as well as highlight areas of innovation and partnership.

A3: Leadership of First Responders Following Trauma

Cam Kowalski

Director,

Emergency Preparedness and Continuous Operations
Rocky Mountaineer
Vancouver, British Columbia

Police officers and other emergency personnel respond to tragic events as a course of their duties. Many of these tragic events are traumatic in many ways. The front line responders are the first line of defence and are generally the first people on scene. The visions and experiences are something that many people would find difficult to comprehend, yet front line officers perform these duties daily. I examined how the supervisors within the Delta Police Department in Delta, British Columbia lead front line police officers following exposure to traumatic events. My research found that the role of the supervisor was incredibly important in providing guidance and leadership to their teams following post-trauma events. My recommendations included consistent enhancement of current knowledge bases, but also new initiatives to strengthen psychological support and awareness. The ultimate goal is to reduce stigma related to mental health and create an environment of emotionally intelligent supervisors. This research is applicable for police, fire, ambulance and emergency practitioners of any kind. More needs to be done in the area of studying first responder mental health, resiliency and leadership. This breakout session will present some tangible positions on how one person in an organization can have an impact of those around them.

A4: Utilizing Facility Dogs in Mass Incident and Disaster Response

Kim Gramlich

Victim Services Coordinator
Delta Police Victim Services
Delta, BC

This presentation will outline the use of Accredited Facility Dogs in mass incident/ disaster response. Participants will learn the difference between Facility Dogs and Therapy Dogs and the proper application of canine support in large-scale incidents. Kim Gramlich will share her experiences deploying her dog, Caber, when responding to crime and trauma victims as well as her specific experience when she was deployed with Disaster Psychosocial Services to the Fort McMurray Wildfires. Kim will highlight her deployment to Las Vegas in response to the Route 91 Shooting where they worked alongside the FBI's Office for Victims Assistance. Participants will also be given information about how to initiate a Facility Dog Program in their service.

A5: Business Continuity in a First Responder Organization

Katja Magarin

Emergency Management Program Coordinator
Edmonton Police Service
Edmonton, Alberta

Business Continuity and Emergency Management in a police organization and in other first responder agencies brings particular challenges with it. We know what to do; we respond to emergencies every day- is a notion that is brought up frequently. Training conditions first responders to respond to and deal with every challenge immediately at hand. Pre-planning is often focussed on immediate response needs only. In addition there is the expectation that first responders by default know what to do.

Establishing an integrated Business Continuity / Continuity of Operations Program brings unique demands and challenges in any organization. The first question asked is - do we even need it? Disruptions, emergencies or disasters usually increase the work load of first responders. Civilian employees often provide mission critical support to operations. How can you plan for exceeding your operational capacity, losing a facility or having a network outage?

This session will explore challenges and solutions that come with the development of an integrated Continuity of Operations Program in a municipal police service.

A6: We May Be Small but We are Mighty - CAF

Joel Côté

J3 Operations Officer
Joint Task Force Pacific
Esquimalt, British Columbia

Although designed as a war-fighting organization, the Canadian Armed Forces (CAF) is capable of delivering a rapid and scalable response in support of provincial and federal authorities in the event of a domestic emergency. CAF refers to this as Domestic Operations. This presentation will describe the disposition and the spectrum of capabilities of Canadian Armed Forces (CAF) organisations in the province of BC and across the country that could support civil authorities in the event of an emergency. Finally, it will provide planning considerations for the employment of the military in support of an emergency.

12:00 - 13:30

Lunch

13:30 - 14:30

Sessions B

B1: Mass Casualty Event/ Van Attack in Toronto, April 2018

Robert Burgess

Director Pre-hospital Medicine,
Emergency Preparedness and Patient Flow,
Sunnybrook Health Sciences Centre,
Toronto, Ontario

On the 23rd April 2018 a man rented a van and purposely plowed into pedestrians in Toronto, killing 10 people and injuring at least 16. This is the story of the event, the “Code Orange” actions taken at Sunnybrook to care for the large influx of patients and how we need to regularly prepare for impacts of mass casualty events.

B2: Public Alerting for Local Authorities

Ross Mammel

Manager of Public Alerting
Emergency Management BC

EMBC has completed an environmental scan of public alerting technology and usage and is now in the RFP process to procure a new public alerting system, this system will be free to use by local authorities giving them the ability to intrusively alert on TV, radio and cellular through the national gateway. The purpose of our presentation will be to provide information to local authorities on timeframe, benefits, limitations and expectations with regard to the system and answer any questions that may arise.

