



2010 ANNUAL CONFERENCE



Workshop:

November 4, 2010

AGM & Conference:

November 5, 2010

G8/G20 Summit in Toronto, Canada:

10 000 uniformed police officers

Total cost for security approximately \$1B



Canadian Red Cross mission is to improve the lives of vulnerable people by mobilizing the power of humanity in Canada and around the world

LOCATION:

Canad Inns Polo Park

1405 St Matthews Ave.

Winnipeg, Manitoba

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DISASTER RECOVERY INFORMATION EXCHANGE CENTRAL CHAPTER

The Conference

DRIE Central is proud to host our 11th Annual Conference.

The Disaster Recovery Information Exchange (DRIE) – Central Chapter provides a medium at the local level, in Manitoba, where members can exchange ideas, experiences, information and keep abreast of developments relating to business disaster mitigation, preparedness, response, and recovery.

This year we feature:

A pre-conference workshop on November 4th and a full program of speakers on November 5th.

- Learn from the experts.
- Share experiences with others.
- Meet other disaster and continuity management professionals

Register for this event today:

<http://driecentral.org/current.html>

LOCATION

Canad Inns Polo Park
1405 St Matthews Avenue
Telephone: (204) 775-8791
<http://www.canadinns.com>

*Provide workshop and conference name and date for special discounted room rate of \$99.00 CDN.



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Pre-Conference Workshop – November 4th, 2010

Pre-conference Workshop is provided with the generous assistance of Disaster Recovery Institute Canada (www.dri.ca)

Topic: Critical Incident Stress Management
Facilitator: Samuel Miller, Consultant for Miller Trauma Wellness
Time and Place: 8:30am, Ambassador K

Lecture style full day session provided by **Samuel Miller** and will provide an understanding of standard methodology and best practices used in the provision of **Critical Incident Stress Management**. The session also includes group and individual exercises.

The purpose of this course is to provide employers with the knowledge to better understand the potential psychological and emotional setbacks their employees may experience in times of crisis. Understanding the difficulties employees may face is an intricate component of "Business Continuity" planning. Best Practices for Business Continuity Planning necessitate the asking of the following questions: How do we know if those key members of our team will be able to manage in a crisis? How will we as a support system be able to identify and support those who most need our help? This course addresses those issues.

This session is beneficial for management and employees involved in the development and maintenance of business continuity plans. Modifications to the sessions can be made to incorporate specific industry based concerns.

8:30 AM to 9:00AM – Registration & Breakfast

9:00 AM to Noon – Session

Noon to 1:00PM – Lunch (provided)

1:00PM to 4:00PM – Session continued

Bio for Samuel Miller:

The workshop will be given by Samuel A. Miller (M.A.). Sam is a Resourceful Therapist with extensive experience in Trauma Response and Treatment as well as Wellness Programs. He has demonstrated strengths in leadership, coaching and communication. Sam has worked with many organizations and corporations in creating healthy, respectful, workplace environments as well as managing work-related traumatic events. A consultant based in Toronto, Mr. Miller can be reached at 416 455-1684 or via e-mail at sam@millertraumawellness.com



**DISASTER RECOVERY INFORMATION EXCHANGE
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Conference Agenda – November 5th, 2010 (subject to last minute changes)

Room	AMBASSADOR 3	AMBASSADOR L	AMBASSADOR M
Time			
08:30 – 09:00	Registration & Breakfast		
09:00 – 10:00	Keynote Manitoba Inter-Utility, Emergency Response Sub-Committee, <i>Integrated Manitoba Ice Storm Exercise Overview</i>		
10:00 – 10:30	Refreshment Break		
10:30 – 11:30	Breakout Ella West, MTS Allstream Brian Bowman, Pitblado LLP <i>Privacy and Disaster Recovery: Ozymoron?</i>	Breakout Vito Mangialardi, MTS Allstream <i>G20 Summit – Threat Planning and Response Case Study</i>	Breakout Mary Genyk, MDG Crisis Management <i>Standards for Business Continuity</i>
11:45 – 12:45	Lunch & Annual General Meeting		
1:00 – 2:00	Breakout Cameron Buchanan, Public Safety Canada <i>Federal Emergency Response Plan</i>	Breakout Michael Dudley, University of Winnipeg <i>City Planning: From Crisis to Resilience</i>	Breakout Lisa Gilmore, Manitoba Health <i>Manitoba Health’s Mass Notification System</i>
2:00 – 2:15	Refreshment Break		
2:15 – 3:15	<i>Facilitated Networking Session</i>		
3:15 – 3:30	Closing Remarks		



