

2017 AEMA Stakeholder Summit
Working Together to Build Resilience
November 14, 2017 *sessions subject to change

Tuesday, December 5, 2017				
0730 – 0830	Hot Breakfast and Registration			
0830 – 0840	Welcome and Announcements (MC)			
0840 – 0930	AEMA Managing Director Remarks: 2017: Year in Review			
0930 – 0940	Break			
0940 – 1040	Keynote Presentation 1: Why Some Homes Survived: Learning from the Fort McMurray Wildland/Urban Interface Fire Disaster , Alan Westhaver, Owner, ForestWise Environmental Consulting Ltd.			
1040 – 1100	Break			
1100 – 1200	Breakouts		Workshops	
	Centennial Room	Strathcona Room	BALLROOM – new!	DEVONIAN ROOM – new!
	Breakout Session 1A Preserving life, property and economy: the resilience of critical infrastructure Alexander (Alec) Hay, Southern Harbour	Breakout Session 1B Trauma on the Front Line: PTSD in Emergency Personnel Dr. Megan McElheran, WGM Psychological Services	Workshop 1A EM Training and Education: Mapping The Future AEMA Learning Design	Workshop 1B Update briefings on Provincial Operations Evacuation Framework and Re-Entry Guide Dan Howlader, AEMA Jane Miller, AEMA
1200 – 1300	Lunch			
1300 – 1400	Breakouts		Workshops	
	Centennial Room	Strathcona Room	BALLROOM – new!	DEVONIAN ROOM – new!
	Breakout Session 2A Alberta Emergency Resource Portal Shell Clarke, Mutual Aid Alberta	Breakout Session 2B Sprinkler Protection Units and the Alberta FireSmart Program Tom Harnos, Office of the Fire Commissioner Laura Stewart, Alberta Agriculture and Forestry	Workshop 1A continued EM Training and Education: Mapping The Future AEMA Learning Design	Workshop 1B continued Update briefings on Provincial Operations Evacuation Framework and Re-Entry Guide Dan Howlader, AEMA Jane Miller, AEMA
1400 – 1420	Break			

1420 – 1520	Breakouts		Workshops	
	Centennial Room	Strathcona Room	Devonian Room	Ballroom
	Breakout Session 3A Thinking Outside the Box: “Finding new ways to meet the needs of your community within the reality of a budget” David Ives, North West Fire Rescue & Training	Breakout Session 3B You can learn just about everything about emergencies from raising kids Andrew Renfree, AEMA	Workshop 2A Regional EOC Support Teams Bob Ford, AEMA Glen Zilkalns, AEMA	Workshop 2B The Future EM Framework Shane Schreiber, AEMA
1520 – 1530	Move to Ballroom			
1530 – 1630	Plenary Presentation 1: Future Challenges for Emergency Management , Dr. Satyamoorthy Kabilan, Director, National Security and Strategic Foresight, Conference Board of Canada			
1630 – 1645	2017 AEMA Achievement Awards Ceremony British Columbia recognizes Alberta staff for support to B.C. fires			
1645 – 1900	Reception (networking with exhibitors – appetizers provided. Cash bar available)			

Wednesday, December 6, 2017

0730 – 0830	Hot Breakfast and Registration			
0830 – 0840	Welcoming Remarks			
0840 – 0950	Keynote Presentation 2: Natural Catastrophes: collaboration on preparedness, response and mitigation , Bill Adams, Vice President, Western Region, Insurance Bureau of Canada			
0950 – 1020	Break			
1020 – 1130	Plenary Presentation 2: Hard Truths: Communicating while recovering from the 2016 Horse River Wildfire , Jordan Redshaw, Communications Manager, Regional Municipality of Wood Buffalo			
1130 – 1300	Lunch, Door Prizes			
1300 – 1400	Breakouts		Workshops	
	DEVONIAN ROOM – new!	BALLROOM – new!	STRATHCONA ROOM – new!	CENTENNIAL ROOM – new!
	Breakout Session 4A Effectively managing active assailant events: a collaboration between emergency management and policing agencies Tabitha Beaton, Calgary Emergency Management Agency and Katherine Severson, Calgary Police Services	Breakout Session 4B Ensuring Communications When Disaster Strikes Michael Galin, Telus Ramon Zulueta, Telus	Workshop 3A NGO Panel on Emergency Management Melanie Soler, Canadian Red Cross Justin Wright, Team Rubicon Canada Sandi Misselbrook, St. John’s Ambulance Terra Johnston, Alberta SPCA Brent Davis, Samaritan’s Purse	Workshop 3B EOC Simulation Exercise: Exercise Samara Adam Conway and Linda Hui, University of Alberta
1400 – 1415	Break			
1415 – 1515	Breakouts		Workshops	
	DEVONIAN ROOM – new!	BALLROOM – new!	STRATHCONA ROOM – new!	CENTENNIAL ROOM – new!
	Breakout Session 5A Examining Resilience and How to Apply it in Risk Management Charles Bowerman, Calgary Emergency Management Agency	Breakout Session 5B A Blueprint for Success in Emergency and Continuity Management John Yamniuk, Canadian Standards Association	Workshop 3A continued NGO Panel on Emergency Management Melanie Soler, Canadian Red Cross Justin Wright, Team Rubicon Canada Sandi Misselbrook, St. John’s Ambulance Terra Johnston, Alberta SPCA Brent Davis, Samaritan’s Purse	Workshop 3B continued EOC Simulation Exercise: Exercise Samara Adam Conway, University of Alberta Linda Hui, University of Alberta

1515 – 1520	Move to Ballroom
1520 – 1615	Closing Plenary/Remarks: Shane Schreiber

Master of Ceremonies: Ryan Jespersen

Biography:



Ryan Jespersen

Ryan talks news, politics, and pop culture as host of The Ryan Jespersen Show, weekdays from 9-noon on 630 CHED. You may also recognize him as the Edmonton Oilers in-game host at Rogers Place. In 2016, Alberta Venture named Ryan one of Alberta's 50 Most Influential People. You can follow him on Twitter and Instagram @ryanjespersen.

Minister of Municipal Affairs, the Honourable Shaye Anderson

Biography:



The Honourable Shaye Anderson, Minister of Municipal Affairs

MLA Shaye Anderson was elected to the Legislative Assembly of Alberta as the member for the constituency of Leduc-Beaumont on May 5, 2015. He was appointed minister of Municipal Affairs on January 19, 2017.