B3: Accessibility of Metro Vancouver Fire Personnel Following a Damaging Earthquake

Stephen Traviss

Director of Human Resources
City of Port Coquitlam
Port Coquitlam, BC

Emergency plans require that first responders travel to their workplace; however, their ability to access their workplace from their home has not previously been evaluated. This report outlines the accessibility of Metro Vancouver’s fire personnel relative to their regular workplace and home location immediately following, and in the hours and days after a damaging earthquake.

In the event of a damaging earthquake, transportation infrastructure will be disrupted limiting accessibility in the region. By examining the travel routes required by fire personnel, emergency planning can address any anomalies or identified gaps in service needs. An inventory of Metro Vancouver fire personnel was compiled. This data was analyzed and assessed to determine the accessibility of fire personnel resources throughout the region. Based on this analysis, it was determined that there will be a shortage of fire personnel resources in many Metro Vancouver municipalities following a damaging earthquake. To lessen these shortages, resource sharing and alternative travel methods and routes will need to be considered. Some municipalities, however, may have an oversupply of fire personnel resources if region-wide policies direct fire personnel to report to their home municipality in the event they are unable to return to their regular place of work.

This report is intended to provide information to guide the development of regional policies to ensure that available fire personnel resources are deployed in the most beneficial and effective way. To be most effective, other first responder and receiver agencies should consider a similar evaluation so the data can be assessed collectively. Given that a damaging earthquake in Metro Vancouver will impact the Fraser Valley Regional District, Fraser Valley communities should also be included. It would be beneficial for the provincial government to share in the responsibility to compile and analyze the data to encourage participation.

B4: Do Food Banks have a place in a Local, Regional, Provincial Emergency?

Laura Lansink
Executive Director
Emergency Social Services
Food Banks BC

Where do BC food banks fit during a local, regional or provincial emergency?

Every month more than 103,000 individuals access one of BC's food banks. Many are seniors on a fixed income, 1 in 3 is a child, many live on some type of disability related income and, many of these are working families who earn a minimum wage which simply doesn't bring sufficient income into the household to put food on the table for their family.

For those who live paycheque to paycheque, often the smallest change in circumstances; illness, accident, marital breakup, or this past summer, become an evacuee, will result in them having to either seek help from the food bank or face the prospect of an empty cupboard.

This summer, our network saw hundreds go from donor and supporter to someone in need of assistance themselves. Silently and often in the background, the food bank supported not only those individuals but the agencies that provided additional meals and support. Now, BC's food banks are already preparing to ensure that during an emergency and afterwards, no one has to choose between paying their rent or feeding their family.

B5: Managing Risk- Continuing Operations When the Unexpected Occurs

John Yamniuk
President
DRI Canada
Toronto, Ontario

All organizations are vulnerable to any natural, human caused (intentional/non-intentional), and or technological events and all face a certain amount of uncertainty and risk impacting the ability to deliver efficient, effective, and sustainable products and services. The approach to deal with new and emerging threats or disasters is now more essential than ever, particularly with global interconnectivity as well as reliance on technology to conduct day to day operations. Join DRI CANADA to explore the expected and unexpected risks that organizations face and tips on mitigation, prevention and preparedness to become more resilient, lessen the impacts, and continue operations.

B6: Factors Influencing Community Recovery Decision Making

Erica Woolf
Royal Roads University
Victoria, BC

When large-scale disasters impact entire communities, entire communities must in turn collectively negotiate the recovery process and associated recovery decisions. While these decisions affect the recovery outcomes of the community as a whole, they also individually impact each of the community's constituent members. How resources are allocated, and which interests are privileged during recovery, can directly contribute to the varying recovery outcomes experienced by different members of a community. In this context, the process of deciding who gets what, when and how, during disaster recovery, becomes especially relevant.

This presentation will discuss findings obtained from a recent case study of community recovery decision-making following the 2016 Fort McMurray wildfires. Conducted one year after the fires, the study sought to identify factors influencing the involvement of community groups in the recovery

decision-making process.

