



RESILIENCE ROUNDTABLE - OTTAWA

Resilience 2019: Enhancing Resilience Through Knowledge

January 30th, 2019
Ottawa

Agenda

LOCATION

The Conference Board of Canada
255 Smyth Road, Ottawa, ON

Meeting Objectives:

- **Explore** how a range of organizations are enabling resilience in different contexts.
- **Identify** lessons that can improve your resilience in future emergencies.
- **Learn** from case studies that draw from regional perspectives.
- **Gain** an understanding of how you can build resilience through the Regional Resilience Assessment Program (RRAP).
- **Discuss** how resilience can be enhanced through insurance.
- **Learn** about best practices and strategies to get the most from your investment in exercises while directly contributing to building resilience in your organization.
- **Network** and learn with peers – share new approaches, insights and challenges and exchange ideas with leading experts.

The term “resilience” has a number of definitions. At its core is the ability of an entity to limit the impact of an emergency and return to normal quickly. In the context of a rapidly evolving emergency environment, where major disasters are becoming larger, more frequent and ever more complex, it is vital that organizations and communities improve their resilience or risk being overwhelmed by a disaster.

In an intimate setting, the Conference Board’s Resilience roundtables brings together cutting-edge insights from a range of perspectives to enable organizations and communities to enhance their resilience to a range of potential emergencies. From insurance and improved risk assessment to leadership, there are a range of approaches that can be taken to enhance resilience.

Wednesday, January 30th, 2019

The Conference Board of Canada

255 Smyth Road, Ottawa, ON
Prem Benimadhu Boardroom

8:00 a.m. Registration and Refreshments

8:30 a.m. Welcome and Opening Remarks

Deborah Fleck, Senior Network Manager, National Security and Public Safety, The Conference Board of Canada

Trefor Munn-Venn, Co-Leader, Rhapsody Strategies

9:00 a.m. Presentation and Discussion: *Enhancing Resilience Through Insurance*

David McGown, Senior Vice-President, Strategic Initiatives
Insurance Bureau of Canada

Insurance is widely recognized as being fundamental to the ability of communities and even countries to recover more quickly from disasters. Where government aid flows slowly, insurance operates more quickly. Where government aid only helps address basic needs, insurance can more fully indemnify home and business owners, allowing them to fully recover. Insurance can also help governments, by putting money in their hands quickly allowing them to address critical needs post disaster. Government aid programs contain no incentive to mitigate risk, but because insurance pricing is tied to risk, it rewards mitigation and helps create a culture of resilience.

10:00 a.m. Break

10:15 a.m. Presentation and Discussion: *Building Resilience Through the Regional Resilience Assessment Program (RRAP)*

Maciek Hawrylak, Manager, Regional Resilience Assessment Program
Public Safety Canada

The Regional Resilience Assessment Program (RRAP) is a comprehensive risk assessment program for owners and operators of Canadian Critical Infrastructure (CI). This program features site assessments to help organizations measure and improve their resilience to all hazards in Canada, such as cyber threats, accidental or intentional man-made events, and natural catastrophes.

11:15 a.m. Presentation and Discussion: *Practice Makes Perfect: Resilience Through Exercises*

Richard Moreau, Director of Emergency Management Solutions
Calian Group Ltd.

It is well recognized that one of the most cost-effective way to prepare and confirm readiness of an organization and its plans to deal with events is to exercise. Unfortunately, it is also true that exercise is often neglected in most emergency management programs. How many organizations have a fully funded, multi-year exercise program? Who has an exercise program linked to performance metrics and can track the return on investment for every dollar spent on training and exercise? Who works for an organization where senior management is afraid of pushing the envelope by fear of looking bad during an exercise? What about the feeling of being stuck in the infamous lessons learned trap? Would you be shocked to discover that most organizations have adopted the flash in the pan approach to exercises and have no dedicated resources to support the planning and conduct of exercises? In this presentation, Richard will share his personal experiences, best practices, point out some challenges and trends while sharing some strategies to get the most from your investment in exercises while directly contributing to building resilience in your organization.

12:15 p.m. Networking Lunch

1:00 p.m. Presentation and Discussion: *Enhancing Resilience Through Communications: Be Prepared when the Emergency Hits*

Chris Szjana, AtHoc Specialist, BlackBerry
Maxim Zakurdaev, Enterprise Architect, House of Commons

Are we impacted? Are our people okay? How quickly can we recover? Leaders of all organizations seek the answers to these questions to build and execute an effective response. When high profile incidents strike, they are also often rarely confined to an organization's own four walls. This presentation will share methods for quickly assessing an incident's impact, share critical information with employees, and recall the right team members to respond faster. We'll discuss methods for quickly communicating and collaborating with other organizations, shielding companies and communities when events occur. We will also hear from the House of Commons, who will share communication best practices for emergency preparedness.

2:00 p.m. Presentation and Discussion: *Regional Perspective*

Anthony Di Monte, General Manager, Emergency and Protective Services
City of Ottawa

On September 21, 2018, the Ottawa region was struck by multiple tornadoes and high windstorms causing widespread damage and massive power outages. The moment the first tornado hit ground, the City of Ottawa's Emergency Operations Centre activated into enhanced operations, mobilizing all City services. A number of factors contributed to the complexity of the response, including the fluidity of the storm and the large area it covered, telecommunications, politics and media. With his presentation, Mr. Di Monte will enlighten the audience on what it takes to coordinate an emergency response and relief effort across one of the largest geographical municipalities in Canada, and the challenges one may face along the way.

3:00 p.m. Break

3:15 p.m. Presentation and Discussion: *Resilience from the Top: Leadership in Emergency Management*

Trefor Munn-Venn, Co-Leader
Rhapsody Strategies

In the after-action review of almost every major emergency management event, two themes almost always emerge: Leadership and Communications. In this talk, Trefor will walk you through a framework for leadership along with the corresponding best practices and emerging “next practices” that will define the future of leadership in emergency management.

4:15 p.m. Wrap-Up

4:30 p.m. Adjournment

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