Anderson moved to Edmonton in 2004 and shortly after put down roots in Beaumont with his wife, Kelly, and two boys.

The Malaspina University-College grad has a diploma in physical education and also attended the University of Victoria for the Bachelor of Education program.

Prior to being elected, he worked with Telus as a telecommunications technician, installing and repairing residential and business services in the County of Leduc.

Municipal Affairs Deputy Minister Brad Pickering

Biography:



Brad Pickering, Deputy Minister, Municipal Affairs

On September 15, 2014 Brad was appointed Deputy Minister of Municipal Affairs.

He previously served as Chief Executive Officer of the Environmental Monitoring Agency, Deputy Minister of Tourism, Parks and Recreation, Deputy Solicitor General and Deputy Minister Public Security, Deputy Minister of Sustainable Resource Development, and Deputy Minister of Municipal Affairs.

Brad started with the Government of Alberta in 1997 as Executive Director, Assessment Services Branch and in 1999, Brad became Assistant Deputy Minister with the Local Government Services Division, Alberta Municipal Affairs.

Prior to joining the Government of Alberta Brad spent 20 years in the municipal government sector.

Brad is married and has two sons. He enjoys camping, golfing, curling and skiing.

Managing Director Shane Schreiber

Biography:



Shane Schreiber, Managing Director, AEMA

Born and raised in Alberta, Shane Schreiber joined the Canadian Forces and served Canada for 28 years in the Princess Patricia's Canadian Light Infantry (PPCLI). He spent the bulk of his career in command appointments in field units, including tours with the PPCLI Parachute Company and eventually commanding the Second Battalion PPCLI. He completed operational tours in Cyprus, Bosnia, and two tours in Afghanistan (2002, 2006), for which he received the Canadian and NATO Meritorious Service and the US Army Bronze Star medals. He also led units in disaster response in Manitoba (Floods, 1997 and 2011) and in complex security operations (Vancouver 2010 Winter Olympics).

After retiring from the Canadian Army in 2012, Schreiber joined the Government of Alberta, working at the Alberta Emergency Management Agency (AEMA) and then the Flood Recovery Task Force. He was appointed to lead the Province's efforts in response to the devastating floods in High River in June / July 2013. He is currently the Managing Director of AEMA, where he led Alberta's response to the Wood Buffalo Wildfires in May 2016, the largest and most costly disaster of its kind in Canada.

Academically, Schreiber is a critically acclaimed historian and author. He attended the Royal Military College of Canada, from which he holds an undergraduate and two Master's degrees, as well as several awards. His work on the Canadian Corps in 1918, *Shock Army of the British Empire*, is highly regarded by military historians, and he has appeared in numerous television documentaries on the Great War. Schreiber lives with his long suffering wife, Kelly, his three wonderful children, two cats and two dogs in a very busy house in St Albert, Alberta.

Keynote Presentation 1

Why Some Homes Survived: Learning from the Fort McMurray Wildland/Urban Interface Fire Disaster

Session Description:

The magnitude of the wildland/urban interface fire disaster that struck Fort McMurray, Alberta in May 2016 ranks it among the globe's most destructive interface fires, ever.

The disaster continues to have profound impacts on Fort McMurray residents, and aftershocks will likely ripple through economic and social support systems for years. More optimistically, it may also positively alter ways that governments, communities, and property owners prepare for, respond to, and recover from wildland fires. The Institute for Catastrophic Loss Reduction was granted the unprecedented opportunity to conduct a near real-time, "behind the fence" investigation within Fort McMurray "home ignition zones". Its objective was to seek information that could inform more effective approaches to wildfire risk mitigation for use by fire and public safety agencies, homeowners, planners, policy makers, and municipal managers. To do this, the study focused on the vital question: "Why did some homes survive the fire with little or no damage, while others were vulnerable to ignition and were destroyed by the wildfire?" Modified hazard assessments were performed and empirical observations gathered across a range of home survival and loss situations, mostly near the outer edge of neighbourhoods. Study results provide important insights into the causes of home ignition, attributes of homes and properties that made some resistant to fire, and fire pathways contributing to destruction of others. Combined, knowledge from this unique investigation and lessons that are already in hand, should inform the major shifts required if we are to break the wildland/urban interface disaster sequence. The author believes that municipal and volunteer firefighters, acting as local FireSmart advisors, hold the key to preventing future WUI disasters. He would like nothing better than to work with them to meet that challenge.

Speaker Biography:



Alan Westhaver, Consultant, ForestWise Environmental Consulting Ltd.

Before retiring in 2012 Alan Westhaver served 34 years with Canada's National Parks, mostly as a senior wildland fire manager and wildland fire behavior analyst.

His passion for finding solutions to the wildland/urban interface (WUI) fire problem began in 1990 upon joining the Partners in Protection Association. There, he helped spearhead the FireSmart concept and publication of Canada's current WUI standard; "FireSmart: Protecting Your Community from Wildfire". More recently, he co-authored and continues working with FireSmart Canada to implement the national "FireSmart Canada Community Recognition Program". As a WUI practitioner, he conceived and managed the FireSmart - ForestWise Initiative at Jasper, AB. This Foothills Model Forest project merging wildfire protection, fuel modification, and ecological objectives received high praise for engaging citizens and its consideration of the wildlife, aesthetic and other values held by residents.

Sponsored by the Institute for Catastrophic Loss Reduction, Alan has conducted two recent investigations into home loss and reconstruction following disastrous Canadian WUI fires. He received B.Sc. degrees in Forestry and Wildlife Biology (Montana, 1980) and his M.Sc. degree (Calgary, 2006); the latter focused on managing for wildlife and wildfire in the WUI. His company, ForestWise Environmental Consulting Ltd. is based in Fernie, British Columbia and specializes in community wildfire protection.

