



# 15<sup>th</sup> Annual Conference, Workshop & Annual General Meeting

## ***Partnerships Building a Resilient Future Together!***

Fort Gibraltar (The Great Hall, 1st floor of the La Maison Du Bourgeois), 866 St.  
Joseph Street in St. Boniface.

Register for this event today:

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

### Valued Sponsors

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## ***Manitoba Public Insurance***

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## Pre-Conference Interactive Workshop – October 22, 2014

9:00am – 4:00pm	<b>‘Business Impact Assessment Interactive Workshop’</b>
<b>Description</b>	<p>There is no mystery to a BIA; it is a well-organized data gathering process that provides a fundamental understanding of the elements permitting the development of organizational recovery capability. The challenge arises when we do not understand how to collect and use the pertinent data.</p> <p>This one-day workshop will demonstrate the techniques and processes required to achieve success with the implementation of a Business Impact Analysis. The workshop is designed to be fast paced with many opportunities for participation and discussion.</p> <p>The methodology proposed will comply with the DRI International Professional Practices.</p> <p>The seminar leader will walk participants through all of the steps involved in preparing a BIA, including:</p> <ul style="list-style-type: none"> <li>• Preparing an inventory of services</li> <li>• Techniques to quantify and qualify the impacts of an interruption</li> <li>• Establishing recovery time objectives (RTO), minimum service levels (MSL) and recovery point objectives (RPO)</li> <li>• Determining critical business functions</li> <li>• Identifying recovery priorities</li> <li>• Inter and intra dependencies</li> <li>• Resources required for recovery</li> </ul> <p><b>Audience</b> This course is designed for individuals requiring a sound understanding and foundation in conducting a Business Impact Assessment (Analysis) as the critical component of the overall Business Continuity Planning effort.</p> <p><b>Prerequisite</b> Fundamental understanding of business continuity planning.</p>
<b>Presenter</b>	<p><b>Brian P. Miller, CBCP, CBCLA, ICS 300</b></p> <p>Brian Miller is a Partner at Vanguard EMC and certified business continuity professional as well as a certified lead auditor. In 2014, he is celebrating his thirteenth year with the company and has extensive experience and leadership in telecommunications, labour relations, emergency management, business continuity as well as incident command.</p> <p>He believes in sharing his accumulated knowledge by teaching business</p>



	<p>continuity and emergency management for the Disaster Recovery Institute Canada. Brian is a former instructor at the Canada School of Public Service, Algonquin College of Applied Arts and Sciences and Development Dimensions International. He has taught the disciplines of emergency management, incident command, business continuity and crisis communications to over 5000 individuals since 1996.</p> <p>As an integral aspect of the Vanguard EMC consulting practice, Brian has planned, conducted and directed dozens of BIAs for clients. Based on this experience he developed a 2 day BIA workshop to assist public and private sector organizations to gain an appreciation for the challenges everyone faces when developing a business impact analysis.</p> <p>Brian's has served as the President of the Disaster Recovery Institute Canada, the Canadian Centre for Emergency Preparedness and DRIE Ottawa for multiple terms. He has written many articles and appeared several times as a subject matter expert on CTV News.</p>
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### **Pre-Conference Workshop Agenda – October 22, 2014**

Time	
09:00 – 09:30	Registration, Coffee, Tea & Muffins
09:30 – 12:00	Morning Session
12:00 – 12:45	Lunch
12:45 – 4:00	Afternoon Session

**Fort Gibraltar (Great Hall, 1st Floor of La Maison Du Bourgeois), 866 St. Joseph Street in St. Boniface.**

**Workshop Fee is \$75**

We encourage you to attend and bring a friend.

Please register online: <http://driecentral.org/current.html>

## **DRIE Central Networking Reception**

**October 22, 2014**

**5:00 pm to 7:00 pm**

Fort Gibraltar **Maison Chaboillez** – *(a log cabin outside of the walls of the Fort)*, 866 St. Joseph Street in St. Boniface.

