

# TUESDAY, 18<sup>th</sup> NOVEMBER 2014

**0800 - 0845 Grand Ballroom C&D Foyer**

Registration & Continental Breakfast

**0845 - 0900 Grand Ballroom A&B**

Conference Opening and Welcome

**Wayne Greene**

*President*

Pacific Northwest Preparedness Society

**Glen Magel**

*President*

Emergency Preparedness for Industry and Commerce Council

**0900 - 1000 Grand Ballroom C&D Foyer**

## Plenary 1

### Catastrophic Earthquake Preparedness

**Russ Jones**

*Deputy Auditor General of British Columbia*

Victoria, BC

The Deputy Auditor General, Russ Jones will speak about the recent audit on *Catastrophic Earthquake Preparedness*

The audit found that Emergency Management BC (EMBC), the organization tasked with preparing government's response to such an event, is not adequately prepared for a catastrophic earthquake. The audit also found that neither the Province nor EMBC has made preparing for one, a priority.

The Office reached similar conclusions in its 1997 report on emergency management. Over the last 17 years, EMBC has not made significant progress. The report outlines numerous areas for improvement in EMBC's preparedness from risk analysis, plans and procedures and integration of stakeholders, to training and public education.

The report also highlights the need for EMBC to report publically on its level of preparedness so British Columbians can understand the extent of their vulnerability and make informed decisions as to their own level of readiness.

**1000 - 1100 Grand Ballroom C&D Foyer**

Networking & Refreshment Break

### Get to Know the Exhibitors

**1100 - 1200 SESSIONS A**

## A1

### Introduction to the First Nations Health Authority

**Chuck Wilmick**

*Director Business Services*

First Nations Health Authority

Vancouver, British Columbia

**Peter Mazey, CPHI(C), M.Sc.**

*Environmental Health Manager*

First Nations Health Authority

Nanaimo, British Columbia

Statistically significant health disparities exist for First Nations People and the First Nations Health Authority (FNHA) aims to reform the way health care is delivered to BC First Nations to close these gaps and improve health and wellbeing.

BC First Nations, The Province of BC, and the Government of Canada all determined that First Nations Health disparities are no longer acceptable so a new relationship between these tripartite partners was forged, and a series of precedent-setting agreement led to the creation of the First Nations Health Authority (FNHA), the first and only provincial FNHA in Canada.

The new health authority has taken over the administration of federal health programs and services previously delivered by Health Canada and will work with the province and First Nations to address service gaps through new partnerships, closer collaboration, and health systems innovation.

This session will provide attendees with an introduction to the new Health Authority, their mandate, structure, coordination with local and provincial health, and more details of their Environmental Health Services which includes emergency preparedness and response planning.

## **A2**

### **The Status of Municipal Flood Bylaws and Flood Hazard Maps**

#### **Dr. Mark Stevens**

*Assistant Professor*

School of Community and Regional Planning

University of British Columbia

Vancouver, British Columbia

Municipal governments often lack the capacity and/or commitment to address flood hazards through the creation of flood hazard maps and regulatory bylaws.

The B.C. provincial government does not make a major contribution to municipal flood hazard management beyond maintaining the provincial diking system and providing emergency response and assistance. There are thus reasons to be concerned that B.C. municipalities lack adequate knowledge of local flood hazards to inform proactive land use planning that can reduce potential flood losses.

To assess the current status of municipal flood hazard management in B.C., the following is examined:

1. the content of municipal flood bylaws in relation to provincial guidelines and other best practices;
2. the content of municipal flood hazard maps to determine the extent to which they contain sufficient detail to enable effective land use planning for addressing flood hazards.

From that assessment Dr Stevens will address findings in relation flood bylaws, flood hazard mapping and will identify recommendations for both municipal and provincial governments.

## **A3**

### **Optimizing the use of social media for the Dissemination of Emergency Warnings**

#### **James Embleton-Forrest**

*Graduate*

Masters of Arts Disaster Management

Royal Roads University

Victoria, British Columbia

The purpose of this study was to determine how emergency managers in Vancouver could optimize the use of social media for the formal dissemination of warnings. Specifically, this study asked what are the most

utilized forms of social media in Vancouver, how these applications are perceived by users in terms of credibility, and whether there is a relationship between the source of an emergency warning message and the assessment of credibility by the recipient. Finally, the appetite of Vancouver residents to receive emergency warnings via social media was assessed.