Breakout Session 1A

Preserving life, property and economy: the resilience of critical infrastructure

Session Description:

The value of infrastructure is defined by the purpose it delivers, not its cost or classification. Where that purpose is enabling an essential function of society, directly or indirectly, the infrastructure is designated critical. Infrastructure is a means of delivering a resource; water pipes deliver water, roads and railways deliver physical access for trade and so on. Therefore, the focus of critical infrastructure protection is not the physical asset itself, though this will be part of the requirement, it is protecting the capability that the infrastructure enables so that the essential functions of society may continue. Emergency Management is about preservation of those essential functions, yet all too often the focus is on life safety, neglecting the need for those same essential functions after the event. The task of EM planning has always been the preservation of life, property and economy, though we have traditionally been able to "buy out" the latter two directives. Climate change, demographic and technological changes, and market tolerance of disruption have changed the context. We can no longer "buy ourselves out of incomplete planning." We need to be more integrated in our planning and consider the full incident sequence from pre-event through to full and final recovery. This requires evidence-based analysis tools, many of which have been around for centuries and more recently adapted to software. The consequences of an event have always been reasonably foreseeable, and today that understanding is more accessible. By understanding what our communities need, we are able to identify how that is enabled and what hazards can directly or indirectly effect that purpose. Standardised models and checklists simply don't deliver that. We need to understand our communities in context to efficiently protect critical infrastructure and preserve life, property and economy through disasters and constant change.

Speaker Biography:



Alexander (Alec) Hay, Principal, Southern Harbour

Founding Principal of Southern Harbour, based in Toronto, Alec was previously the Resilience & Security leader at DIALOG, before which he served 25 years in the British Royal Engineers. A graduate of the University of Edinburgh and the Royal School of Military Engineering, he specialised over the last 20 years in fortifications and infrastructure development, which he practised around the World, from the High Arctic to South Atlantic, Europe to Central Asia and much in between. He is an adjunct professor at the University of Toronto Centre for Resilience of Critical Infrastructure, where he focuses on operational resilience of communities and infrastructure systems, and their post-disaster rehabilitation. He speaks internationally on infrastructure risk and resilience, and is past chair of the BOMA Toronto climate change resilience committee. Author of numerous books, articles and research papers and a director of Rethink Sustainability Initiative, he is Principal and International Secretary of the Register of Security Engineers and Specialists.

Breakout Session 1B

Trauma on the Front Line: PTSD in Emergency Personnel

Session Description:

This presentation will appeal to those working on the front lines in emergency services in Alberta, who may routinely be exposed to difficult, and traumatic events. During this presentation, common reactions to traumatic events will be discussed, particularly in relation to the cultural norms of many emergency service organizations. The impact of trauma on the nervous system will be explored, in order to support greater understanding of the physiological, cognitive and emotional changes that can develop following exposure to traumatic events. Case examples will be provided throughout the discussion. A review of clinically significant post-trauma symptoms will be presented, including the dissociative subtypes of Posttraumatic Stress Disorder (PTSD).

Speaker Biography:



Dr. Megan McElheran, Clinical Psychologist, WGM Psychological Services

Dr. Megan McElheran is a Clinical Psychologist with WGM Psychological Services in Calgary, AB. Dr. McElheran completed graduate training at the Stanford University clinical psychology consortium, during which she obtained specialized training in the treatment of PTSD through the National Center for PTSD in Menlo Park, CA. Dr. McElheran has been in practice in Calgary since 2008. She continues to focus on work with first responders, and her clinical practice involves work with active-duty members of the Canadian Forces, members of the Royal Canadian Mounted Police, members of the Calgary Firefighter Department, Emergency Medical personnel, 911 dispatch personnel and others who are directly or vicariously impacted by traumatic events. She routinely engages in teaching and supervisory activity to ensure sound dissemination of empirically-grounded interventions for trauma. Dr. McElheran is regularly engaged for speaking events, both locally and internationally. She completed a TEDx speech in 2011 related to Trauma, Change and Resilience and most recently presented and most recently presented to the Ontario SPCA on the impact of traumatic events on front line personnel.

Workshop 1A

EM Training and Education - Mapping The Future

Session Description:

- Introduction to the revised Municipal Elected Officials (MEO) course
- Introduction to the revised Directors of Emergency Management (DEM) course
- Introduction to the ICS 1 Day and Multi-Day Position Specific courses
- Creating an Emergency Management Training and Education Community of Practice

Speakers:



Tom Cox, Course Developer, AEMA

Flemming Kristensen, Courseware Developer, AEMA

Flemming is a member of the AEMA Learning Development Section, serving in the role of Courseware Developer. He joined the Agency in 2012 after a 25 year career as a municipal police officer. Though he is happy to be participating in the Summit, he would rather be somewhere warmer riding one of his motorcycles on a twisty road.

Rebecca Orbach, Curriculum Developer, AEMA

Rebecca Orbach is currently working as the Curriculum Developer within the Learning Design Unit within AEMA. Previously, she worked in the GoA in the fields of business continuity and disaster recovery. Prior to that, she worked in international development for various Non-Governmental Organizations and the United Nations both in Canada and internationally. She holds a Post-Graduate Certificate in Emergency Management and Business Continuity and a Master's degree in Media, Peace and Conflict Studies.

Workshop 1B

Update briefings on Provincial Operations Evacuation Framework and Re-Entry Guide

Session Description:

An interactive discussion outlining the background of the recommendation for the Government of Alberta to create an Evacuation Guide and a Re-Entry Guide for the use by local authorities during times of emergency and disaster. The moderators will provide a status report on some of the key aspects of the DRAFT guides and solicit feedback through various mediums. Evacuation will be the first session and Re-Entry will be covered in the second.

Speaker Biographies:



Daniel Howlader, Planning Officer, AEMA

Dan Howlader has been a Planning Officer with a focus on Consequence Management with the Alberta Emergency Management Agency's (AEMA) Plans Unit since February 2014. In that time, he has worked on a number of elevations of the Provincial Operations Centre, including the recent Fort McMurray wildfire where he worked as a Planning Section Chief and a Plans Officer. Prior to that, he was an Analyst and Research Scholar at institutions in the Washington, DC Metropolitan Area. Dan has a Master in Public Policy degree from George Mason University and a Bachelor of Arts in history and economics from the University of Winnipeg.



Jane Miller, Planning Officer, AEMA

Jane has worked with the Alberta Emergency Management Agency since February 2017, initially as the Provincial Duty Officer (Communications) and since August 2017, as one of the Planning Officers. Jane moved to Canada, from England in 2013, where since the age of 18 she served as a Logistics Officer in the Royal Air Force. As a Logistics Officer Jane was integral part of the military incident command system and developed and implemented emergency response plans in both peacetime and war fighting operations.

Jane has a statistics based Bachelor of Science and a Master of Science in Criminal Justice Research.