Conference Keynote Presentation– November 5th, 2010

<p>Keynote Presentation</p>	<p><i>Integrated Ice Storm Exercise Overview – Manitoba Inter-Utility Sub-Committee for Emergency Response</i></p> <p><i>The mandate of the Manitoba Inter-Utility Committee for Emergency Response is to discuss and resolve issues of common concern that are related to emergency situations involving utilities. This includes emergency planning, response interoperability, and emergency preparedness. It allows the committee to examine areas dealing with emergency situations where there may be opportunities for mutual support and co-ordination resulting in sharing and/or developing emergency planning strategies and methodologies that continuously improve emergency preparedness capability in the utility companies.</i></p> <p><i>The committee executes an integrated exercise every year. For this year’s exercise, the committee decided to simulate a large-scale ice storm affecting the southern half of Manitoba. The Quebec ice storm of 1998, labeled “Canada’s Worst Disaster”, was used as the model. In this keynote presentation, you will hear from emergency leaders from Manitoba’s four largest utilities on how they approached this exercise both collectively and within their own organizations.</i></p>
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Keynote Speakers: Richard Hollands, Manitoba Hydro
Randy Hull, City of Winnipeg
Brian Kayes, City of Brandon
Gord Novoselnik, MTS Allstream

Moderator: Joe Krupnik
Time and Place: Ambassador 3, 9:00am

Bio for Richard Hollands:

Richard Hollands has been employed at Manitoba Hydro for 35 years. He currently fills the role of Corporate Emergency Response Coordinator. Richard has worked in various departments throughout the company; he has held a number of positions with the Line Maintenance Department, eleven years with live line tools, five of them in Thompson. While working there, he became the Emergency Response coordinator for Northern Region Transmission lines.

Richard has worked on assignments for Manitoba Hydro International in South Africa, Serbia and in 2005 spent two months in Uganda helping the electrical utility prepare to respond to their emergencies.

Bio for Randy Hull:



Randy Hull presently holds the position of Emergency Preparedness Coordinator for the City of Winnipeg (1999 to present). Randy is in his 33rd year of employment with the City of Winnipeg.

Randy has Bachelor of Physical Education, with a major in Recreation Studies, from the University of Manitoba. He has completed all the courses offered by the Canadian Emergency Management College, and those coordinated by Manitoba Emergency Measures Organization (MEMO).

Randy is a member of the International Association of Emergency Managers: the Chairperson for the Disaster Management Conference 2009 and has been on the planning committee since 2001; Licensed Media Relations specialist with Barry McLoughlin Associates Inc.; and a National level Volleyball Official with Volleyball Canada.



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Bio for Brian Kayes:

Brian Kayes began his career in occupational health and safety and emergency planning in the health sector in 1988. He joined the City of Brandon in 1995 and is presently the Director of Emergency Management.

Brian has a certificate in Occupational Health & Safety from the University of Manitoba, a Bachelor of Arts from Brandon University, a Master of Rural Development degree from Brandon University and is an Associate Business Continuity Professional. He is also a sessional professor at Brandon University. Brian believes everyone has a role to play in creating organizations that operate effectively and safely.

Bio for Gord Novoselnik:



Gord Novoselnik is a Certified Business Continuity Planner (CBCP) and currently holds the position of Corporate Emergency Planner with the national telecommunications provider, MTS Allstream. Gord has been with MTS Allstream since 2004 and is responsible for operating the many facets of MTS Allstream's emergency management program. Gord is a Certified Risk Manager with RIMS and represents his organization on provincial and federal emergency associations and committees, including Canadian Telecommunications Emergency Preparedness Association (CTEPA) and the Manitoba Inter-Utility Committee for Emergency Response.

Gord volunteers his time to the Manitoba chapter of Disaster Recovery Information Exchange. He holds an honours degree in Commerce from the University of Manitoba and has a 10+ year prior background in IT process management and is ITIL certified through itSMF.

When not focused on emergency management, Gord's time is dedicated to his wife, two kids, three dogs, five cats and two horses. When he can find time, he likes to run, cycle, x-country ski and target his favorite fish species on a variety of lakes and rivers in Manitoba and north-western Ontario.



