



DMC 2018

DISASTER MANAGEMENT CONFERENCE

October 10 to 12, 2018

Canad Inns - Polo Park

GOLD SPONSORS

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Engage By Cell	Jacobs Bag Corp
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Canad Inns Destination Centre Polo Park	Manitoba Emergency Measures Organization
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Association of Manitoba Municipalities	Napier Emergency Consulting
Business Continuity Institute	St. John Ambulance
Canadian Red Cross	Xpera Risk Mitigation & Investigation
Justice Institute of British Columbia	

Final: July 3, 2018





Disaster Management Conference 2018

October 10 to 12, 2018

Canad Inns - Polo Park

1405 St. Matthews Avenue, Winnipeg, Manitoba

Statement of Purpose

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

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

The Disaster Management Conference offers

- Access to 6 plenary speakers, 8 concurrent breakout sessions, and 4 concurrent workshops.
- Three lunches: October 10; October 11; October 12 .
- Four refreshment breaks: October 11 (afternoon); October 12 (morning and afternoon); October 12 (morning).
- One ticket to Bud, Spud & Steak dinner on October 10. (A limited number of extra tickets may be purchased at the Registration Desk for \$15 each).
- One ticket to gala evening dinner and entertainment on October 11. (A limited number of extra tickets may be purchased at the Registration Desk for \$50 each).
- Door prizes

Who Should Attend

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

Conference Executive Committee

Jim Campbell
Randy Hull
Eric Hyrcyk

Sam Murdock
Shelley Napier
Sara Wiebe

Updates

For additional information or updates, please check:

<http://www.manitobadisastermanagementconference.org/>

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

\$350 - early bird special (paid registrations must be received by **August 24, 2018**); or,

\$400 - regular rate

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

Registration Policy

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

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

Please ensure you select your session preferences.

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

Registration Deadline

All paid registrations must be received by **September 21, 2018**

Payment Method

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

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

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

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

www.manitobadisastermanagementconference.org

Registrar Contact Information

Contact Registrar, Sara Wiebe, by email at Registration@ManitobaDisasterManagementConference.org

Cancellation / Substitution Process

Cancellations must be requested **in writing to** Registration@ManitobaDisasterManagementConference.org

prior to **September 21, 2018**, and will each be subject to a \$50 administration fee. **No refunds will be given after this deadline (no exceptions).**

Substitutions may be made at any time without penalty. Please notify the Registrar of the substitution as soon as possible.

Registration Desk

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

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

Room and Hotel Details

A block of standard guestrooms (single to quad occupancy) have been set aside at a special rate of \$125 (plus applicable taxes) for the Disaster Management Conference 2018. To obtain this special rate, you must provide Canad Inns - Polo Park with the **group rate #342589** at the time of booking.

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

Please note the room block will be held until Sept. 9, 2018; Canad Inns will still accept reservations after Sept. 9, 2018 at the special rate of \$125 (plus taxes), but it will be subject to guest room availability at the time of booking.

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

Parking

Free and ample parking at the Hotel.

Program Information

Wednesday, October 10, 2018 - Day One

8:30 am - 10:30 am **Registration**

10:30 am - 10:45 am **Opening Remarks & Announcements**

10:45 am - 12:00 pm **Humboldt Broncos Bus Crash - The Community Response and Recovery**

Joe Day, City Manager, City of Humboldt; **Mike Kwasnica**, Fire Chief, City of Humboldt

On the evening of April 6, 2018, an unthinkable tragedy occurred when the bus driver and 28 passengers from the Humboldt Broncos Hockey team collided with a transport truck, taking the lives of 16 of those people. Although the accident itself was approximately 170 km northeast of the City of Humboldt, the community of Humboldt immediately became the centre of worldwide attention and the focus of that traumatic event. The City Manager, the Fire Chief and other senior managers with the City of Humboldt responded immediately on the evening of April 6th to establish an Emergency Operations Centre to respond to the need for trauma counselling and the overwhelming media attention. The City Manager and Fire Chief will provide their personal accounts and observations from that evening, the few days immediately following the accident, and the ongoing effects on the community during the weeks and months that followed.

12:00 pm - 1:30 pm **Lunch and Exhibitor Visits**

1:30 pm - 2:30 pm **Breakouts Session B**

B1 Foundations that Affect Decisions: The Importance of Good Mental Health in Disaster Response

Josh Klassen, St. John Ambulance

Common among those on the front lines of disaster and emergency response is the belief that simple will to succeed is all the mental preparation that is needed in the field. This is of course the “Achilles heel” for Type A personalities, as we all know that simply ignoring facts does not make us impervious to them, and the facts are that First Responders are more likely to develop mental health concerns due to our amount of exposure to stressful situations.