Please join us for a **Networking Reception** on October 22, from 5:00 to 7:00 pm. We promise an exciting evening of great conversations food and entertainment.

The reception will offer networking opportunities for one-on-one conversations with the DRIE Executive Team, sponsors, speakers, fellow members, and especially to meet new members and friends.

**Guest Speaker:** Dr. Etsuko Yasui, Chair of the Department of Applied Disaster and Emergency Studies (ADES), Brandon University

**“Preparing Leaders for the Changing Future of Business Continuity and Emergency Management”**

This cost of this event is \$10 for Members and \$15 for Non Members.

We encourage you to attend and bring a friend.

Please register online: <http://driecentral.org/current.html>

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## **Networking Breakfast**

**October 23, 2014**

**8:00 am to 10:00 am**

Fort Gibraltar (The Great Hall, 1st floor of the La Maison Du Bourgeois), 866 St. Joseph Street in St. Boniface.

**Sponsored by:**



**Please join us for the Networking Breakfast  
Includes Breakfast and two speakers**

**Breakfast is included with the full conference package Free for Members, Non Members \$75**

**Or**

**Attend the Networking Breakfast Event Only for \$30**

<b>Conference Agenda October 23, 2014</b>	
<b>Breakfast Sessions</b>	
8:00 to 8:30 am	Registration, Reception and Networking Breakfast
8:15 to 8:30 am	Welcome Remarks
8:30 to 9:15 am	Keynote Address: <b>“Collaboration and Intelligent Communities”</b> Dr. Sylvie Albert, Dean of University of Winnipeg Faculty of Business and Economics
9:15 to 10:00 am	Breakfast Address: – <b>“Future of Disaster Recovery”</b> Doug Scott –Cloud Architect for EPIC Data Centers Tier3 Cloud Data Center
10:00 to 10:15 am	<b>Break</b>
<b>Conference Sessions</b>	
10:15 to 11:15 am	Session 1: <b>“Exercise - 'Tri-Par', March 5th, 2014”</b> Brad Besyk, City of Winnipeg EOC Public Works Coordinator Tom McCormack, Director of Disaster Management Program, Winnipeg Regional Health Authority (WRHA).
11:15 am to 12:00 pm	Session 2: <b>“The Evolution of Emergency Management at the National Microbiology Laboratory”</b> Kristina Gordon, NML’s Emergency Preparedness & Response Officer Troy Walker, Hazmat Program Coordinator for Winnipeg Fire & Paramedic Service
12:00 to 12:30 pm	<b>Lunch</b>
12:30 to 1:00 pm	<b>Annual General Meeting</b>
1:00 to 1:45 pm	Session 3: <b>“Canadian Telecom Emergency Preparedness Association (CTEPA): A Critical Infrastructure Partnership to Ensure Network Integrity”</b> Vito Mangialardi, Director Business Continuity Management and Security Services, MTS Allstream Melody Myers, Regional Emergency Telecommunications Officer, Industry Canada
1:45 to 2:30 pm	Session 4: <b>“IT Lessons Learned from a Real Disaster”</b> Janet Chau, Service Delivery Manager, Business Continuity& Resiliency Services, IBM
2:30 to 2:45 am	<b>Break</b>
2:45 to 3:30 pm	Session 5: <b>“HSC Chemical Spill: Lessons Learned”</b> Patti Regan, Director of Corporate Services, Business and Corporate Services Division, Health Sciences Centre Winnipeg June Trottier, Safety & Health and WHMIS Coordinator, Occupational and Environmental Safety and Health, Health Sciences Centre Winnipeg
3:30 to 4:15 pm	Session 6: <b>“The Brandon Emergency Support Team: A Model for Building Resiliency”</b> Brian Kayes, Director of Risk and Emergency Management, City of Brandon
4:15 to 4:30 pm	Closing Remarks

## DRIE Conference – October 23, 2014

Fort Gibraltar (The Great Hall, 1st floor of the La Maison Du Bourgeois), 866 St. Joseph Street