Breakout Session 2A

Alberta Emergency Resource Portal

Session Description:

Over the past decade, Alberta has experienced disasters on a scale the Insurance Bureau of Canada is calling the “new normal”. Mutual Aid Alberta (MAA) has hosted numerous sessions and received input from government agencies, non-government agencies, industry, mutual aid partners, forest and municipal fire services. Together these sessions have helped solidify MAA’s main objective as follows:

- Alberta Emergency Resource Portal - A Resource Hub for Alberta:
 - Listing human resources, both professional responders and volunteers,
 - Listing companies and equipment available across the province, and
 - Listing Resident emergency contact information.

A centralized, consistent data resource has been consistently identified by the MAA Advisory Committee and provincial stakeholders as our most pressing need. Creating one centralized site that provides users with access to a wide range of emergency response resources will add a tremendous value to stakeholders.

The Advisory Committee found several examples where organizations have tried to work towards compiling elements of a Resource Hub. These have generally been localized in approach and span. In many cases, they quickly expired through a lack of resources to properly manage and maintain data. MAA has learned from these various efforts and has leveraged this in developing a plan that is both comprehensive and sustainable. Our proposed Resource Hub for Alberta will layer the various emergency management data, over an intuitive, easy-to-use GIS platform. More importantly, we have proposed a funding model that will allow us to sustain the hub and ensure the accuracy and consistency of the data it holds.

Speaker Biography:



Shell Clarke, Mutual Aid Alberta:

When human beings experience trauma or severe life stressors, it is not uncommon for their lives to unravel. Shell’s great passion is bringing stability to people who are involved in the trauma of an emergency. He helps clients, those impacted by an emergency, often includes children, adults and families, to find steadiness among chaos.

Emergency management was a part of Shell’s life from a young child as he grew up in a home with one of Alberta Forest Services great Fire Bosses (Incident Commanders). Shell graduated with honors from both business management and electronic engineering from Northern Alberta Institute of Alberta, and holds a journeyman instrumentation ticket. He has over 33 years’ experience in the energy industry, and has spent the last 20 years specializing in Emergency Management. He has trained over 1000 responders in ICS, Emergency Management and Response. Shell is a co-founder of Mutual Aid Alberta where for the past 8 years sits as chair. He also CEO and President of Learned Response Group an emergency management company for the past 15 years. Learned Response Group has helped several Energy Companies surpass their non-compliance in emergency management. Most important of all Shell is married to his best friend Susan and between the two of them raised 5 children where crisis management was a daily event. They are now blessed with 9 perfect grandchildren.

Breakout Session 2B

Sprinkler Protection Units and the Alberta FireSmart Program

Session Description:

The Office of the Fire Commissioner has been tasked to develop a structural sprinkler protection program that continues to engage with our provincial partners such as Agriculture and Forestry, municipalities and private contractors. This session will provide an overview of that program, the history, where it is today and into the future.

An overview of the Alberta FireSmart Program will also be provided by Alberta Agriculture and Forestry.

- What is the FireSmart Program
- How the FireSmart Program benefits municipalities in Alberta
- How can municipalities access the program and funding to enhance their programs to mitigate the impact of future wildfires on their communities
- What is FireSmart Canada and what can they provide their FireSmart partners
- What other products and services are offered to Municipalities, other stakeholders and partners in Emergency Management

Speaker Biographies:



Tom Harnos, Regional Technical Advisor, Office of the Fire Commissioner

- Born January 25, 1966 in Wendlingen Germany. In 1972 at the age of six he immigrated to Canada with his family.
- Tom has lived and worked most of his career in and around the southern Alberta region.
- To date, Tom has served 30 years in the fire service field.
- Currently Tom is a Regional Technical Advisor/ Fire Safety Codes Officer for the Office of the Fire Commissioner (9th year). Duties consist of fire investigations/ inspections, fire prevention/ public education, codes and standards, youth fire setters program, wildland urban interface sprinkler protection and has presented at numerous functions and conferences.
- Tom served 22 years front line Fire/EMS, and has held the positions of a Fire Safety Codes Officer, Firefighter/ EMT, Captain, Deputy Fire Chief and Fire Chief.
- Tom has also held the position of 911 Dispatcher for Fire and EMS, Correctional Officer for the Alberta provincial corrections system and a municipal bylaw officer.
- Tom been recognized with the Alberta Emergency Services Medal- 22 years, Federal Exemplary Service Medal- 30 years, The Queens Jubilee Medal and the Wood Buffalo wildfire response team 2016.
- Since joining the Office of the Fire Commissioner, Tom has assisted in several significant provincial emergency events, the 2011 Slave Lake Wildfire, 2013 Southern Alberta Floods and the 2016 Fort McMurray / Regional Municipality of Wood Buffalo Wildfire.



Laura Stewart, President, FireSmart Canada, FireSmart Engagement Specialist, Alberta Agriculture and Forestry

Laura Stewart has worked with Alberta Agriculture and Forestry for the last three years and recently moved into the FireSmart Engagement Specialist position. In this role, Laura partners with municipal fire departments across the province and provides support with engaging homeowners to take a grassroots approach to FireSmart in their neighbourhoods. Building and maintaining communities that are resilient to wildfire.

Prior to joining the Alberta team, Laura spent four years with a municipal fire department and was responsible for their local FireSmart program.

Laura has represented Alberta on the FireSmart Canada Board of Directors for the last four years and is currently serving her second term as President.

Workshop 2A

Regional EOC Support Teams

Session Description:

The scope, scale, and frequency of emergencies and disasters requiring municipal response and provincial coordination have grown significantly. We know that this trend will likely continue. Since 2013, AEMA has studied the standards, qualifications, and training requirements for the creation of an All-Hazards Incident Management Team/Regional EOC Support Team program in Alberta. Previous lessons learned reports recommended that Regional EOC Support Teams be available across the province to ensure local governments have access to qualified incident management where needed. This was emphasized once again in the KPMG Wood Buffalo Post-Incident Assessment Report. During this one hour workshop, AEMA Operations Branch will provide an overview of the Regional EOC Support Team project from genesis to current state. Future direction will also be discussed.

Speaker Biographies:

Bob Ford, Manager, Field Operations, AEMA

Bob is a born and raised Alberta boy who joined the Army at 16 and spent the next 33 years graduating from RMC, failing Pilot training and eventually becoming a Lieutenant-Colonel in the Princess Patricia's Canadian Light Infantry. Along the way he collected a Masters in Defence Studies and overseas tours in Cyprus, Bosnia and Afghanistan. He has run the Canadian Forces Lessons Learned program, been the Deputy Commander of JTF2, as well as the Ops Chief for Canadian Special Operations Forces Command. He retired from the Canadian Forces in 2016 as the Plans Chief for the Canadian Army in Western Canada, from BC to Manitoba. He is currently the Manager of Regional Field Operations for AEMA where one of his responsibilities is the leading the Regional EOC Support Team training.