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Conference Breakout Sessions – November 5th, 2010

Privacy and Disaster Recovery: Oxymoron?

Dealing with disaster recovery matters in a privacy sensitive - and legal - manner can be a formidable challenge. Can it be done? This joint presentation will survey the following:

- Privacy 101
- Dealing with consent issues in the real world
- Addressing retention/destruction requirements
- Developing privacy breach notification frameworks

Speakers: **Ella West, MTS Allstream**
Brian Bowman, Pitblado LLP

Moderator: **Gord Novoselnik**

Time and Place: **Ambassador 3, 10:30 am**

Bio for Ella West:



Ms. Ella West is Director, Customer Certification and Enterprise Risk Management and the Privacy Officer for MTS Allstream. She has been with MTS Allstream, since March 2001. She is responsible for defining, deploying & managing the Customer Certification program.

Since joining MTS Allstream in 2001, she has worked with a wide variety of quality initiatives including developing a Balanced Scorecard and Customer Driven Enterprise Process Model. Prior to joining Allstream, Ms. West was Operations Leader and Quality Leader for APW (Allied Power) Milton operation, producing ATM machines for the Banking industry. Ms West

also gained experience in Process and Software Management in the Computer Industry in the 11 years spent at Westinghouse Canada as Quality Manager for the Defence Industry Arm.

Ms. West has been a volunteer with the Canadian Red Cross for 30 years; sits on the National Board of Governors and the Ontario Zone Council, Ella is a Master Instructor Trainer for Canadian Red Cross Disaster Management and is an active member of the Disaster Response Team. She has deployed in Disaster Management as Team Leader and Operations Leader in Canada, United States and Sri Lanka. Ella has also recently deployed with Save the Children to Myanmar for the creation of a learning program dealing with Humanitarian Law and Principles and Disaster Management.

Bio for Brian Bowman:



Brian T. D. Bowman practices as a business lawyer with a specialization in privacy, access to information, online reputation management, intellectual property and technology matters.

Brian is a nationally recognized leader in privacy and access to information law, and is a frequent speaker, media commentator and author. He writes a professional blog at brianbowman.ca, which provides practical assistance to Canadian businesses so they can better deal with issues related to privacy, access to information and other cutting edge legal issues.

He is a Past Chair of the Canadian Bar Association's National Privacy and Access Law Section, a member of the International Association of Privacy Professionals and has been acknowledged by the Canadian Privacy Law Review as one of Canada's "leading privacy law authorities". Brian founded and Chairs the Privacy Forum - an innovative legal service that provides organizations from across Canada with ongoing privacy law compliance assistance.



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He is involved in numerous volunteer efforts including serving as Director to the Winnipeg Chamber of Commerce, Member on the Certified General Accountants of Manitoba's Board of Governors, Director and Past-President of the University of Manitoba's Alumni Association, Province President (Manitoba, Saskatchewan) for the International Ethics Association, Phi Delta Phi and advisory council member to the eureka project - Smartpark's Incubator (Smartpark Research and Technology Park at the University of Manitoba)

G20 Summit Toronto - A Case Study on Threat Planning and Response

The 2010 G8/G20 Summit was the largest and most expensive security event in Canadian history. Vito Mangialardi will present a case study that examines the mitigative measures that were undertaken to ensure the operational preparedness of a large enterprise organization who's head office, key network facilities and customers were directly affected by the security constraints imposed by the Toronto city officials and law enforcement agencies. Vito will also discuss the incident management process that was used to ensure a seamless operation from start to finish.

Speaker: Vito Mangialardi, MTS Allstream

Moderator: Joe Krupnik

Time and Place: Ambassador L, 10:30 am

Bio for Vito Mangialardi:



As Director, Corporate Emergency Management for MTS Allstream (a \$1 billion telecom service provider), **Vito Mangialardi** is responsible for the organization's business continuity management program which includes process and infrastructure recovery planning, as well as crisis management (response and recover protocols)

Vito is a certified Business Continuity Professional (CBCP) and Member of the Project Management Institute (PMI) with over 13 years direct experience. He also functions as a senior consultant in the area of Business Continuity and Emergency Management for valued MTS Allstream clients.