### Breakfast Sessions

<b>Keynote Address</b>	<b>“Collaboration and Intelligent Communities”</b>
<b>8:30 to 9:15 am</b>	
<b>Description</b>	<p>Winnipeg was awarded 7<sup>th</sup> place in the 2014 "Top 7 Intelligent Communities" by the Intelligent Communities Forum, a New York-based think tank. Winnipeg received the award by demonstrating how they have begun to fuse technology, culture and collaboration for economic sustainability.</p> <p>What makes a community “intelligent” or “smart”? Dr. Albert will share her thoughts on what makes Winnipeg a “hot bed” of business collaboration as well as the benefits of capitalizing on the use of current technologies.</p>
<b>Presenter</b>	<p><b>Dr. Sylvie Albert</b>, Dean of University of Winnipeg Faculty of Business and Economics</p> <p>Dr. Albert has taught since 2004 at both the undergraduate and graduate level in the areas of Strategy/Policy, Organizational Behavior, and Management. Dr. Albert’s research focus has been on intelligent cities where she has played an international role as an author and lead jurist for the Intelligent Community Forum. Dr. Albert has also worked with several local and regional cultural communities including French and Indigenous peoples in the development of community projects and has worked in various other municipal and provincial government posts.</p> <p>Originally from New Brunswick, she has travelled extensively including living in Africa for a five year period. She now calls Winnipeg home.</p>
<b>Breakfast Address</b>	<b>“Future of Disaster Recovery”</b>
<b>9:15 to 10:00am</b>	
<b>Description</b>	<p>Doug Scott will speak about the evolution of DR capabilities and how newer technologies, such as virtualization beyond just the server such as Software Defined Networking, Storage, and Data Center and Cloud based replication, backup, and recovery have greatly improved both the functionality and affordability of DR.</p>
<b>Presenter</b>	<p><b>Doug Scott</b>, Cloud Architect for EPIC Data Centers Tier3 Cloud Data Center</p> <p>Doug is a Senior Solution Architect with over 17 years experience in the industry. He has expertise in Enterprise Servers, Storage, and Network infrastructure design for Enterprise Applications with VMware, Citrix, and Microsoft components.</p> <p>His experience includes working as the Director of Architecture, CanWest Global Communications, corporate consolidation of all IT operations to Winnipeg Data Centers and is a DR survivor of floods, power outages, and computer room roof collapse.</p>

## Conference Sessions

Fort Gibraltar (The Great Hall, 1st floor of the La Maison Du Bourgeois), 866 St. Joseph Street

<p><b>Session 1</b></p> <p>10:15 to 11:15 am</p>	<p><b>“Exercise - 'Tri-Par', March 5th, 2014”</b></p>
<p><b>Description</b></p>	<p>Winnipeg has experienced much success when dealing with natural hazards like blizzards and flooding. The goals and objectives of exercise "Tri-Par" were to test response systems and inter-operability in sudden and quick-to-escalate emergencies, such as a train derailment on the CN mainline in the downtown area. The speakers will share their experience partnering in exercise design and delivery, as well as highlights from the exercise.</p>
<p><b>Presenters</b></p>	<p><b>Brad Besyk</b>, C.E.T. (Certified Engineering Technologist) Engineering Division - Public Works Department City of Winnipeg</p> <p>Brad has been with the city of Winnipeg’s Public Works - Engineering Division since 2003. He is currently one of two Development Officers overseeing all new developments within the city. Every spring he takes part in some form of flood activity as a member of the engineering division’s flood team. Brad represents Public Works on the City of Winnipeg’s Emergency Preparedness Coordination Committee.</p> <p><b>Tom McCormack</b>, B.A. (Hons), M.P.A., Director of Disaster Management Program, Winnipeg Regional Health Authority (WRHA).</p> <p>Following Graduate Studies at Queens University School of Public Administration in 1976, Tom began his career in public service at the University of Winnipeg, Institute of Urban Studies. This was followed by serving in the Provincial Treasury Boards of both Saskatchewan and Manitoba.</p> <p>He joined the Manitoba Department of Health in 1982 where he served as Senior Policy Advisor to six Deputy Ministers. In this capacity, he sat on the Manitoba Health Research Council, the Interim Management Team of the Manitoba Health Information Network, served as Director of the Manitoba Health Services Development Fund, and advised Government during the Pediatric Cardiac Surgery Inquest which also involved the preparation of Cabinet documents regarding compensation to Parents of the Children involved in this tragedy.</p> <p>Tom joined the Executive Team of the Winnipeg Health Sciences Centre in 2001 as Director of Corporate Services assuming responsibility for Policy Management, Contingency Response</p>