Glen Zilkalns, Emergency Management Officer, AEMA

Glen joined AEMA in 2012, after serving in the Canadian Forces for twenty-five years. During his time at AEMA he has been involved in all major emergency events, filling positions within the Plans Section up to and including the Plans Chief role.

Glen is presently a member of Regional Field Operations, and is responsible for preparing and delivering the Regional EOC Support Team training.

Workshop 2B

The Future Emergency Management Framework

Session description:

The Alberta Emergency Management Agency is currently conducting a holistic review and update of the Emergency Management Act including updates to the Government Emergency Management Regulation, Disaster Recovery Regulation, and creating a Municipal Emergency Management Regulation. This is as a result of the Post Incident Assessments (Lessons Learned) from the 2016 wildfires in Wood Buffalo, but also includes the 2011 wildfire in Slave Lake and 2013 southern Alberta floods, the changing hazard environment including climate change, socio-economic change and other factors. The goal is to create increased resilience in Alberta communities, reduce risks and encourage relationship building and partnerships.

Speaker Biography:



Shane Schreiber, Managing Director, AEMA

Born and raised in Alberta, Shane Schreiber joined the Canadian Forces and served Canada for 28 years in the Princess Patricia's Canadian Light Infantry (PPCLI). He spent the bulk of his career in command appointments in field units, including tours with the PPCLI Parachute Company and eventually commanding the Second Battalion PPCLI. He completed operational tours in Cyprus, Bosnia, and two tours in Afghanistan (2002, 2006), for which he received the Canadian and NATO Meritorious Service and the US Army Bronze Star medals. He also led units in disaster response in Manitoba (Floods, 1997 and 2011) and in complex security operations (Vancouver 2010 Winter Olympics).

After retiring from the Canadian Army in 2012, Schreiber joined the Government of Alberta, working at the Alberta Emergency Management Agency (AEMA) and then the Flood Recovery Task Force. He was appointed to lead the Province's efforts in response to the devastating floods in High River in June / July 2013. He is currently the Managing Director of AEMA, where he led Alberta's response to the Wood Buffalo Wildfires in May 2016, the largest and most costly disaster of its kind in Canada.

Academically, Schreiber is a critically acclaimed historian and author. He attended the Royal Military College of Canada, from which he holds an undergraduate and two Master's degrees, as well as several awards. His work on the Canadian Corps in 1918, *Shock Army of the British Empire*, is highly regarded by military historians, and he has appeared in numerous television documentaries on the Great War. Schreiber lives with his long suffering wife, Kelly, his three wonderful children, two cats and two dogs in a very busy house in St Albert, Alberta.

Breakout Session 3A

Thinking Outside the Box: “Finding new ways to meet the needs of your community within the reality of a budget”

Session Description:

To say David Ives challenges boundaries (figuratively and literally) and thinks outside the box is an understatement. As the President and Chief Fire Officer of Onoway Regional Fire Services – Canada’s First Hybrid Fire Service, innovation is not just a concept – it’s the cornerstone of how things get done within the North West Fire group.

During this lecture and Q&A session participants will learn more about the unique delivery model of a hybrid (P3-style) fire service. Make no mistake, this is not a “Pitch” to sell you a particular service, but rather a challenge to all municipalities to consider ALL options and ALL angles to ensure a prompt and professional response from their fire service while keeping focus on recruitment and retention and yes, within a reasonable budget

Speaker Biography:



David Ives, Fire Chief, North West Fire Rescue & Training / North West Fire Rescue – Onoway (Onoway Regional Fire Services)

David Ives is a well-known innovator. As Fire Chief of Canada’s first Hybrid Fire Service (privately managed municipal fire service), he had raised eyebrows from coast-to-coast.

Chief Ives is a National Fire Protection Agency qualified firefighter, fire service instructor, and fire service instructor with roots in rural / volunteer firefighting and a passion for teaching and learning. Outside of his fire service duties, Ives’s “Past Life” included owning and operating several trade, building and development firms. During this time he managed large labour forces, created and maintained multi-million dollar budgets, and provided a customer-focused experience.

Chief Ives “Real Life” experiences – both in the fire service and private industry combined with his unyielding tendency to challenge the norm makes him an authority on emergency services innovation.

Breakout Session 3B

You can learn just about everything about emergencies from raising kids

Session Description:

This is a fun and engaging look at the many parallels between emergency management and being a parent. Andrew Renfree takes a light-hearted look at the lessons kids can teach about emergency management, such as: you're never fully prepared, it's going to get messy, you have to put others first, things can change very quickly, and it's over before you know it. Andrew became an emergency manager in 2009 and a father in 2012. Throughout the presentation he highlights how his experiences with two young kids, compare to lessons learned from Albertan, Canadian and international disasters. There are also some inspirational stories that connect with the themes of the presentation. Common themes emerge, and it's amazing the connection with raising kids.

Speaker Biography:



Andrew Renfree, 911 Program Manager, AEMA

Andrew Renfree is the 911 Manager with the Alberta Emergency Management Agency (AEMA). Andrew has been with AEMA since 2009 and has led government business continuity planning, and public alerting for the Government of Alberta prior to his current role. During emergency activations of the Provincial Operations Centre, Andrew has assumed a role in the plans or operations sections. He was a Duty Officer during the 2011 Slave Lake Fire, Plans Chief during the 2013 Southern Alberta Floods, and Operations Chief during the Wood Buffalo wildfire in 2016. Most recently Andrew was the Provincial Operations Centre Director during EMX 17 – an annual provincial emergency management exercise. In his spare time, Andrew enjoys community involvement and spending time with his wife and two young children—who probably have taught him as much about emergency management as his day job.

Plenary Presentation 1

Future Challenges for Emergency Management

Session Description:

The US Federal Emergency Management Agency (FEMA) has stated that "The world is changing in ways that can have major effects on the emergency management community." Our environment is evolving at a rapid pace and the emergencies that we are encountering are evolving just as rapidly in terms of scope and complexity. If we are to be resilient to the evolving emergency management challenges of the future, we need to build an understanding of what might be changing as well as the skills and resources we need to effectively cope with these challenges. Over the course of the last five years, the Conference Board of Canada's Council on Emergency Management (CEMT) has examined a range of evolving challenges in emergency management as well as some of the potential solutions for coping with them.