A mixed-methodology was employed using an Internet-based survey instrument with follow-up interviews and exposure to a series of simulated warning messages. The study concludes that there is a strong linkage between the popularity of social media applications and the assessment of credibility by users. Message recipients prefer to know the originating source of a message to aid in their own assessment of credibility. While there is an appetite for emergency warnings via social media, there is trepidation that it may lead to information overload. Emergency managers in Vancouver should consider email, LinkedIn, Facebook, Twitter, YouTube and Google+ a priority for warning promulgation via social media. Emergency managers should be transparent about their reasons for using social media with recipients and establish an online identity prior to any crisis. Also, message recipients should be encouraged to forward emergency warnings onwards to their own social networks by email as email from a known source is highly regarded by respondents in terms of credibility.

## **A4** **Staffing Bureau**

### **Bob Kennedy**

*ESS Training Specialist*

Emergency Management BC

Saanichton, British Columbia

The term “Staffing Bureau” appears several times in ESS training material, operational guidelines and organization charts. What is a staffing bureau?

The Staffing Bureau concept in BC arose in the mid-90s and was based on the model used by American Red Cross to manage large numbers of responders being brought in from out of area. Over a period of more than five years the concept grew into a well organized structure and was put to the test during the summer of 2003. Staffing Bureaus were established in Kamloops and Kelowna to facilitate the assignments and accommodations for out of area responders.

In this session you will learn about the components of a Staffing Bureau and their concept of operations. The Out of Area Deployment process will also be discussed and how local governments can identify members of their own staff and volunteer groups who may be suitable for deployment.

## **A5** **Continuity Insights/KPMG Business Continuity Management Benchmarking Study Results**

### **Edward Matley**

*Director, Advisory Services*

KPMG

Vancouver British Columbia

### **Chander Jethwani**

*Senior Manager, Risk Consulting*

KPMG

Vancouver British Columbia

Enterprises today face the challenges of building, sustaining and transforming their enterprise Business Continuity Management programs to support the organization and interdependent stakeholders. In 2013, Continuity Insights and KPMG LLP commissioned a global study to assess the current state of Business Continuity management programs, including program status, the impact of prevailing market forces, and the impact of recent events on program governance, risks and compliance.

This presentation will cover the latest survey results and provides insight into how companies are responding to leading issues such as cloud, social media and mobile adoption. The survey provides

benchmarking data. Attendees will be able to leverage and apply this data to their own Business Continuity management programs.

## **A6**

### **Cascadia Subduction Zone Scenario**

**Joan Gomberg**

*Research Geophysicist*

US Geological Survey,

University of Washington, Seattle, Washington

As recent events in Chile and Japan attest, great subduction zone earthquakes periodically shape British Columbia's environment in many ways. Such events and advances in our understanding led the Cascadia Regional Earthquake Workgroup (CREW) to update the report "Cascadia Subduction Zone Earthquakes: A Magnitude 9.0 Earthquake Scenario". Using everyday language and vivid visuals, the Scenario provides a tangible picture of the reasons for and consequences of a great Cascadia earthquake. More importantly, the scenario offers guidance about how to prepare for and continue to prosper when the event occurs.

In this session, highlights from the scenario will be covered, beginning with a brief scientific overview of how and why great subduction zone earthquakes occur, with a tsunami generation sidebar. The likely impacts of a great Cascadia earthquake on the Pacific Northwest and even globally, will be reviewed, focusing on critical infrastructure and buildings and how coastal communities and displaced persons will be affected. The session will conclude with a summary of some of the latest assessments and actions taken locally and regionally to make the West coast more resilient; e.g., those that raise public awareness, new engineering practices, and early warning systems.

**1200 - 1330 Grand Ballroom A&B**

Lunch

**1330 - 1430 SESSIONS B**

## **B1**

### **Public Health Issues / Threats**

**Dr. Bonnie Henry**

*Deputy Provincial Health Officer*

Ministry of Health

Victoria, British Columbia

Reports regarding Ebola preparedness and response continue to dominate in the news, Enterovirus D68 has been found in all of the health regions in BC, and other diseases such as Middle East Respiratory Syndrome Coronavirus (MERS-CoV), TB and polio continue. Dr. Bonnie Henry (previously with the British Columbia Centre for Disease Control), will update us on the facts and realities of these diseases and their perceived threat.