From the study, three primary factors emerged as influential to the recovery decision-making experiences of community groups: organizational relationships, organizational capacity and the perceived value of non-profit organizations. Overall, this study suggests that these factors may influence how disaster-impacted communities solicit, identify and prioritize the competing interests of their constituent members during recovery, and therefore highlights potential areas for further research into community participation during recovery from disasters.

14:30 - 15:00

Coffee with the Exhibitors

15:00 - 16:00

Plenary 2

Strengthening Business Continuity Through Enterprise Risk Management

Ron Andrews

Government of Manitoba
Winnipeg, Manitoba

Persistent challenges exist in developing a robust Business Continuity Program. These challenges exist while:

The service environment holds greater complexity

The continuity profession is undergoing significant disruption

Business Continuity professionals can leverage this complexity in developing;

- Competent enterprise risk awareness Holistic incident management processes
- Furthering development of true Enterprise Risk Management

This presentation addresses practical measures in maturing BCM, using an Enterprise Risk Management approach

17:00 - 19:00

Social Night

Wednesday, 31 October 2018

08:30 - 10:00

Plenary 3

First Responder / Front-Line Worker Wellness and Provincial Overdose Health Emergency, Lessons Learned Year One

Carolyn Sinclair

Manager
Mobile Response Team
Health Emergency Management BC
Vancouver, B.C.

Andrew Billing

Unit Chief
BC Ambulance Service
Station 253
Cloverdale, B.C.

Bruce Ramsay

Retired, Deputy Fire Chief
Trauma Service
Maple Ridge, B.C.

Arthur Wlodkya

Detective Constable
Mental Health Unit, New Westminster Police Department
New Westminster, B.C.

The speakers will present vivid updates on the status and complexities of the distressing numbers of frontline public safety personnel who experience PTSD and suicidal behavior (ideation, attempts and completion). It is difficult to improve a situation when we don't fully accept that it exists. While the present situation is severe, there are many agencies, teams, and individuals working hard to increase awareness and eliminate the stigma associated to mental health while promoting post traumatic growth. This session will highlight the successes of collective efforts designed to support the first responders, frontline workers and their families. The panel will also provide updates on the status of the Provincial overdose health emergency and response initiatives.

10:00 - 10:30

Coffee Break with the Exhibitors

10:30 - 12:00

Sessions C

C1: What is Community Wellness/Recovery with a Trauma Informed Lens

Carolyn Sinclair

Provincial Lead
Mobile Response Team
Health Emergency Management BC
Vancouver, BC

Margaretha Lundh

Manager, Recovery
Disaster Psychosocial Program
Health Emergency Management BC
Vancouver, BC

Darren Pratt

Executive Director
Boundary Family Services
Grand Forks, BC

As natural disasters and other impactful events increase in BC, we are expanding our concepts of "Recovery" to include health, wellness, and social supports required to help residents and front line workers to navigate their "new normal". While this includes meeting immediate needs, it also means building community wellness and resiliency by the recognition and leveraging of community and individual strengths, enhancing personal awareness, and subsequent preparedness for the future. In this session we will discuss what methods and means of support may be most effective, and, how we can do this through a trauma informed lens.

C2: Be a Master of Disaster

Devon McDonald

Public Education and Online Communications Officer

Emergency Management BC

Everyone should be ready for emergencies; even kids! With PreparedBC's Master of Disaster program, you can help young people get fully prepared. This free, prepackaged program teaches kids about the hazards in BC, how they can get personally prepared, and how they can help others prepare for and respond to disasters. The program is divided into three simple workbooks and includes an instructional guide full of activity ideas. It also features fun, free swag for kids like bookmarks, pencil cases, and stickers!

If you want to learn how to connect with and educate young people on the topic of emergency preparedness; and want free resources to help make this a fun and easy topic to teach; you won't want to miss this session. We'll start by reviewing the program and introducing you to the program materials. You'll then get to experience a few of the emergency preparedness activities from the instructional guide. We'll also discuss some considerations you may need to plan for before engaging with young people (remember, some kids can find disasters scary!). We'll end with a Q&A period and an opportunity for you to provide feedback or suggestions to make this program even more fun! Participants will receive samples of the program materials to help kick-start their educational efforts.