Speaker Biography:



Dr. Satyamoorthy Kabilan, Director, National Security and Strategic Foresight, Conference Board of Canada

Dr. Satyamoorthy Kabilan has a broad range of experience from working within academia, the private sector and UK government. This has included developing and commercializing cutting-edge technology, leading the development of long-term strategies through the use of strategic foresight and scenario planning techniques and managing business change projects.

Dr. Kabilan previously worked as the Head of Strategic Futures at the Centre for Applied Science and Technology within the United Kingdom Home Office. In this role, he has embedded horizon-scanning and futures techniques across the UK government, been a leader in its Future Security and Intelligence Outlook Network (FUSION) and provided strategic consultancy to the Ministry of Defence, National Policing Improvement Agency, Serious Organized Crime Agency, Her Majesty's Inspectorate of Constabulary, Her Majesty's Revenue and Customs and the Cyber Security Operations Centre. He was one of the authors of the United Kingdom's National Counter-Terrorism Strategy (CONTEST), focusing on the evolving cyber threat landscape as well as the impact of social media.

In his current role, Dr. Kabilan leads the National Security and Strategic Foresight practices within the Conference Board, with responsibility for research, executive networks and conferences across the areas of public safety, emergency management, national security and cyber security. He is an in-demand speaker across Canada and internationally as well as the Conference Board of Canada's media spokesperson on these topics.

Keynote Presentation 2

Natural Catastrophes: collaboration on preparedness, response and mitigation

Session Description:

Across the country, the frequency and severity of natural disasters are increasing. One major risk we face in Canada, among many others, is flood. Working together, we can understand the risk, clarify the role of insurance and collaborate to prioritize mitigation measures. Governments and the insurance industry are working together closer than ever before in preparing for natural disasters. Canada is a world leader at emergency response. However our preparedness, especially for floods and earthquakes, remains severely lacking.

Speaker Biography:



Bill Adams, Vice President, Western Region

Over his 30 plus year career, Bill Adams has focused on solutions to a wide range of complex public policy issues for governments and various private sector industries.

Adams joined IBC in 2004, and has since held positions as Vice-President for both the Atlantic and Western & Pacific regions responsible for government relations in Canada's eastern and western provinces. In his 13 years at IBC, Adams has helped to shape and nurture healthy and competitive insurance marketplaces in eight provinces based on practical solutions that benefit consumers. He has in-depth disaster management experience, having provided insurance industry leadership through catastrophic events, including the Southern Alberta floods and the Fort McMurray wildfire.

Known for a collaborative and creative approach to solving problems, Adams focuses on sustainable outcomes and win-win collaborations on issues as diverse as auto insurance reform, smart regulation, financial literacy and adapting to severe weather resulting from climate change.

A graduate of Mount Saint Vincent University, Adams also studied business administration at the University of New Brunswick. He is a dedicated community and national volunteer, with particular interest in mentoring Canadian youth.

Plenary 2

Hard Truths: Communicating while recovering from the 2016 Horse River Wildfire

Session Description:

In the aftermath of the wildfire that forced the evacuation of 88,000 residents and destroyed more than 2,500 homes, communication was often considered to be the most significant risk to building public trust and achieving operational objectives. This candid examination of third-party reviews and first-hand experiences aims to demonstrate the value of communications and stakeholder engagement in a recovery environment and provide forward-looking insights on the role of communications in emergency management.

Speaker Biography:



Jordan Redshaw, Communications Manager, Regional Municipality of Wood Buffalo

Jordan Redshaw has worked in communications for three municipalities and provided support to emergency management staff at all three. As a Press Secretary with the Regional Municipality of Wood Buffalo, he led communications during the May 3 evacuation of Fort McMurray and later served as the Communications Manager for the Recovery Task Force. He studied Political Science at Carleton University and Corporate Communications at Seneca College.

Breakout Session 4A

Effectively managing active assailant events: a collaboration between emergency management and policing agencies

Session Description:

Much of the focus of active assailant and mass violence events has traditionally been around the tactical police response. However, the effective management of, and recovery from, such incidents relies in part on the seamless coordination of police, emergency services, municipal services and non-profit sector activities. The Calgary Police Service and Calgary Emergency Management Agency (CEMA) are working together to create defined roles and responsibilities of each organization to ensure a coordinated, timely, and holistic approach to these types of incidents. By examining mass violence incidents from around the globe, CEMA and the Calgary Police Service have identified the key activities a municipality needs to consider in its pre-planning. In this joint presentation, you will hear of the learnings from their review of other active assailant events and how they have translated those into a coordinated planning effort spanning from response to recovery.

Speaker Biographies:



Tabitha Beaton, Agency Liaison, Calgary Emergency Management Agency

Tabitha Beaton is currently the Agency Liaison for Calgary Emergency Management Agency. She is responsible for planning associated with active assailant and mass casualty incidents as well as monitoring and preparing for emerging emergency management issues. During her time with CEMA, she has been involved in planning and emergency management response for the Fort McMurray wildfires, Calgary Stampede Parade and 2015 Calgary Red Mile during the Stanley Cup playoffs. She is currently a member of the International Public Safety Association's Policy Task Force examining response and recovery from Homegrown Violent Extremist incidents. Previously, she was president of an emergency services consulting organization specializing in strategic planning and issues, crisis and communications consulting to fire, policing, emergency management, and municipal services organizations. She was also the Strategic Communications Manager for the Calgary Fire Department and held a variety of communications management positions in the private sector.

Katherine Severson, Sergeant, Major Events & Emergency Management Section, Calgary Police Services

Katherine Severson is a 20 year member of the Calgary Police Service, and has enjoyed a diverse career in patrol, undercover surveillance, teaching recruits and since 2010 has been the Lead of the Emergency Management Unit within the Major Events Section. She is also a volunteer with the Incident Management Team as part of Canada Taskforce 2. In her current roles Katherine is honoured to have served in various incident management team roles for events including the Calgary Stampede, the 2011 Royal Visit, the 2013 Southern Alberta Floods, and 2016 Fort McMurray Wildfires. Katherine has been the Calgary Police Service representative in the City of Calgary EOC since 2010 and is the CPS/CEMA Liaison. She is the Police Tactical Operations Center Manager during activations to support major policing incidents and events. Katherine teaches Incident Command Systems and Interoperability in Incident Command & Rescue Taskforce Response to Active Assailants for the four emergency service agencies in Calgary. She has received the Chief's Lifesaving Award, Distinguished Service Medal and Bill Shelever Memorial Award.