## **B2**

### **Innovations in Tsunami Mitigation on the West Coast of North America**

**Althea Rizzo, Ph. D.**

*Geologic Hazards Program Coordinator*

Office of Emergency Management

Salem, Oregon

With the hazard of a major tsunami facing the west coasts of the United States and Canada, innovative mitigation efforts are necessary to protect lives and property from a Cascadia Subduction Zone earthquake and tsunami. Recent multidisciplinary work in tsunami mitigation innovation gives businesses, local emergency managers, response agencies, state and provincial agencies new tools to develop programs able to achieve the core mission of saving lives and property.

These innovations are the outcome of interactions between scientists, emergency managers, response agencies, academic institutions and local stakeholders. New guidance for maritime response to tsunamis allows the vital marine industries to plan for local, regional, and distant tsunami. Tsunami evacuation modelling helps local planners refine evacuation plans and routes. This modelling is supported by urban architecture studies on the built environment to find the best visual way finding tools. In turn, both the modelling that lends itself to supporting efforts in the maritime guidance also allow new mitigation strategies in vertical tsunami evacuation to be completed. Public policy and land use planning follow the science to enact measures to improve resilience and resistance to tsunami hazards.

The hazards of Cascadia Subduction Earthquakes and Tsunami are vast and complicated. Hazard mitigation utilizes many channels and disciplines that can help the emergency management practitioner better plan, prepare for, and respond to large tsunami. Our mitigation efforts to deal with these hazards must also bring a wealth of knowledge and inter-disciplinary cooperation. This presentation will highlight some of these innovative solutions to tsunami mitigation.

### **B3**

#### **Major Planned Events in British Columbia Communities – Emerging Best Practices in Planning and Management**

**Shannon Peterson**

*Emergency Management Planning Coordinator*  
Emergency Management British Columbia  
Surrey, British Columbia

**Ryan Wainwright**

*Emergency Program manager*  
Squamish-Lillooet Regional District  
Pemberton, British Columbia

BC communities are hosting an increasing number of major planned events. From sports tournaments to demonstrations to music festivals, these events are challenging to host communities. If not planned for appropriately, they can negatively impact access to critical health services, tax public works, and over strain first response resources. Emergency Management BC recognized a need for guidelines around major planned events, and in 2012, a multi-stakeholder working group was struck to produce the first edition of a guiding document for BC communities.

This one hour breakout session, delivered by the co-chairs of the BC Major Planned Events Working Group, Shannon Peterson (EMBC) and Ryan Wainwright (SLRD), will present the “Major Planned Events Guidelines for British Columbia – Towards Safe and Successful Major Planned Events”, and will provide case examples of where the Guidelines have been applied, focusing on smaller, rural jurisdictions with limited resources. Participants will receive step-by-step guidance on the recommended approach to Major Planned Events planning, and the presenters will discuss next steps for the Working Group. Each break-out participant will receive a copy of the Guidelines as a take-away.

### **B4**

#### **Public Safety Lifeline Volunteer Safety Policy Guidelines**

**Clare Fletcher**

*Regional Manager, Vancouver Island*  
Emergency Management BC  
Saanichton, British Columbia

**Wayne Hartley**

Vancouver Island MST, and  
Hartley Safety Consulting and Training

Emergency Management BC (EMBC) provides WorkSafe and liability insurance coverage for registered volunteers. In 2009, Emergency Management BC issued guidelines for all Public Safety Lifeline Volunteer disciplines. These guidelines were intended to raise awareness of the need to have a safety program in place as required by WorkSafeBC.

In this session you will learn about the basic requirements of a safety program and how your team can implement one. You will also learn about the requirements for reporting of injuries and what follow up actions are required. Included in this session is an overview of EMBC policies as they relate to WorkSafe coverage.

At the end of this session you will come away with a better understanding of how you can perform the task of helping others in the safest manner possible.

## **B5**

### **Marine transportation and business continuity planning**

#### **Stephanie Chang**

*Professor*

School of Community and Regional Planning, and  
Institute for Resources, Environment, and Sustainability  
University of British Columbia, Vancouver British Columbia

#### **Pat Docking**

*President and CEO*

Pdocking Consulting Ltd  
Vancouver British Columbia

The objective of this session is to raise awareness regarding the importance of considering marine transportation disruption in business continuity planning, particularly in the Pacific Northwest. Commerce in this region is highly dependent upon marine cargo transportation. The Ports of Metro Vancouver, Seattle, and Tacoma are major gateways for international trade. At the same time, island and many coastal communities are highly dependent upon ferry transportation. Previous disasters, including earthquakes, tsunamis, and storms, have demonstrated the vulnerability of marine transportation infrastructure, as well as how transportation disruption can lead to severe supply chain disruptions.