C3: Interoperability in Incident Command

Katherine Severson

Sergeant, Major Event & Emergency Management Unit

Calgary Police Service

Calgary, Alberta

Galvanized by the increasing complexity in managing incidents of mass violence and mass casualty, the four emergency response agencies in Calgary identified the need to develop research based policies, establish common strategies/tactics and conduct more joint training across all hazards. By specifically identifying challenges with initial command, coordination and control activities at scene, the Calgary Police Service, Calgary Fire Department, Calgary 911 and Alberta Health Services EMS designed and implemented an integrated training program to support interoperability between front line incident commanders and supervisors. The training program & Interoperability in Incident Command; was created to functionally and practically address the differences in each respective agency's policies, procedures, and cultures that can be barriers to integrating into a single incident management structure or Unified Command. Using features of interoperability like shared situational awareness and joint risk assessment, and applying the concepts into tactics like Rescue Taskforce, the training is building critical command relationships for the future. As a designer and instructor of the training, the Presenter will share the experience of how the Calgary first responder community is stepping beyond their silos of excellence and unifying their preparations.

C4: Disaster Psychosocial Services / Purple Shirts in Action

Ryan Good

DPS Program Coordinator

Disaster Psychosocial Services Program

Vancouver, BC

+ DPS Council / Volunteers

Julie Kaplan

Manager DPS Program

Disaster Psychosocial Services Program

Vancouver, BC

The purpose of this session is twofold; to provide a practical overview of the unique BC Disaster Psychosocial Services (DPS) Program, and present experiences of disaster deployments from the DPS volunteers (purple shirts) themselves. The benefits of attending the presentation are:

- A more in-depth understanding of the program, its offerings, and how resources are deployed
- An understanding of the DPS volunteers, their different response and support roles, their credentials, and a better boots on the ground perspective of deployments during disaster response

C5: Telecom challenges in large-scale disaster

Jeff Hortobagyi

Risk Manager

Telus Communications

Vancouver, BC

Communications and telecom are fundamental requirements during any emergency. By understanding how these would be impacted, agencies and organizations can better plan for their own resilience and recoverability and those of their stakeholders.

Leveraging research and case studies, this presentation examines how telecommunications performs in a large-scale disaster, using the examples of the 2011 Great East Japan Earthquake and the 2011 Christchurch New Zealand earthquake. We will review the impacts, response, restoration, and lessons learned from these disasters.

These case studies will provide attendees with a clearer understanding of how telecommunications responds in a major disaster, what the major challenges are, and realistic assumptions for planning for a major disaster impacting telecommunications

C6: A Life Raft in the “Tsunami” of Information

Chad Pacholik

Principal

Logic League Consulting

Saanich, BC

Have you ever cursed trying to put together a situation report? Ever wondered what GIS is and what they can do besides print a map? Are you treading water to figure out the catch phrase of the day - interoperability, situation awareness, intelligence unit, GIS, dashboard, EMIS, crisis communications, flux capacitor?

Come to this session and you will:

- Learn about managing information.
- Hear findings from a series of workshops focused specifically on managing information in emergency management.
- Start identifying how your organization manages information.

12:00 - 13:30

Lunch

12:30 - 13:00

Award Presentations

EPICC – Friends of EPICC Award

Pacific Northwest Preparedness Society

- Awards of Excellence
- Marie Rogan Lifetime Achievement Award

D1: 2017 Interior Health / Hospital Evacuations**Ryan Kuhn,**Director, Health Emergency Management
Health Emergency Management BC**Brent Hobbs**Network Director,
Interior Health Authority,

The wildfires of 2017 prompted an unprecedented emergency response for Interior Health with the evacuation of 19 facilities, 880 patients and residents, and over 700 staff. This session will look at IH's response and recovery process, patient and resident transfer and tracking, and key actions that allowed for a safe and effective response. It will also delve into some of the key lessons learned and how Interior Health has implemented them to be better prepared for large scale events in the future.

D2: Building Damage and Safety Assessments**Steven Bibby**Senior Manager, Security and Emergency Services
BC Housing
Burnaby, BC

The BDSA project has developed a building damage and safety assessment process to allow communities in an emergency to more rapidly assess the safety of structures and allow people to remain in, or return to their homes and businesses as soon as possible. Research outcomes include the tools, models, processes and approaches to empower community-level professional and public engagement in emergency planning and safety assessment. Specifically, the research team has developed a model that allows credentialed and trained non-credentialed personnel to perform safety assessment in an emergency situation.