Breakout Session 4B

Ensuring Communications When Disaster Strikes

Session Description:

The world is now connected in ways that seemed like science fiction only a couple decades ago. And this is true not just of people, but of things as well. People connected to people, people connected to devices and devices connected to devices. Connectivity has become an essential dependency in our day-to-day lives, and an even greater necessity when disaster strikes.

Telecommunications is the thread that connects all of us. In the event of an emergency, it is imperative that telecom companies have the capability to withstand adverse conditions and to recover critical services with minimal interruption. If not planned for accordingly, severe weather, flooding, wildfires and seismic activity pose a great risk to the critical infrastructure that connects us all.

Well-known as one of Canada's top telecommunications companies, TELUS provides a wide range of communications products and services, including wireless, data, Internet protocol (IP), voice, television, entertainment and video, and is Canada's largest healthcare IT provider. Join us as Michael R. Galin and Ramon Zulueta from TELUS' Corporate Business Continuity Office will discuss what it takes to keep this essential service operational when disaster strikes.

Michael and Ramon will share lessons learned from the management of multiple major incidents, such as the Fort McMurray wildfire, southern Alberta floods and a wide variety of other events, including storms, and civil disorder. They will also examine the TELUS incident management "ecosystem", which includes facilities, infrastructure, and teams specifically prepared for emergencies.

Although developed in the context of a telecommunications company, these lessons and concepts are applicable to any organization that needs to stay up while others struggle to function.

Speaker Biographies:



Michael R. Galin CBCP, MBCI, CRISC, Director, Risk Management, Telus
Getting his start in risk management on an emergency response team, Michael Galin went on to lead various enterprise-wide and international programs combining business continuity, corporate security, risk assessment, pandemic planning and incident management. He holds multiple certifications in business continuity, information systems control, and audit.

Michael now serves as a Director of Risk Management at TELUS, overseeing the Corporate Business Continuity Office and the emergency operations centre for the national telecommunications company. An authority on continuity and security programs, Michael has managed corporate responses and recovery plans for crises and major events such as Y2K, 9/11, blackouts, ice storms, wildfires and G8/G20 summits. As a thought leader, he has authored numerous articles on related topics and has spoken at several conferences and seminars, including twice at the World Conference on Disaster Management. In 2016, Michael was named by Insurance Business Canada as one of Canada's "Leading Risk Managers".



Ramon Zulueta BDEM, CBCP, Risk Management Manager, Telus
Ramon Zulueta is a Risk Management Manager in the TELUS Corporate Business Continuity Office. He holds a Bachelors of Disaster and Emergency Management (BDEM) from York University and is a Certified Business Continuity Professional (CBCP).

Ramon has led a number of business continuity initiatives including the development of a severe weather program, the management of continuity plans, and the implementation of crisis management applications. Ramon has been involved in TELUS' response to the 2016

Fort McMurray Wildfires, 2017 Ontario and Quebec floods, and the 2015 and 2017 BC wildfires.

As a board member of the International Association of Emergency Managers (IAEM) Alberta Region, he is committed to promoting the business continuity and emergency management profession in Alberta.

Workshop 3A

NGO Panel on Emergency Management

Session description:

Join a number of Non-Governmental Organizations as they discuss the roles that they play across all phases of emergency management. Discussion points will include:

1. Getting to know the NGO
2. Respective roles across all phases of emergency management
3. Support and capabilities available
4. Effectively working together
5. Collaboration and partnership opportunities

Group discussion and audience questions and answers will be built into the workshop.

Speaker Biographies:



Melanie Soler, Associate Vice President, Disaster Management, Canadian Red Cross

Melanie Soler is the Associate Vice President of Disaster Management for the Canadian Red Cross.

Melanie holds a degree in civil engineering and chose to embark upon a career path in the non-profit sector when she joined the Canadian Red Cross in 1999. Over the past 17 years, Melanie has worked in a variety of different roles within the Red Cross including information technology, operations management, logistics, procurement and disaster management.

Melanie's disaster management portfolio includes some of the largest domestic and international disasters in recent times. Melanie worked on the 2013 southern Alberta floods event, the wildfire in 2016 in Fort McMurray and the surrounding area, and now with the 2017 BC Wildfires, Melanie has expanded her Recovery Operations leadership to include both Alberta and British Columbia.



Justin Wright, Launch Director, Team Rubicon Canada

Justin Wright is an 11 year veteran in the Canadian Armed Forces, serving in Afghanistan in 2010 and continuing to serve with the Army Reserve out of Toronto. In Afghanistan Justin worked as an Influence Activities Operator where he and his team closely engaged with local stakeholder and community members to promote and conduct provincial reconstruction projects with in Kandahar Province.

Justin is currently the Launch Director for Team Rubicon Canada and oversees day to day operation for the organization as they grow their capacity within in Canada. Justin has been with the organization for two years and was a part of the Team Rubicon Canada Response to the Fort McMurray Wildfires.



Sandi Misselbrook, St. John's Ambulance

Sandi Misselbrook is the Manager, Community Services for St John Ambulance Alberta Council for the last 13 years, past Chair of the NGO Council of Alberta, Consequence Management Officer for the NGO seat at the Provincial Operation Centre who works with a variety of provincial/community stakeholders prior to, during and after incident. After spending years working in social services related fields and emergency management, Sandi, a registered social worker, believes that people have an innate resilience and sincerely welcome a helping hand for themselves, their neighbors and their communities during tough times. She also believes that well planned, coordinated Emergency Social Services in conjunction with proven physical/financial donations

management strategies are critical factors in how people, businesses and communities recover after a disaster or emergency strikes.

Sandi has participated in some of the major activations in Alberta including 2016 RMWB Wildfires, 2013 Southern Alberta Flooding, 2011 Northern Alberta Wildfires, Level 3 POC activation requests and the 2009 H1N1 clinics.

Sandi wishes she had more time to spend with her four year old grandson who shows her how to better use her new Samsung Galaxy S8+ cell phone.