With a career spanning more than 25 years, prior to joining MTS Allstream Vito held a variety of public and private sector roles in the Environmental, Automotive, Transportation, and Electric Power Generation industries delivering Technology, Facilities and Operations support, which also included addressing operational business continuity initiatives.



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Standards for Business Continuity

Standards for business continuity have been evolving over the past few years and new standards are continuing to emerge. There are various standards, regulations and guidelines related to various aspects of business continuity management. This presentation will discuss the importance of standards to the business continuity profession and the value of compliance assessments and certification.

Speaker: Mary Genyk, MDG Crisis Management

Moderator: Jeff Franz-Lien

Time and Place: Ambassador M, 10:30 am

Bio for Mary Genyk:

Mary Genyk is the President of MDG Crisis Management Consulting Inc., an independent consultancy based in Manitoba, offering government and private sector clients with comprehensive crisis management solutions based upon industry best practices in emergency and business continuity management.

Mary has more than 15 years of extensive crisis management experience including emergency management and business continuity program development, implementation and evaluation. In addition, Mary has many more years of related business management experience.

Mary is a Certified Business Continuity Professional (CBCP) certified by the Disaster Recovery Institute. She has been a Director for DRI CANADA since 2006 and is currently serving as a President of DRI CANADA.

Mary continues to remain actively involved in the business continuity industry. She participates on the Technical Team that developed the CSA Z1600 Canadian Standard for Emergency Management and Business Continuity. She is a founding member and past executive of the DRIE Central Chapter and has held positions on a number of emergency planning committees including national industry associations, provincial and federal governments and other organizations.



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Conference Breakout Sessions – November 5th, 2010

Federal Emergency Response Plan

Cameron Buchanan will be speaking about the Federal Emergency Response Plan (FERP) that was ratified by the government of Canada on 9 December 2009. His talk will include details of how the Government of Canada responds to large scale emergencies; the role of Public Safety Canada as a coordinating department and specific mention of the regional federal implications within the geographic boundaries of Manitoba.

Speaker: Cameron Buchanan, Public Safety Canada

Moderator: Gary Brown

Time and Place: Ambassador 3, 1:00 pm

Bio for Cam Buchanan:



Cameron Buchanan joined the Public Service in 2003 after a 27 year career with the Canadian Army. He is the Regional Director with Public Safety Canada in the Emergency Management and National Security Branch at the Regional office in Winnipeg Manitoba.

He has certification to operate in an emergency operations centre as well as in a unified command scenario within the region. He has completed the FEMA sponsored Exercise Design course and assists in the production and delivery of emergency response exercises. In an emergency he acts as the Federal Liaison Officer representing the Government of Canada to the province and as a coordinating department representative under the Federal Emergency

Response Plan (FERP). He is responsible for the activation of the federal coordination centre and chairs various federal emergency committees that would be involved in a large scale emergency.

Cameron manages several programs regionally including the Joint Emergency Preparedness Program (JEPP); the Govt of Canada Disaster Financial Assistance Arrangements (DFAA); the Regional Operational Reserve (ROR) program; the Urban Search and Rescue (HUSAR) initiative; and the Chemical Biological Radiological, Nuclear, Explosive (CBRN-E) program.

He is an active member of several provincial committees and an active member of the interagency emergency preparedness committee (IEPC). He also works federally with the Federal Coordination Group (FCG) and is a member of the Manitoba Federal Council and the executive committee of Federal Council.

Lieutenant-Colonel Buchanan is a member of Canada's Army Reserves. He is the former Commanding Officer of the Queen's Own Cameron Highlanders of Canada. He is presently serving on staff in Land Forces Western Area Reserve Professional Development cell working on collective training activities for Reserve units. He participates actively in the community serving in a leadership capacity at his local church and the Winnipeg School Resource Officer program. Cameron has been married for 31 years to Valerie and has an 19 year old son, Arthur.



Conference Breakout Sessions – November 5th, 2010

City Planning: From Crisis to Resilience

How contemporary movements towards more sustainable urbanism can help build urban regions that will be more resilient in the face of disasters, climate change and other challenges -- as well as reduce our need on disaster-prone technological systems such as oil drilling and nuclear power. I would also like to touch on Rebecca Solnit's work on "disaster utopias" and the need for authorities to promote and facilitate mutual aid rather than assume anarchy.