The first part of the presentation will summarize observations and lessons from previous coastal disasters on the vulnerability of marine transportation systems, as well as economic impacts of their disruption. The second part of the presentation will introduce recent regional and cross-border initiatives to anticipate and plan for maritime commerce disruption in the Pacific Northwest.

Attendees will gain an understanding of marine transportation risks in BC, related cross-border issues, and resilience initiatives in this sector. This can help them better incorporate considerations of risks and mitigation strategies for marine transportation disruption in their business continuity planning; for example, through contingency planning for supply chain disruptions. Attendees will also gain familiarity with information and planning resources in this area.

## **B6**

### **The BC Hydro SSHAC Level 3 Seismic Hazard Model**

#### **Dr. Kofi Addo, P.Eng**

*Specialist Engineer*

Dam Safety Office, BC Hydro  
Burnaby, British Columbia

The Geological Survey of Canada does not recommend the use of the Canadian national seismic hazard maps for determining the seismic hazard at the sites of critical facilities such as hydropower dams, transmission lines and electrical substations. BC Hydro owns and operates a large portfolio of such critical facilities and periodically reassesses the seismic hazard at these sites. To enable it carry out this assessment, BC Hydro elected to develop a current, complete, stable and defensible model for conducting probabilistic seismic hazard analyses (PSHA) using the best available experts, data, science and tools. This special process ensured that uncertainties were identified, characterized and quantified in a scientifically valid way, and that

the model captured the centre, body and range of the formally elicited views of the informed technical community.

The model has been completed and is capable of computing seismic ground motions at sites in British Columbia and adjoining regions. It has since been used to determine the seismic hazard at all BC Hydro dams and to create more realistic earthquake scenarios for safety case analysis and emergency response planning. These results have provided BC Hydro with the means of defensibly and appropriately characterizing the seismic risk from its dams, performing quantitative risk analysis and risk-informed dam safety assessments, reprioritizing performance investigations and capital upgrades as well as generating ground motions for seismic design if and when needed. For this and other applications, the target spectra are derived from the *mean* hazard curve at all spectral periods.

**1430 - 1500 Grand Ballroom C&D Foyer**

**Networking & Refreshment Break**

**1500 - 1530 Grand Ballroom A&B**

## **Plenary 2**

### **Preparing for Our Catastrophic Earthquake**

**Pat Quealey,**

*Assistant Deputy Minister*

Emergency Management BC

Saanichton, British Columbia

The Assistant Deputy Minister will cover the recent actions taken by EMBC to improve earthquake preparedness in British Columbia.

**1530 - 1630 Grand Ballroom A&B**

## **Plenary 3**

### **Use of Detailed Earthquake Analysis – District of North Vancouver**

**Nicky Hastings**

*Project Lead*

National Scale Geohazard Risk

Natural Resources Canada

Vancouver, British Columbia

**Fiona Dercole**

*Section Manager*

Public Safety

District of North Vancouver

British Columbia

**Dorit Mason**

*Director*

North Shore Emergency

Management Office

North Vancouver, British Columbia

Natural Resources Canada (NRCan), the District of North Vancouver (DNV), the North Shore Emergency Management Office (NSEMO), the University of British Columbia's (UBC) Department of Civil Engineering and School of Community and Regional Planning (SCARP) collaborated on a ground-breaking four year technical study which provides highly detailed information about the impacts a specific municipality can expect from a significant earthquake.

This study will help the District to become more resilient. It describes the probable impacts of a significant earthquake with greater clarity and detail than ever before. The study estimated the kind of damage we can expect to see in buildings, and estimates how many people will be injured, what our shelter needs will be, the kinds of assistance vulnerable populations will need, the disruptions we can expect to important services such as water, sewers and electricity, and it also looks at potential economic losses. The study also projected the benefits we could expect to see by seismically retrofitting buildings before an earthquake, and the losses that can be avoided, as a result.

This in turn provides us with an opportunity to take action now to reduce the risk we face. In conjunction with NSEMO, the District has prepared an Earthquake Ready Action Plan that outlines the steps we can take

to reduce our risks. The Plan will help strengthen the DNV's capacity to become more resilient to earthquakes in four key areas – mitigation, preparedness, response and recovery – by focusing on the people, buildings, infrastructure and systems that are most vulnerable.

