



## RESILIENCE ROUNDTABLE - VANCOUVER

# Resilience 2019: Enhancing Resilience Through Knowledge

February 28<sup>th</sup>, 2019

Vancouver

## Agenda

### LOCATION

BC Hydro

333 Dunsmuir Street, Vancouver BC

Dunsmuir 2 Auditorium (2<sup>nd</sup> floor)

### 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.

## **Thursday, February 28<sup>th</sup>, 2019**

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### **BC Hydro**

333 Dunsmuir St., Vancouver, BC  
Dunsmuir 2 Auditorium (2<sup>nd</sup> floor)

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

Carl Massé, Senior Policy Advisor, 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.

**11:00 a.m. Break**

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

Shawn Corrigan, Business Development Executive, Emergency Management  
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, Shawn 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: *City of Vancouver***

Carly Benson, Manager, Community Resilience  
City of Vancouver

**2:00 p.m. Presentation and Discussion: *B.C. Wildfires***

Tara Laycock, Manager, Emergency Management  
BC Hydro

BC Hydro plans, builds and operates 30 generating stations, 300+ substations, and a network of 79,000km of transmission and distribution lines to safely bring reliable, affordable clean electricity to over 4 million customers, or 95% of BC's population. Wildfires threaten the reliability of power generation and delivery, and safety of BC Hydro's employees. Two years of historic wildfire seasons, followed by the worst winter storm BC Hydro has ever experienced have tested their capabilities. Tara Laycock, Emergency Manager, will present on BC Hydro's wildfire resiliency, discussing BC Hydro's approach to prepare for, respond to, and recover (and learn) from wildfires.

**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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