Speaker: Michael Dudley, University of Winnipeg

Moderator: Joe Krupnik

Time and Place: Ambassador L, 1:00 pm



Bio for Michael Dudley: Michael Dudley has been with the Institute of Urban Studies since June of 2001. He has graduate degrees in both library science (University of Alberta, 1993) and city planning (University of Manitoba, 2001). He teaches urban sustainability in the environmental studies program at the University of Winnipeg and is an adjunct professor with the Faculty of Architecture at the University of Manitoba where he has taught environmental psychology and city history. Michael serves on the editorial board of Plan Canada Magazine, is the book review editor for the Canadian Journal of Urban Research and contributed entries to the Encyclopedia of Urban Studies (2010), the multi-volume Green Society Series (2010), and The Encyclopedia of the City (2005). He is a regular book reviewer for The Winnipeg Free Press and blogs on urban planning issues for Planetizen.com's Interchange feature. He is the editor of the forthcoming book Public Libraries and Resilient Cities from the American Library Association.

Manitoba Health's Mass Notification System

In any emergency response, fast and effective notification is key. Manitoba Health has implemented a web-based mass notification system which has the ability for immediate communication in an array of text and talk methods. In addition, it allows for the easy creation and distribution of situation reports, which contribute vastly to a successful hazard event response. The presentation will discuss mass communication systems and techniques while outlining, specifically, Manitoba Health's current system along with a demonstration of how it is used.

Speaker: Lisa Gilmore, Manitoba Health

Moderator: Heather Sorko

Time and Place: Ambassador M, 1:00 pm

Bio for Lisa Gilmore:

Lisa Gilmore has a degree in Applied Disaster and Emergency Studies from Brandon University and a degree in Political Studies from University of Manitoba in addition to a background in Business Administration. Currently employed as a Disaster Management Specialist at Manitoba Health's Office of Disaster Management (ODM), she has helped coordinate numerous responses to large-scale emergencies affecting the health sector, most recently the 2010 summer forest fires in Northern Manitoba. Some of her current projects with Manitoba Health include the Provincial Health Hazard Risk and Vulnerability Assessment, the health-sector mass notification system, ODM project management and intelligence and surveillance of health threats. Lisa's research interests include volcanic hazards, the relationship between politics and disaster and the dynamics of physical risks and hazards.



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Fees

Membership

Membership Renewal or New Member Registration for 2010/2011	\$50
<p>Membership includes free attendance to the 2010 conference and three luncheon speaker sessions (with lunch provided) over the next year as well as select email distributions of disaster recovery and business continuity information during the year.</p>	

Workshop, November 4th, 2010

2009/2010 DRIE Central Member	\$50
Winnipeg Chamber of Commerce Member	\$65
Student	\$15
Non-Member	\$75
<p>Workshop fees include continental breakfast, coffee breaks, buffet lunch and all session materials. Refunds will not be provided, however registrations are transferable.</p>	

Conference, November 5th, 2010

2009/2010 DRIE Central Member	No charge
Student	\$15
Non-Member	\$75
<p>Conference fees include full breakfast, coffee breaks, buffet lunch and all session materials. Refunds will not be provided, however registrations are transferable.</p>	

Fee examples:

If you are renewing your membership, attending the conference and workshop.	Membership Renewal	\$50
	Conference	\$0
	Workshop	\$50
	Total	\$100
If you are signing up to be a new member and attending the conference and workshop.	New Membership	\$50
	Conference	\$75
	Workshop	\$75
	Total	\$200
If you do not wish to be a member but sign up to attend the conference and workshop.	Conference	\$75
	Workshop	\$75
	Total	\$150
If you are a student attending the conference and workshop.	Conference	\$15
	Workshop	\$15
	Total	\$30



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Registration

Online Registration	<p>For online registration and payment options please click on the following links or copy and paste this link into the address line of your internet browser.</p> <p>To sign up for the Conference, go to:</p> <p>http://driecentral.org/current.html</p> <p>Note: DRIE Central membership link for 2010/2011 membership registration will be available November 6th, 2010</p>
Payment Options	Cheque or Visa & MasterCard (via the online registration only)
Registration Questions?	<p>Please contact:</p> <p>Joe Krupnik president@driecentral.org</p>
Note	You are not fully registered until your payment has been received!
Hotel Reservations and information	<p>Canad Inns Polo Park 1405 St Matthews West Telephone: (204) 775-8791 http://www.canadinns.com</p>