**1700 - 1800**

## **Annual General Meeting of the BC Association of Emergency Managers**

# **WEDNESDAY, 19<sup>th</sup> NOVEMBER 2014**

**0745 - 0830 Grand Ballroom C&D Foyer**

Continental Breakfast

**0830 - 1000 Grand Ballroom A&B**

### **Plenary 4**

#### **Boston's Medical Response to the bombing at the 2013 Marathon**

**Mary Devine, MPH**

*Emergency Preparedness Coordinator*

Conference of Boston Teaching Hospitals

Boston, Massachusetts

The Medical Intelligence Center (MIC) was operational for the marathon and staffed 24/7 for many days after the bombings. Nearly every health and human services entity responded to the tragedy and had a seat in the MIC. Mary Devine's role as emergency management coordinator is to be a net for situational awareness information and to communicate it to the Mayor's office, 14 hospitals, and many other health response agencies. She will walk us through response to this harrowing event.

**1000 - 1030 Grand Ballroom C&D Foyer**

Networking & Refreshment Break

**1030 - 1200 SESSIONS C**

### **C1**

#### **Situational Awareness Tool to Enhance Decision-Making in a Catastrophe**

**Ashley Kenmore**

*Response Planning Manager,*

Public Health Preparedness,

Seattle & King County

Seattle, Washington

**Michael Loehr,**

*Chief, Emergency Preparedness and Response,*

Washington Department of Health

Seattle, Washington

During a catastrophe there are many decisions about scarce resources that must be made quickly and with limited information. During this session, Washington Department of Health and Seattle & King County Public Health staff will introduce their visually-based situational awareness tool that is easy-to-use (Excel), and will provide decision-makers with a more complete picture of impacts, capabilities and needs without extraneous detail frequently included within situation reports. While this tool is specific to medical resources, the logic behind it can be reproduced for other situations where multiple jurisdictions are competing for limited resources.



## C2

### Climate Change Adaptation Management: A Guide for Local Government

**Bob Black,**

*President*

Black Shield Preparedness Solutions Inc

Victoria, British Columbia

Climate change risks are a growing safety and security threat to all levels of government in Canada. Municipalities share the responsibility for managing climate change risk however they tend to focus on short-term risk issues because they perceive assessing changing climate risk as difficult, complex and resource-intensive. To address this, Climate Change Adaptation Management: A Guide for Local Government has been developed to assist local authorities to make strategic choices for adapting to a changing and more variable climate and to extreme weather events.

This session will assist in the understanding of how to conduct a simple yet strategic climate change adaptation risk management process for local government.

## C3

### Coordinating Marine Emergency Response and Recovery Panel Discussion

**Chris Wellstood**

*Harbour Master*

*Director, Marine Operations & Security*

Port Metro Vancouver

Vancouver, British Columbia

**Clay Evans**

*Superintendent Maritime Search  
and Rescue*

Canadian Coast Guard

Victoria, British Columbia

**Rodney Grounds**

*Officer in Charge of the Patrol  
Division*

Nanaimo Port Authority,

Nanaimo, British Columbia

Emergency response activities traditionally focus on land based agencies but considering Metro Vancouver has an abundance of both water and boats, effective coordination of marine assets can add value to emergency operations. Port Metro Vancouver, in partnership with regulatory agencies and private sector companies, has developed a successful collaboration model to help vessels work better with each other and with EOC's.

The Marine Emergency Response Coordination Committee (MERCC) is the first of its kind in Canada and is leading the way to a better working relationship between provincial and local authority emergency operations centres and commercial vessels. The Committee is building protocols and tools that have been trialed in full scale exercises and tested during real time planned events and emergency incidents.

This session will provide an overview of MERCC membership and activities including the Land-Marine Mapping Project, Dock Identification Plan and successes/lessons learned from several recent marine coordination experiences.

## C4

### Emergency Social Services in the Human Services Context

**Danielle Friebe,**

*ESS Specialist*

Emergency Management BC

Saanichton, British Columbia

Emergency Social Services are defined as those services required to preserve the well-being of people affected by an emergency or disaster. Those services commonly include food, clothing, lodging and other services to meet immediate needs. Human needs often go beyond those physical items and the immediate

emotional support offered through ESS. It is important to look beyond that to include the entire spectrum of human services.

In this session you will have an opportunity to explore what other services may be required and who may be able to provide them. Identification of the ministries, service providers and organizations critical to planning, response and recovery will help to ensure your community is better positioned to meet the immediate and longer term needs of its citizens.