This presentation will describe the outcomes of the two-year BDSA research project conducted through a partnership between BC Housing, Justice Institute of British Columbia (JIBC), Engineers and Geoscientists of BC, and the Architectural Institute of British Columbia (AIBC). The project was funded through the Canadian Safety and Security Program, a federal program of Defence Research and Development Canada's Centre for Security Science, in partnership with Public Safety Canada.

D3: Emergency Preparedness and Operations : Gingolx Fire Search and Rescue**MacDonald Chris Stanley**Fire Chief, Emergency Operations Director, Bylaw Enforcement
Gingolx Fire Search & Rescue
Gingolx, BC

An Interactive session on Fire response, Bylaw enforcement and Emergency Management in the Nisgaa community of Gingolx, BC. This presentation will highlight the activities in the community with emphasis on emergency preparedness and operations. There will be open dialogue with delegates to assist the community in moving forward with emergency management and share challenges and successes.

D4: A Good Communication Plan is the key to Success**Eileen Grant**Manager
Emergency Social Services, District of Oak Bay
Victoria, BC

Well-developed plans and training for handling public information, media relations and internal communications are some of the most important components of a successful emergency response. A good communications plan is built on a comprehensive understanding of the types of information exchanges required, the mechanics of delivery, the receiving audiences and the capacity and training of the volunteers and staff involved.

There are extensive descriptions in all emergency plans about communications, both internal and external. All ICS-based organizational charts have a designated position for an "Information Officer". Typical job descriptions and training for the position are often limited to external and media relations and aimed at those serving in Emergency Operations Centre.

This presentation will look at the full scope of emergency communications in the context of volunteer-operated Reception/Resilience/Information Centres. The presenters will explore the identification and training of appropriate officers and spokespeople; establishing clear job responsibilities and accountabilities; understanding the types of communications and information exchanges required, the mechanics of receiving and delivering information, and the target audiences, preparing appropriate announcements and instructions for media, evacuees and the general public. They will touch on establishing and operating information centers, briefing areas and meeting facilities; operating local call centres; gathering and providing the necessary information to other levels of the response and staying up-to-date on a fast-changing environment.

D5: Ready Rating – Emergency and BC Planning

Ange Sawh

Canadian Red Cross

Calgary, Alberta

Businesses and organizations can face a multitude of events that may disrupt operations for unknown periods of time. The American Red Cross Ready Rating Program is a free, self-guided online program that can help businesses and organizations assess their readiness level for a disaster or emergency, outlining tips, best practices, and tools to help reduce risk to potential threats.

According to the American Red Cross:

- 40% of businesses fail following a disaster
- 94% of small business owners believe a disaster could seriously disrupt their business within the next two years
- 4 out of 5 businesses fail after the loss of a key executive
- 1 out of 3 businesses surveyed do not have a business continuity plan

In guiding them through specific actions to prepare for disasters, Ready Rating can help businesses and organizations be better able to respond and more quickly and effectively recover from the event. It helps establish a baseline of existing readiness and track progress as the business/organization undertakes tangible action to improve their readiness rating. The Canadian Red Cross in partnership with the American Red Cross will provide information about this exciting, free online program and how it can help businesses on both sides of the border. The Canadian Red Cross will share learnings from the recent pilot of Ready Rating in Canada, and how that will guide the application of the program in a Canadian context.

D6: Telecommunications Services and Its Implications to Public Safety

Ivan Rincon

Executive Director,

Project Management Catastrophic Response Actions

BC Government

Victoria, BC

Telecommunication services are becoming increasingly important to deliver public safety and emergency response related services to communities. From basic voice communications with first responders and emergency personnel, to access to robust digital applications ran in mobile devices, to monitoring devices based on the principle of Internet of Things it's almost impossible not to rely on robust and up-to-date communication services to serve the general population. These factors become even more important when the discussion involves remote communities with high risks and low technology coverage.

This presentation will explain the areas where telecommunication services must be considered, as well as provincial and federal programs that will support improvements to these services.

An open discussion will follow to allow participants to express their needs and look for solutions to their current issues.