Terra Johnston, Executive Director, Alberta SPCA

Terra Johnston has worked with the Alberta SPCA since 1993, but her relationship with the organization began years earlier as a volunteer. Terra became the Executive Director in 2004, and her experience working in a variety of roles within the Alberta SPCA helped give her the deep understanding of the organization's operational needs that strengthen her leadership. Terra has built relationships between the Alberta SPCA and other animal, law enforcement and emergency response agencies as she has directed the organization's activities in animal protection and humane education, as well as its involvement in emergency efforts. Terra believes it's essential to share information and experiences in all matters involving animal welfare, and she looks forward to presenting on the lessons learned by the Alberta SPCA during the reunification of animal evacuees and their owners during the Fort McMurray fires.



Brent Davis, Response Director, Samaritan's Purse Canada

Brent Davis is the Response Director for Samaritan's Purse Canada and currently chairs the Alberta NGO Council which coordinates post-disaster supports provided by 13 NGOs within the province of Alberta. Since 2007 Brent has managed disaster recovery operations for Samaritan's Purse in over 20 Canadian municipalities (notably, 2013 Alberta flood response which saw 5000 trained volunteers support 800 homeowners and RMWB recovery operations supporting 491 homeowners with 935 volunteers). He has also coordinated Canadian resources in 9 major international disasters and is currently supporting Canadian personnel deploying to the Samaritan's Purse emergency field hospital in Mosul, Northern Iraq.

Workshop 3B

EOC Simulation Exercise: Exercise Samara

Session Description:

The University of Alberta will conduct an EOC simulation exercise, covering a major emergency affecting the University Campus. No knowledge of the University is required to participate. Participants will respond to the University's EOC and experience a major EOC activation. Participants will learn & rehearse Incident Action planning, information dissemination, decision making, all in a supportive and safe learning environment.

Speaker Biographies:

Adam Conway, Team Lead, University of Alberta

Adam Conway has been the Team Lead of Emergency Management at the University of Alberta since 2010, and the team lead for Safety Implementation and Collaboration since 2015.

He is responsible for the University's readiness for a major emergency, including reduction, readiness, response and recovery, and the integration of safety tools into workplaces

He has been an emergency manager since 1999, first with the Canadian Red Cross Society for 6 years, then with the provincial EMO in Alberta, the Alberta Emergency Management Agency, for 4 years.

He has responded, in a variety of roles, to floods, fires, tornadoes, chemical releases, shootings and humanitarian crises.

In his spare time, he is a father and husband, and an enthusiastic member of the performing arts in Edmonton.

Anna Hui, University of Alberta

Linda Hui joined the University of Alberta in 2009 with a background in teaching and online resource development. Her return to the campus of her undergraduate years began with the Faculty of

Medicine's Office of Rural and Regional Health as the Learning Specialist. Linda is a certified trainer in the Incident Command System. As member of the Office of Emergency Management, Linda manages the training and development of the University's Crisis Management Teams, the Emergency Operations Centres and supports the management of incidents and events that may occur on any of the five University campuses and abroad through the study and research abroad programs.

Linda's passions include anything culinary, reading, running, volunteering and serving on community boards such as Suit Yourself and ECALA.

Breakout Session 5A

Examining Resilience and How to Apply it in Risk Management

Session Description:

Over the past 20 years, the concept of resilience has emerged at the forefront of a multidisciplinary dialogue addressing potential measures to adopt in order to minimize negative effects in the wake of emergencies and disasters. This trend of using resilience as a holistic vision has undoubtedly influenced the field of emergency and risk management in both theory and practice. Yet, since there remains no universal agreement on how to define, apply or measure this concept, this presents significant challenges to professionals when required to account for resilience. This session will examine resilience and discuss how we may apply this concept to our work in the field of emergency and risk management. Questions addressed include: what is resilience in theory and practice? What are some of the challenges of this broadly used concept? What does it mean to be resilient or to have a resilient community? How can we measure this? The purpose of the presentation is to explore this complex concept and encourage participants to consider ways to apply forms of resilience on a pragmatic level in addition to an abstract one.

Speaker Biography:



Charles Bowerman, Planner, Continuity and Risk Reduction, Calgary Emergency Management Agency

Charles Bowerman is a Planner - Continuity & Risk Reduction within the Calgary Emergency Management Agency (CEMA) where his work has primarily focused on developing resilience and risk reduction strategies on a corporate and community level. Charles has fulfilled various roles at the Calgary Emergency Operations Centre (EOC) during several large-scale disasters, local emergencies and event monitoring. He is also an active responder with CEMA's Emergency Social Services (ESS) and was a volunteer with Canada Task Force 2. Prior to joining CEMA, Charles worked in Emergency Measures & Fire Prevention at McGill University as a Safety Planning Officer, responsible for developing the university's Emergency Response Plan and ICS training. Charles holds a Master of Arts in Sociology with a thesis on Resilience in the Aftermath of Disasters and has presented at emergency management conferences in Canada and USA.

Breakout Session 5B

A Blueprint for Success in Emergency and Continuity Management

Session Description:

Emergencies have become more complex, severe, and widespread. A disaster can occur anytime, anywhere - organizations must have effective systems, programs, and plans to manage their hazards and threats and increasing their resilience. The approach must not only include the traditional focus on preparedness and response, but also on prevention, mitigation, and business continuity and recovery activities. This proactive and comprehensive approach to managing emergencies is now essential.

Learn how the CSA Z1600-17 Standard can be your blueprint for an effective program as well as serve as your benchmark for evaluating performance and conformity of your emergency/continuity management program against the Canadian national standard.

Speaker Biography:



John Yamniuk, Canadian Standards Association

John is a certified Master Business Continuity Professional with 37 years diverse experience in the telecommunications industry and has been a practitioner in the business continuity industry for more than twenty-two years. He continues his work in the business continuity industry as a consultant and has been part of the DRI CANADA/DRI International instructor corps since 2007. His experience and expertise in the business continuity industry includes extensive work in business continuity planning and operations, both at a regional and a national telecommunications level, labour disruption planning, course development and delivery, exercise design and facilitation, after action reviews, risk evaluation, business impact analysis, strategy development, special event business continuity planning and operations. Currently, John is the Chair of the Canadian Standards Association (CSA) Technical Committee for Z1600 Standard for Emergency and Continuity Management Programs, member of the Board of Directors of DRI CANADA (President and Director Western Region and Chair of the DRI CANADA Awards of Excellence Program), Past-President of DRIE West, and past Chair of the Canadian Telecommunications Emergency Preparedness Association. John is based in Calgary, Alberta.