The brain is the most complex organ in your body, and the one that we rely on most in times of crisis. To prepare for disaster, we learn systems, purchase equipment, check it over, and make sure it is ready to go, but shockingly we pay little attention to the tool that conducts the usage of these tools and systems.

B2 Contemporary Emergency Management Programs: Evolution or Old Wine in New Bottles

Victoria Krahn, Manitoba Emergency Measures Organization

The objectives of this breakout session are to:

- Discuss the modernization of emergency management programs in Manitoba. Within this context, discuss the value and relevance of the Local Authorities Planning and Preparedness Regulation.
- Discuss the emergence of BCP, non-traditional emergency management issues including impacts of a changing climate, and considerations for critical infrastructure into standard emergency preparedness.
- Highlight the need to view emergency management programs in a holistic Mitigation-Preparedness-Response-Recovery paradigm and not simply as rote “emergency preparedness”.

1:30 pm - 2:30 pm **Breakouts Session B continued**

B3 How People Came to Learn About Emergency Management - An Emergency Management Mythology

Brian Kayes, City of Brandon; **Randy Hull**, Consultant

In order for people to come to a satisfactory understanding and belief of something, they require at least seven encounters with information. This may be through the media, through advertising, through peer reviewed journals, and through conversation with family and friends. The number seven is not as important as the variety of encounters. In this very unique session, you will once again be exposed to the subject of emergency management. Brian and Randy can confidently say that you have never been exposed like this before.

B4 The Evolution of Emergency Management at Canada's National Microbiology Laboratory

Kristina Gordon, Public Health Agency of Canada; **Dr. Theodore Kuschak**, Public Health Agency of Canada

This session will discuss how the National Microbiology Laboratory (NML) has successfully incorporated the principles of Emergency Management into their business lines. Whether NML is responding to a public health outbreak on the other side of the world, providing biological support at mass-gathering or high profile events, domestic public health emergencies, or business disruptions within the facility, the NML's Emergency Management Program has morphed scientists into responders.

Participants will find this session valuable as it highlights the fact that not all emergencies are about flooding, tornadoes or fires, and it will discuss how laboratories are incorporating emergency management structures and training to better manage their responses. This approach can be utilized in any field of study, organization or industry.

2:30 pm - 3:00 pm **Exhibitor Break**

3:00 pm - 4:30 pm **Building Cultural Competence in Emergency Management**

Suzanne L. Frew, The Frew Group

We do not see things the way they are, we see things the way we are. Shifting populations, changing social perspectives and technologies have profoundly impacted the demographic character and resilience capacity of our communities. These changes are creating tough challenges of meeting the needs of unique sub-communities within every community. It is often difficult to understand cultural contexts, how culture impacts risk decision-making, and how communication designs can promote understanding that leads to action and implementation. These challenges negatively impact stakeholder participation and partnership development during pre-disaster planning, puts lives at higher risk during a crisis, and reduces effective response. Not integrating culture into the decision-making process can potentially trigger communities to grow less risk tolerant and less capable of bouncing back during recovery.

Those responsible for safeguarding our communities and building long-term resilience can take important steps to create disaster risk reduction and emergency management programs, policies, protocols, and outreach that effectively serve the whole community. Developing cultural competence greatly improves our ability to become *servant leaders* – focusing on and meeting the needs of others. Innovative tools and approaches, such as using cultural profiling models and cross-cultural communication strategies can help us more effectively plan, train and exercise, and gather community input. And most importantly, cultural competence drives inclusive and sustainable community resilience.

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

Delegates are encouraged to socialize and share experiences from their communities or workplace.

Thursday, October 11, 2018 - Day Two

8:30 am - 8:45 am **Announcements and Conference Updates**

8:45 am - 12:00 pm **Workshops Session W (with Break from 10:00 am - 10:20 am)**

W1 Winter Weather Safety and Awareness Training

Natalie Hasell, Environment and Climate Change Canada Warning Preparedness Meteorologist;
Amanda Pryszney, Environment and Climate Change Canada Decision Support Specialist

You live in Manitoba? Winter will come again! Want to learn to protect yourself from severe weather? Join Natalie for Winter Weather Safety Awareness Training and learn about the types of weather systems that affect Manitoba, and what weather phenomena they bring to the Province. Come and find out what to expect from exposure to excessive natural cold, how to avoid it, and how to deal with cold injuries that may result. In this workshop, you will also learn about Environmental and Climate Change Canada's public warning program, and what the winter weather watches and warnings actually mean.

W2 Introduction to Emergency Operations Centre - JIBC Course EMRG-1300

Kristina Gordon, Public Health Agency of Canada

Learn about the planning and organizing of an Emergency Operations Centre (EOC) using a standard emergency response structure. This course includes the fundamental concepts for selection, design, configuration, and staffing of an EOC facility.