	<p>Planning and Special Projects, such as the implementation of Canada's first Gamma Knife Program in the Neuro-Surgery Service.</p> <p>He joined the Winnipeg Regional Health Authority in July 2008 as Regional Director Disaster Management. In this role he continues to advance all elements of response planning and emergency management programming for the largest Health Region between Central Canada and Alberta.</p>
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<p><b>Session 2</b></p> <p>11:15 am to 12:00 pm</p>	<p><b>“The Evolution of Emergency Management at the National Microbiology Laboratory”</b></p>
<p><b>Description</b></p>	<p>Since its official opening in 1999 the NML has responded to a wide range of public health emergencies that have led to the creation and evolution of its emergency operation centre. The panel, led by Kristina Gordon, NML’s Emergency Preparedness &amp; Response Officer, will provide a historical overview of how the NML-EOC came to be the internationally recognized centre it is today, how programs like emergency response assistance plans (ERAP) tie in, and how the NML implemented a response team for internal emergencies and reinforced relations with Winnipeg’s Fire &amp; Hazmat and Winnipeg Police.</p>
<p><b>Presenters</b></p>	<p><b>Kristina Gordon</b>, NML’s Emergency Preparedness &amp; Response Officer</p> <p>When it comes to emergency response, Kristina Gordon has done everything from staff 911 lines during a pipeline explosion to ordering a limousine for Mexican officials at 3:00 am in the midst of a pandemic and even trying to outrun a hurricane based on an emergency broadcast in Spanish that she couldn’t understand. Even Hurricanes Katrina and Sandy was no match for Kristina’s disaster management skills and experience.</p> <p>Kristina has been a disaster response volunteer with the Canadian Red Cross for more than 20 years with deployments across North and Central America for tornadoes, floods and hurricanes. All the while, she was holding down a full time job initially with the Department of National Defence and later the Brandon Police Service before moving on to the role of Emergency Preparedness Response Officer at the Public Health Agency of Canada’s National Microbiology Laboratory (NML) in 2006.</p> <p>Her position has her working with staff and stakeholders to ensure that the NML is ready for any infectious disease outbreak or bio-terrorism event in Canada or elsewhere through the development of training, exercises, and preparedness and response initiatives. Kristina had the Incident Communication System (ICS) well-entrenched at NML in time to shepherd non-lab staff there through the H1N1 pandemic. Also using ICS, Kristina formalized the response system for incidents within the Canadian Science Centre for Human and Animal Health (home to NML). The Building Emergency Response Team continues to develop their capacities and exercise their capabilities.</p> <p>She has provided emergency management training to more than 400 staff at NML, as well as other PHAC staff across the country, First Nations communities, Mexican Public Health Officials and the Philippines National Lab and National Police Service.</p> <p>Kristina’s work has made a remarkable difference to every</p>

organization that she has worked with; she is a valuable asset to the National Microbiology Laboratory, the Public Health Agency of Canada and the emergency management community as a whole.

**Troy Walker**, Hazmat Program Coordinator for Winnipeg Fire & Paramedic Service

Troy graduated from the Manitoba Emergency Services College in 2000 and started with the Winnipeg fire department that same year. In the 15 years as a firefighter with Winnipeg he has been a member of the hazmat response team for 12. He has spent the last 8 years as a trainer for the program and now is the program coordinator for the entire department. NML as part of his portfolio as an on shift trainer.