## **C5**

### **Local Authority Panel discussion on Emergency Preparedness of Business**

#### **Panellists**

##### **Dorit Mason**

*Director*

North Shore Emergency  
Management Office  
North Vancouver, British Columbia

##### **Katie McPherson**

*Manager Emergency Planning*

City of Vancouver  
British Columbia

##### **Edward Matley**

*Director,*

EPICC (Emergency Preparedness  
for Industry Commerce Council)

Businesses are critical for local authorities as a source of employment and taxes; the majority of businesses for example on the north shore are small to medium sized businesses. Small businesses are vulnerable to the impacts of disasters and 25% of businesses that close for 24 hours after a disaster will never reopen which ends up causing a secondary disaster within the community.

Research was conducted on the north shore by a UBC grad student to obtain information from businesses, chambers of commerce, and local malls on what information they need to help them prepare for and recover from emergencies. A Business and Employer Emergency Preparedness (BEEP) guide was then developed and posted onto the North Shore Emergency Management Office website.

This presentation will provide a summary of efforts made by the two Cities and EPICC to engage businesses in preparedness for emergencies.

## **C6**

### **Response and Recovery of Tsunamis Driftage from the Great Eastern Japanese Earthquake**

#### **Karla Robison**

*Environmental and Emergency Services Manager*

District of Ucluelet, British Columbia

The District of Ucluelet's Environmental and Emergency Service Department initiated Ucluelet's Marine Debris Program in March 2012 in effort to manage driftage material from the Great Eastern Japan Earthquake. The program has gained respect and recognition from neighbouring communities and jurisdictions, all levels of governments, international scientists, and the people of Japan.

To help address the possible influx of tsunami driftage material, the Department established a scientific monitoring site through the NOAA Marine Debris Monitoring and Assessment Project, directed large scale clean-up projects which at times required specialized cleanup teams, developed a response and recovery plan, initiated a regional emergency committee, and assisted the Provincial and Federal Tsunami Debris Coordinating Committee. The Department and a small team of volunteers discovered and analyzed the first pieces of recognized Japan Tsunami Marine Debris (JTMD) material with probable Japanese species to be recognized in British Columbia and the first JTMD wood to land in North America with living Japanese biofouling. A communications plan evolved throughout the program to administer local to international media relations, and to advise and engage with the public. The Department recently received \$81,538 in debris cleanup funds from the \$1 million grant that was graciously provided by the Japan government. The

successful proposal is supported by significant in-kind contributions in terms of volunteer efforts and resources from 26 collaborative partner agencies and organizations.

The Department continues to collaborate with local and international partners to collect data, assess the debris, and reduce possible impacts to our natural resources and coastal communities.

**1200 - 1330 Grand Ballroom A&B**

Lunch

**1245 Award Presentations**

**1330 - 1430 SESSIONS D**

## **D1**

### **An Exploration of Catastrophic Disaster Response Coordination**

**Shawn Carby**

*Executive Director,*

Ministry of Health, Emergency Management Unit  
Victoria, British Columbia

On the 8<sup>th</sup> of November 2013, the strongest typhoon to make landfall in recorded history struck a large area of the central islands in the Philippines. Category 5 Super Typhoon Haiyan, or Yolanda as it is known locally, hit the area with sustained winds of over 300 kph and a storm surge of up to 6 metres. The damage to homes, businesses, critical infrastructure, and ultimately the people was unimaginable in its scope and scale. The impact of this storm was so severe that the United Nations issued an international call for aid to support the victims and the Filipino response to this event. Hundreds of agencies from dozens of countries responded to this request with personnel, aid materials, and logistical resources.

How would we in British Columbia respond to a catastrophe of this magnitude? How would we coordinate a massive influx of aid from national and international partners when our own infrastructure is severely impacted? These are some of the questions that will be explored in this session. Shawn Carby deployed as the Philippine Incident Commander for a Non-Government Organization in the response phase and again during the recovery phase. He brings a firsthand account of these issues and he will examine what lessons we can learn from this event.

## **D2**

### **Cyclists in Disaster**

**Rob Johns**

*Emergency Coordinator*

Victoria Emergency Management Agency  
City of Victoria, British Columbia

This presentation will increase understanding in the role and use of people with bicycles by local, regional, provincial and non-government emergency planners.