14:30 - 15:00

Coffee Break with the Exhibitors

15:00 – 16:00

Sessions E

E1: The Evacuation of two Rural Hospitals Following a Tsunami Warning

Maddy Laberge

Coordinator Acute

Health Emergency Management BC

At approximately 0200 on Tuesday, Jan. 23, 2018, a tsunami warning was issued for coastal British following a 7.9 earthquake southeast of Kodiak, Alaska. This resulted in the evacuation of Bella Coola General Hospital and R W Large Memorial Hospital (Bella Bella) to higher ground. Health Emergency Management British Columbia (HEMBC) helped coordinate the evacuation of both hospitals. The presentation will examine:

- The evacuations of both hospitals (response and recovery) and the support HEMBC provided each sites during and following the evacuations.
- Learnings from the evacuations.
- The subsequent actions taken to improve and mitigate an evacuation response.
- Determining evacuation location for each hospital, where on-going patient care can be provided.
- Getting a shipping container placed at each evacuation location to securely store emergency evacuation supplies for each hospital.
- Creating a tsunami and evacuation plans for each hospital.

The presentation will also examine the intricacies of working with rural and First Nations communities, as well as the disaster preparedness challenges of rural communities.

E2: Lightship –Ready for Launch

Mike Andrews

Deputy Director

North Shore Emergency Management

North Vancouver, BC

If you could design automation for use in your EOC to enhance efficiency and expedite process, what would it look like? In an effort to simplify procedures while keeping emergency management intuitive for municipal staff, North Shore Emergency Management has partnered with Lightship to create a common operating picture platform. Join us for a practitioner's perspective on the experience of developing a

wish list to blend emergency management processes with technology and seeing it through to a viable common operating platform. Learn how we designed the system to integrate existing, familiar systems with emergency management process flows and system-specific features in order to simplify emergency management for the technically disinclined, part-time emergency management practitioners on your municipal or agency staff. Gain a laypersons understanding of how this system of systems integrates documentation management with situational awareness between field teams, command posts, the EOC and support facilities such as Reception Centres and Department Operations Centres.

E3: Successful Emergency Management Support to Other Communities – Lessons Learned

Sybill Sanderson

Emergency Preparedness Coordinator
Cowichan Valley Regional District

The 2017 Floods and Wildfires provided many opportunities for organizations to request and receive support from individuals and organizations. Although support personnel are a great resource that is much appreciated, challenges can quickly arise if expectations are not clearly expressed and/or incoming personnel come in with the wrong approach. Our approach must be one of humility, appreciation of the host community's efforts and capabilities and recognizing that we are there to support and build capacity!

This session will interactively explore what makes for a supportive working relationship and what to avoid! Participants will learn about:

- having the right attitude
- clearly delineating your community's need for assistance
- providing supportive leadership
- building community capacity
- providing positive, constructive feedback

Participants will have an opportunity to share experiences, lessons learned, best practices, successes and challenges.

E4: “Just In Time” Community Recovery – The Critical Role of Local Government in the Disaster Recovery Process

Jim MacDonald

Retired Emergency Preparedness Coordinator
Chilliwack, BC

Though all levels of government are generally involved in emergency and disaster management, the role and actions of local government are particularly critical as most communities can expect to be on their own, post disaster. Most BC communities have not experienced the recovery process; unfortunately that leaves them vulnerable during the transition from disaster response to community recovery. This interactive workshop will focus on & in time recovery planning and consider: when to activate the recovery unit, donations management, efficient coordination of NGO efforts, and much more. The workshop will leverage the combined experience of the participants as well as consider lessons learned during the Fort McMurray recovery as well as the recovery process from last season's wildfire event in BC. The resultant take-away will be a recovery guidance document created by the participants.

E5: An introduction to Organizational Resilience

Marie Lavoie Dufort

Senior Associate,
Risk Assurance Services
PwC Management Services

Edward Matley

Director
Risk Assurance Services
PwC Management Services

Toronto, Ontario

Vancouver, BC

When your world is complex, increasingly virtual and more interdependent with others, the risks - and the opportunities - come from places and at times when you don't expect them. That's why building and sustaining resilience is a commercial imperative; so your organization isn't left vulnerable. You can think of enterprise resilience as your corporate immune system. If it's in good shape and something strikes, you can shrug it off. Organizations that enhance their immune system are able to endure challenges, fend off illness and bounce back more quickly. Not only that, a strong immune system will mean you will be the fittest to jump furthest, most flexible to evolve, and see and seize opportunities ahead of competitors.