Kristina and the staff at the NML along with Troy have proven time and again that the emergency services can be an integral part of emergency response to facilities such as the NML. Tours and joint training scenarios with both hazmat and non hazmat Winnipeg Fire Paramedic Service personnel within the facility with the NML staff have bridged the gap between unfounded fears and the realities of what happens in lab facilities.

<p><b>Session 3</b></p> <p>1:00 to 1:45 pm</p>	<p><b>“Canadian Telecom Emergency Preparedness Association (CTEPA): A Critical Infrastructure Partnership to Ensure Network Integrity”</b></p>
<p><b>Description</b></p>	<p>CTEPA is an industry association representing wire line, wireless and satellite facility-based telecommunications companies in Canada focused on emergency preparedness within the telecom sector.</p> <p>Industry Canada’s emergency support partnership role encompasses: coordination with the telecommunications industry; assist carriers in the restoration and expansion of telecommunications infrastructure and services; and assist carriers in the safeguarding and restoration of national telecommunications-related cyber and information technology resources.</p> <p>This session will provide participants with an overview of each of these organizations and how they work together in partnership during emergency and non-emergency events ensuring the integrity or restoration of telecom infrastructure.</p>
<p><b>Presenters</b></p>	<p><b>Vito Mangialardi</b>, Director Business Continuity Management and Security Services, MTS Allstream</p> <ul style="list-style-type: none"> <li>• Founder of Allstream's corporate Business Continuity and Emergency Management program (established 1997)</li> <li>• Director of MTS Business Continuity and Emergency Management program (since 2009)</li> <li>• Certified Business Continuity Professional (CBCP) with the Disaster Recovery Institute (DRI) - Canada</li> <li>• Executive member (Vice Chair) of the Canadian Telecom Emergency Preparedness Association. (CTEPA)</li> <li>• Career spanning more than 36 years in public and private sector roles delivering technology, facilities and operational programs to support business protection and growth.</li> </ul> <p><b>Melody Myers</b>, Regional Emergency Telecommunications Officer, Industry Canada</p> <p>Melody has over 24 years of experience with the department of Industry. During this time she has gained extensive experience with the telecommunications sector that has ranged from providing funding for pre-competitive research and development (for telecommunications) to working with the sector to assist in prevention, mitigation and restoration of critical infrastructure during emergency events. Melody’s area of responsibility encompasses Manitoba to British Columbia and the 3 Territories.</p>

<p><b>Session 4</b></p> <p>1:45 to 2:30 pm</p>	<p><b>“IT Lessons Learned from a Real Disaster”</b></p>
<p><b>Description</b></p>	<p>This session will focus on IT lessons learned from a real disaster event. Topics to be discussed include: communications, public relations, resourcing, technical recovery plans, tape recovery issues, customer issues, ownership issues, vendor issues, as well as exercising verses a real disaster event. The session will specifically use a fire/water damage disaster in western Canada in 2012 as the basis for the discussion.</p>
<p><b>Presenter</b></p>	<p><b>Janet Chau</b>, Service Delivery Manager, Business Continuity &amp; Resiliency Services, IBM</p> <p>Janet Chau is the Delivery Leader of IBM’s Business Continuity and Resiliency Services (BCRS) organization for Canada. Janet manages a national team of 55+ disaster recovery/business continuity professionals located in 5 different regions across Canada. She is responsible for delivery of DR services to and ultimately the recoverability of approximately 200+ of IBM’s BCRS customers. Janet is also an IBM certified Consultant and contributes to the success of BCRS at the strategic planning and executive management level.</p> <p>Janet has extensive management experience having been responsible for many disciplines within the Operations and Technology Services umbrellas in her 20+ years in the I/T industry. She’s been affiliated with disaster recovery since 1995 in a variety of capacities and received her Certified Business Continuity Professional designation from the Disaster Recovery Institute in 1997.</p>