Major disasters around the world have shown that transportation infrastructure is vulnerable to interruption. Roads become less effective due to damage, debris, downed utilities, and traffic jams, making the movement of people, supplies, and information difficult. People with bicycles can play an effective and targeted role in this transportation challenge. Cyclists were utilized following the earthquakes and tsunami in Japan in 2011 and in the eastern USA following Superstorm Sandy. They have the ability to move about the transportation network by utilizing a combination of roads, cycling paths, pedestrian overpasses, narrow or damaged pathways, and via multi-modal combinations with boats, cars and trucks. Cyclists can play a role in

conducting windshield damage assessments, mobile first aid teams, searching for lost people, moving supplies and people, and in the distribution of information. They do not rely on critical fuel supplies. Cyclists are often well connected to their community and keen to help.

Recognizing the need to diversify its emergency planning and engage with new groups of people, the City of Victoria has created a volunteer based Cyclist Response Team. This effort has engaged local cyclist organizations. An emergency exercise and event, called the Tour Disaster, was created to engage members of the community and showcases the role that people with bicycles can have in times of disaster. This event has helped inform decisions about the roles people with bicycles can perform, as well as the types of training necessary to fulfill those tasks. Interest in this concept has been received by emergency management and cyclist organizations in Florida, California, and several municipalities in BC. A variation of this presentation has been shared at the BC Cycling Coalition conference (2013) and to several groups in the Victoria area.

### **D3**

#### **Oso Slide, Washington - Search and Rescue**

##### **Thomas Miner**

*FEMA White Incident Support Team Leader*  
National Urban Search and Rescue System  
Washington State

This presentation will focus on the response at the local, state and federal level; the coordination required for those diverse organizations to function together and the value of Incident Management Teams and the National Urban Search and Rescue System. The search tactics, plan and ultimate success of the mission will all be covered as well as the issues and hurdles that had to be overcome.

### **D4**

#### **Exercise Target Red**

##### **Laurie Pearce**

*Research Chair,*  
Justice Institute of BC  
New Westminster, British Columbia.

Unaddressed, the psychosocial consequences of being involved in an Active Shooter MCI can increase the risk of short- and long-term negative psychological outcomes and post-traumatic stress, both for those directly involved in the incident and family members. A review of recently published After Action Reports following Active Shooter MCIs in the United States and Canada has indicated that little attention has been paid to mitigating the psychosocial aspects of these events while the event is unfolding and immediately afterwards.

The *Simulation Training and Exercise Collaboratory (SIMTEC): Enhancing CBRNE Psychosocial Capacity and Capability Management* research project is multi-faceted and includes the development of a series of tabletop exercises to test training materials and psychosocial protocols to reduce the negative impacts of being involved in a traumatic event. Interviews were held with over 25 responders, family members and casualties directly involved in MCIs to identify areas where protocols could assist first responders and better serve families and victims. Working with police, Victim Services, psychologists, paramedics, 911 dispatchers, crown prosecutors and other subject matter experts, protocols were developed to reduce the anxiety and stress of family members while casualties may be held hostage and/or trapped during an active shooter MCI.

This presentation will provide new insights to support families and friends during a MIC. The establishment of Family Assistance Centres will be discussed and how Victims Services, Disaster Psychosocial Volunteers and ESS can all come together to support both casualties and their families.

In addition, protocols were developed to assist police in obtaining clearer and more coherent statements from witnesses who are extricated from the MCI and reduce their trauma and anxiety while waiting to be interviewed without contaminating potential evidence. Included in the presentation will be a series of training materials supporting first responders (police and paramedics, casualties, their families and friends, and civilian heroes.

This project is funded by the Canadian Safety and Security Program, Defence Research and Development Canada's Centre for Security Sciences and our Project Champion is Health Canada's Employee Assistance Services Bureau.

## **D5**

### **High River Flooding - Case Study**

#### **Mark Dutton**

*President*

Coast Capital Insurance Services Limited  
Western Financial Group, Victoria British Columbia

#### **Kim Peacock - Moderator**

*General Manager*

Edelman Canada West  
Vancouver, British Columbia

Mark Dutton was Regional Vice President, Southern Alberta at the Western Financial Group when the floods hit southern Alberta. Based in the High River head office, Mark was at the centre of the floods and played a critical role in flood response. He faced the challenge of maintaining operations at the insurance brokerage's headquarters during a natural disaster that resulted in the evacuation of all 13,000 High River residents.

Between June 29 and July 5, the catastrophic claims centre at Western handled a total of 2,840 claims, despite the fact that over 108 Western employees were living in High River at the time of the floods, and 61 employee homes suffered major damage or total loss. Mark's leadership ensured that Western could continue to service its clients and successfully meet their needs during an extremely difficult time for the community.