You will be provided all the course content and information to then be able to complete the online exam at a later date. The session is planned to be interactive with free give-aways from the Justice Institute of British Columbia (JIBC).

W3 The Public Information Officer: "Hitting the Ground Running"

Trent Gervais, The Loomex Group

Disseminating information during a crisis, using all available means, is critical to a well managed emergency. Participants will explore tools and techniques to ensure they are providing information to the public, NGOs, all levels of government and internal stakeholders.

As part of the session, participants will have the opportunity to learn how to prepare control group members for news conferences and interviews, and participate in practical mock interviews and news conferences.

The session will include the good, the bad, and the ugly of social media as it relates to tracking and finding people during a crisis, and how to use social media to your advantage.

8:45 am - 12:00 pm **Workshops Session W continued**

W4 The Why, What, and How of Psychosocial Support in Disasters: An Interactive Workshop

Toni Morris-Oswald, Health, Seniors and Active Living; **Darlene Oshanski**, Health, Seniors and Active Living

Psychosocial support and psychosocial planning have become popular terms, yet the application of these concepts to emergency management is often seen as vague and unclear. This workshop will eliminate some of the confusion about what these terms mean. Participation in the workshop will help prepare responders, government, NGOs, and indigenous planners and leaders to better anticipate and plan for the disruption, stress, loss, and even trauma that can accompany and follow a disaster. Through interactive activities and scenarios, participants will collectively identify common types of psychosocial impacts and coping strategies. Lessons learned from previous disasters, personal experiences, and best practices in mitigating psychosocial impacts will be discussed. Participants will also be provided with information about local resources and accessing services that are intended to empower people to help themselves and minimize the long-term psychosocial effects of a disaster.

12:00 pm - 1:15 pm **Lunch and Exhibitor Visits**

1:15 pm - 2:30 pm **Facing the Future with the Tools of the Past: Opportunities to Renew Emergency Management Legislation**

Jack Lindsay, Brandon University

The safety blanket of Canada's emergency management legislation, federally and provincially, is woven from yarn first spun in 1939. Manitoba's legislation shows how the social, physical and political holes that formed over the decades have been mended with a series of patches. Has our emergency management legislation become so threadbare that it is time to stop darning and replace it with cloth from a new bolt? Jack will examine the current Manitoba legislation, in comparison to its earlier versions and to other examples from across Canada, to unravel its contents and to recommend a pattern for its future. Legislation is meant to address current issues and reflect relevant social, political and professional values. A lot has changed since 1939 and Manitoba deserves a modern legislative blanket solution.

2:30 pm - 3:00 pm **Exhibitor Break**

3:00 pm - 4:00 pm **Breakouts Session C**

C1 Fire Prevention in Remote Communities, including First Nations

Shane Ferguson, 1389 Retired Winnipeg Fire Department

House fires today leave our remote communities unprepared and unprotected due to the absence of fire safety education and training.

This does not factor in the lack of trained fire personnel and fire suppression equipment, an occurrence that is far too common in our remote and northern communities.

Bringing lifesaving fire awareness and prevention to the community, such as the importance of working smoke alarms within their homes and the proper placement of these devices. This includes education regarding the proper use and location of Carbon Monoxide alarms combined with practical exercises in developing, drawing and practicing home escape plans.

Using an interactive fire safety program for students that is age appropriate from Pre-K to Grade 8 in schools; and community discussions on the importance of fire and life safety within the home regarding cooking with fire extinguisher simulator training.

3:00 pm - 4:00 pm **Breakouts Session C continued**

C2 The Making of a Municipal Emergency Coordinator - Manitoba Association of Municipal Emergency Coordinators

Shelley Napier, Napier Emergency Consulting

The role of the Municipal Emergency Coordinator is ever changing with more responsibility today due to legislation and regulations. What should a community look for in a Municipal Emergency Coordinator? What does this job entail and how do we ensure they have the training, education and knowledge to handle the job? The new Municipal Emergency Coordinator's Association will be a tool for community Municipal Emergency Coordinators to gain knowledge, information, training and mentoring. This session will discuss the responsibilities placed upon Municipal Emergency Coordinators, what tools they need to do the job better, and how the new Association will play a part in this profession.

C3 Storm Ready, part of Emergency Preparedness Program

Denis Vassart, City of Steinbach & Rural Municipality of Hanover

This session will cover the requirements for Storm Ready certification, when and how we started in Steinbach, as well as how the program has developed over the past 10 years. Denis will also discuss how it ties in with the City's Emergency Program.