The objective of this breakout session is to introduce participants to the concept of resilience, present the value of using a framework for resilience as well as how to practically apply the framework, using cyber security as an example.

Participants will learn how a framework can provide an approach to link the visible traits/outcomes of resilience to the key areas within their organization which have an impact on resilience.

E6: Collaborative Approach to Geographic Response Planning

Jamie Kereliuk

Director, Emergency Management
Trans Mountain
Calgary, Alberta

Dion Arnouse

Chief Executive Officer
2 Badgers Consulting Incorporated
Westbank, B.C.

Kenneth McLernon

Emergency Management Advisor
Trans Mountain
Calgary, Alberta

The BC Ministry of Environment and Climate Change Strategy announced changes to the Environmental Management Act in October 2017 in the continued interest in improving the management of environmental emergencies. The new regulations requiring enhanced spill preparedness apply to pipelines, as well as rail and trucking operations transporting over 10,000 litres. A key component to spill preparedness, and if needed, response, are geographical response plans.

A Geographic Response Plan (GRP) pre-identifies key locations to deploy response equipment to expedite response actions within the first few hours of a spill. These plans, used in conjunction with identified ecologically and culturally sensitive area, prioritize response strategies and tactics to help minimize the impact of the incident.

The Trans Mountain pipeline traverses through multiple different sensitive areas such as First Nations traditional territories, Urban Centers, watercourses and ecologically sensitive environments. Due to the complex nature of the consequence areas, a multi-stage approach to developing Geographic Response Plans (GRP) was undertaken.

The presentation will include:

- Description of Geographic Response Plans
- Description of the response strategies and tactics utilized in a petroleum product spill
- Explanation of the multi-stage approach utilized to identify and document environmental, social and cultural high consequence areas
- Review of consultation with First Nation, local and regional government representatives
Sharing of control point data sheets
- Update on research being conducted into fate and behaviour of diluted bitumen, including how findings enhance spill response strategies and technology.

16:30 – 18:00

BCAEM AGM

Annual General Meeting of the BC Association of Emergency Managers

Thursday, 01 November 2018

08:30: - 10:00

Plenary 4

2017 BC Wildfires – Recommendations & Collaborative Action Plans

Stan Bates

A/Executive Director

Operations and Recovery Transition

Emergency Management BC

Saanich, BC

Cameron Lewis

Executive Lead

Emergency Management Review

Emergency Management BC

Saanich, BC

Rob Schweitzer

Acting Director

Wildfire Operations

BC Wildfire Service

Kamloops, BC

The above panel of experts, engaged in Flood and Wildfire management, will discuss the recommendations which the after action review processes have yielded, changes which were implemented during the 2017 and 2018 flood and wildfire seasons, and the action plans and strategies being developed currently to improve emergency management systems. Improvement involves all levels of government and partners. Strategies discussed will include wildfire risk reduction, other mitigation strategies, planning, response, and the province's work to further integrate delivery during the recovery phase of emergency management.

10:00 - 10:30

Coffee Break

10:30 - 12:00

Plenary 5

2018 Floods, Response & Recovery,

David Campbell

Section Head

River Forecast Centre

Ministry of Forests, Lands, Natural Resource Operations and Rural Development

Victoria, BC

Chris Marsh

Manager of Emergency Programs

Regional District of Kootenay Boundary

Trail, BC

Dan Derby

Regional Fire Chief

Regional District of Kootenay Boundary

Trail, BC

John Clague

Professor Emeritus

Simon Fraser University

Burnaby, BC

This plenary will cover the flooding in the Grand Forks area this spring. The presentation will range from the antecedent conditions and the forecasts from the River Forecast Centre; the preparedness and response to the flooding and an initial status report on recovery from the Regional District of Kootenay Boundary; and the implications of climate change for a recurrence of such an event.

12:00 - 13:00

Lunch

13:00 - 13:45

Plenary 6

Strategic Overview and Way Ahead

Madeline Maley,

Assistant Deputy Minister

Emergency Management BC

Saanich, BC

Madeline Maley, the Assistant Deputy Minister for EMBC will discuss learning from the flood and wildfire events of 2017/2018 and how these lessons are influencing BC's approach for a more resilient province.

13:45 - 14:15

Closing & Prizes