<p><b>Session 5</b></p> <p>2:45 to 3:30 pm</p>	<p><b>“HSC Chemical Spill: Lessons Learned”</b></p>
<p><b>Description</b></p>	<p>On March 27, 2014, a significant formalin spill occurred at the Health Sciences Centre Winnipeg. Thanks to a quick response by OESH and a robust contingency plan, the spill was contained and cleaned up within hours, with little disruption to services. At this session you will hear about lessons learned and changes to reduce the risk of future spills and improve response.</p>
<p><b>Presenters</b></p>	<p><b>Patti Regan</b>, Director of Corporate Services, Business and Corporate Services Division, Health Sciences Centre Winnipeg</p> <p>Patti has over 25 years of experience in emergency preparedness planning; including roles on the City of Winnipeg's Emergency Public Information Team and Emergency Preparedness Coordinating Committee During the 1997 Red River flood, Patti was responsible for managing the City's 24-hour Flood Hotline. In her new role as Director of Corporate Services at the Health Sciences Centre Winnipeg, one of her key responsibilities is contingency management.</p> <p><b>June Trottier</b>, Safety &amp; Health and WHMIS Coordinator, Occupational and Environmental Safety and Health, Health Sciences Centre Winnipeg</p> <p>June Trottier is a Safety and Health Coordinator for with the Winnipeg Regional Health Authority, Occupational Environmental Safety and Health department. June has been with the occupational health and safety department of the Winnipeg Health Sciences Centre since 1991. She is part of a team of safety professionals responsible for development and implementation of the WRHA Health &amp; Safety program. She serves as a member of the Health Sciences Centre Contingency Management Committee. June obtained qualifications in Health and Safety from British Columbia Institute of Technology and Mount Royal College in Calgary.</p>

<p><b>Session 6</b></p> <p>3:30 to 4:15 pm</p>	<p><b>“The Brandon Emergency Support Team: A Model for Building Resiliency”</b></p>
<p><b>Description</b></p>	<p>The Brandon Emergency Support Team is a community partnership that seeks to develop resiliency within all segments of the community. Mr. Kayes will discuss the formation and maintenance of B.E.S.T. and provide several examples where the community has been strengthened by the partnership’s activities and was then put to the test by two major flood threats.</p>
<p><b>Presenter</b></p>	<p><b>Brian Kayes</b>, Director of Risk and Emergency Management, City of Brandon</p> <p>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 holds the position of Director of Risk and Emergency Management.</p> <p>Brian has a certificate in Occupational Health &amp; 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. Brian believes everyone has a role to play in managing emergencies and sees public awareness as a key element in any emergency preparedness program.</p>

## Fees

### Workshop, October 22, 2014

Workshop Fee	\$75
<i>Workshop fee includes coffee and muffins lunch and all session materials</i>	

### Networking Reception October 22, 2014

Registration Members	\$10
Registration Non-Members	\$15

### Conference, October 23, 2014

Full Conference 2014 DRIE Central Member	No charge
Full Conference Non-Member	\$75
Breakfast Session Only 2014 DRIE Central Member	No charge
Breakfast Session Only Non-Member	\$30
<b><i>Full Conference Fee includes full breakfast, coffee breaks, buffet lunch and all session materials</i></b>	

\*Refunds will not be provided, however registrations are transferable.

## Registration

<b>Online Registration</b>	<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 Workshop, Networking Reception or Conference, go to:  <a href="http://driecentral.org/current.html">http://driecentral.org/current.html</a></p> <p><b>Note:</b> DRIE Central membership link for 2015 membership registration will be available after the 2014 DRIE Conference</p>
<b>Payment Options</b>	Cheque or Visa & MasterCard (via the online registration only)
<b>For Registration Questions or Student Rates</b>	Please contact: <a href="mailto:info@driecentral.org">info@driecentral.org</a>
<b>Note</b>	You are not fully registered until your payment has been received!