C4 Individual Crisis Intervention and Peer Support

Mark Hidlebaugh, Rural Municipality of Rockwood / Carte International

Individual crisis intervention and peer support is NOT psychotherapy; rather, it is a specialized acute emergency mental health intervention which requires specialized training. As physical first aid is to surgery, crisis intervention is to psychotherapy. Thus, crisis intervention is sometimes called "emotional first aid".

6:00 pm **Cocktails** (cash bar)

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

8:15 pm **Special Entertainment - Comedian Pete Zedlacher**

Friday, October 12, 2018 - Day Three

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

9:00 am - 10:15 am The Role of the Public Information Officer: How to Prepare and What to Expect

Trent Gervais, The Loomex Group

Regardless of size or magnitude of an emergency or disaster, the need for improved communications continues to be the number one lesson learned. Communicating with the public today is very complex and time consuming; social media, self-proclaimed journalists, and a younger generation that expects answers, and in a timely manner.

Trent will explore the importance of having an aggressive public information plan and well-trained Public Information Officers (PIOs). Participants will hear: how they can create public trust from the first few minutes of the disaster till the end, how to prepare others for the interview, and how to prepare and conduct a news conference. Traditionally, municipalities appoint staff who have little or no experience, as the PIO. The presentation will discuss how to provide experienced resources, when needed, to ensure public communication is timely and well received. And it will also explore social media tools that can assist responders in monitoring, tracking, and finding members of the public during a disaster.

10:15 am - 10:45 am Exhibitor Break

10:45 am - 12:00 pm READYCALGARY - Building Community Resilience

Charles Bowerman, CEM, ABCP, MA, Calgary Emergency Management Agency

In 2013, Calgary witnessed the costliest disaster in Canadian history at that time with the Southern Alberta floods. Post-event, an independent review recommended the Calgary Emergency Management Agency (CEMA) develop an all-hazards emergency management program to promote resilience. After a year of research and development, CEMA launched its new program, **READYCALGARY**.

Starting with a discussion of resilience, the creator of this initiative will discuss how this concept formed the basis for a comprehensive program targeted to the needs and desires of its target audience. Questions addressed include: Do you need a unique program? How to start? Who to involve and when? What are some challenges in collaboration, creation and delivery? How can we measure success? Navigating these challenges requires a significant whole community collaborative effort involving key stakeholders from grassroots to federal level, community focus groups, subject matter experts, industry research and best practice. This session aims to share CEMA's experience to help others develop community resilience programs that build back better.

12:00 pm - 1:00 pm Lunch

1:00 pm - 2:15 pm Emergency Management and First Nation Communities

Grand Chief Jerry Daniels, Southern Chiefs' Organization; **Chief Crate**, Fisher River Cree Nation ;
3rd Chief TBA

This session will discuss how to organize, manage and coordinate emergencies, what resources to rely on, and how to ensure First Nation communities are resilient.

2:15 pm - 2:45 pm Conference Wrap-up and Evaluation

Registration Form

Personal Information

First Name: _____ Last Name: _____

Organization: _____

Address: _____

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

Phone Number: _____ Fax Number: _____

Email Address: _____

Session Preferences (select **one** per session category)

Breakouts Session B Wed. Oct. 10 1:30 pm - 2:30 pm	Workshops Session W Thur. Oct. 11 8:45 am - 12:00 pm	Breakouts Session C Thur. Oct 11 3:00 pm - 4:00 pm
<input type="checkbox"/> B1 Foundations that Affect Decisions: The Importance of Good Mental Health in Disaster Response <input type="checkbox"/> B2 Contemporary Emergency Management Programs: Evolution or Old Wine in New Bottles <input type="checkbox"/> B3 How People Came to Learn About Emergency Management – An Emergency Management Mythology <input type="checkbox"/> B4 The Evolution of Emergency Management at Canada's National Microbiology Laboratory	<input type="checkbox"/> W1 Winter Weather Safety and Awareness Training <input type="checkbox"/> W2 Introduction to Emergency Operations Centre - JIBC Course EMRG-1300 <input type="checkbox"/> W3 The Public Information Officer: "Hitting the Ground Running" <input type="checkbox"/> W4 The Why, What, and How of Psychosocial Support in Disasters: An Interactive Workshop	<input type="checkbox"/> C1 Fire Prevention in Remote Communities, including First Nations <input type="checkbox"/> C2 The Making of a Municipal Emergency Coordinator - Manitoba Association of Municipal Emergency Coordinators <input type="checkbox"/> C3 Storm Ready, part of Emergency Preparedness Program <input type="checkbox"/> C4 Individual Crisis Intervention and Peer Support

Office Use

Date Received: _____ Payment Enclosed: \$ _____

Send completed registration form with payment to:

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

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\$350 — early bird special (paid by **August 24, 2018**)

\$400 — regular rate

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

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

Registration deadline is September 21, 2018.