Mark will share tools and tips on what steps your company should take in creating and updating your emergency plans, how to ensure that your emergency management plans will work for you if the time comes, and how to execute those plans effectively once disaster hits.

## **D6**

### **EOC Success in 90 Minutes – The Sequel**

#### **Lynn Orstad,**

*President*

The British Columbia Association of Emergency Managers  
Chilliwack, British Columbia

This session will build upon the materials from last year's "EOC Success in 90 Minutes" session and will be of particular value to medium sized, smaller, rural and remote community practitioners who have *limited* emergency program budgets. Conference participants who did not attend the "EOC Success in 90 Minutes" will still find the materials that will be given out during this session are "stand alone" and will enhance their community emergency program.

Materials will be able to be customized by practitioners to meet the unique needs of their communities. Several programs, power points and "stuff" will be reviewed during the session with practical suggestions to guide participants towards *success!*"

**1430 - 1500 Grand Ballroom C&D Foyer**

**Networking & Refreshment Break**

**1500 - 1630 Grand Ballroom A&B**

## **Plenary 5**

### **Resumption of Small Business – City of Calgary**

**Chris Arthurs**

*Director, Office of Recovery*  
The City of Calgary,  
Calgary, Alberta

**Adam Legge**

*President and CEO*  
Calgary Chamber  
Calgary, Alberta

The session will cover the impact to the business sector as a result of the flooding in Calgary, the decisions made for business recovery and a review of the status of business one year later. The presentation will include a brief review of the Recovery Operations Centre, the implementation and accomplishments of the Business Recovery Task Force; the steps taken by both the City and business to get back into business. Successes that occurred along with new adopted practices and procedures will be identified

**1700 - 1900 Pavilion Ballroom**

## **Social Night**

Come to our social night event to relax and unwind and catch up with your colleagues in the emergency management and business continuity fields.

# **THURSDAY, 20<sup>th</sup> NOVEMBER 2014**

**0745 - 0830 Grand Ballroom Foyer**

**Continental Breakfast**

**0830 - 1000 Grand Ballroom A&B**

## **Plenary 6**

### **Fertilizer Explosion/ Fire in West Texas**

**Frank Patterson**

*Emergency Management Coordinator*  
City of Waco - McLennan County  
State of Texas

This presentation will provide an overview of the challenges and opportunities during the response and recovery of the April 17, 2013 fertilizer plant explosion. Frank Patterson, who is also Regional Response Coordinator for the State of Texas, Office of Emergency Management, was also the Incident Commander. He will provide a detailed timeline of the night and days after the explosion, along with a look at the media coverage that has become the new normal over the last few years: placing the Emergency Management professional, not unlike a Fire Chief or Police Chief, in a defensive posture in times of crisis.

**1000 - 1030 Grand Ballroom A&B**

**Networking & Refreshment Break**

**1030 - 1200 Grand Ballroom A&B**

## **Plenary 7**

### **Washington State Route-530 (Oso, Washington) Catastrophic Landslide and Flooding Disaster**

**John Pennington,***Director*

Department of Emergency Management  
Snohomish County  
Washington State

**Jason Biermann***Deputy Director*

Department of Emergency Management  
Snohomish County  
Washington State

This presentation will include an in-depth review and examination of the catastrophic mass fatality landslide and flooding disaster that occurred near Oso, Washington on March 22, 2014. This disaster was perhaps the most complex landslide incident in the history of the United States, stressing already well-established systems for emergency management coordination. The discussion will detail the extraordinary challenges, including but not limited to mass casualties, tribal and cultural issues, transportation fracturing, immediate and long term recovery, endangered species impacts, and operational coordination and the difficult Transition to Recovery.

**1200 - 1245 Grand Ballroom A&B**

Lunch

**1245 - 1345 Grand Ballroom A&B**

**Plenary 8****Emergency Management BC - Strategic Plan 2014/15 to 2016/17****Pat Quealey,***Assistant Deputy Minister*

Emergency Management BC  
Saanichton, British Columbia

The Assistant Deputy Minister will reflect on the emergency events and public safety activity that occurred over the past year, identifying some unique challenges and learning opportunities for the future. He will also highlight EMBC's new key initiatives in the 2014-2017 Strategic Plan

**1345 - 1400 Grand Ballroom A&B**

Conference Wrap-up & Draw for Exhibitor Prizes