<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:00 am</td>
<td>Continental Breakfast</td>
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<tr>
<td>7:30 am</td>
<td>Registration</td>
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<tr>
<td>8:00 am</td>
<td>WELCOME</td>
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<tr>
<td>8:45 am</td>
<td>Understanding the role of the province and AEMA at the POC (POC)</td>
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<tr>
<td>9:30 am</td>
<td>BREAK</td>
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<tr>
<td>9:45 am</td>
<td>NGO’s: What is their role? Who are they? How can we contact them?</td>
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<tr>
<td>10:15 am</td>
<td>Breakout Sessions</td>
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<td></td>
<td>• A. Southern Alberta 2013 Flood – Seniors Impact Foothills Region</td>
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<td>• B. Insurance Bureau of Canada</td>
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<td>• C. Beyond the 72 Hours (Mitigating Staff Burnout)</td>
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<tr>
<td>11:30 am</td>
<td>LUNCH</td>
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<tr>
<td>12:15 pm</td>
<td>Southern Flood Learnings and Next Steps</td>
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<tr>
<td>1:00 pm</td>
<td>Breakout Sessions</td>
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<td>• D. Key Messages to Connect ESS to DEM and Council</td>
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<td>• E. Multiculturalism Needs During a Disaster</td>
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<td>• F. Re-Entry and Recovery Issues: You’re Heading Home Now... What Does it Look Like?</td>
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<tr>
<td>2:15 pm</td>
<td>BREAK</td>
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<tr>
<td>2:30 pm</td>
<td>Alberta Health Services: What is their role?</td>
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<tr>
<td>3:15 pm</td>
<td>Introduction to Disaster Recovery</td>
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<tr>
<td>4:00 pm</td>
<td>7 Active Regions in Alberta - Encourage Regions to Work Together to Support ESS Plans</td>
</tr>
<tr>
<td>4:15 pm</td>
<td>CLOSING REMARKS AND FORUM QUESTIONNAIRE</td>
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**Register Now**

**ESS Forum:** [https://reg.conexsys.com/ess14/default.htm](https://reg.conexsys.com/ess14/default.htm)

**Hotel:** [www.fantasylandhotel.com](http://www.fantasylandhotel.com) | 1.800.RESERVE (737.3783)

(Group name: ESS Forum)
Breakout Sessions

**Breakout Session A: Southern Alberta 2013 Flood – Seniors Impact Foothills Region**  
*Presented by Lauren Ingalls*

The Southern Alberta Flood had the Foothills Foundation evacuate 194 seniors from five buildings and another 85 with limited electricity, no telephone and a boil water advisory. Join us in reviewing the chain of events, outcomes and the experience of the Foothills Foundation in the past year including lessons learned and a senior’s perspective of the flood impact to her life.

**Lauren Ingalls**  With a background in economic development and business degree, Lauren Ingalls entered the seniors housing industry 1993 and has worked exclusively in the industry with four different agencies as the Executive Director ranging from 78 units to 1500 units.

In May 2011, Lauren joined the Foothills Foundation as the Executive Director hoping to remain active in a wonderful industry while achieving more life balance. Little did she and the seniors of the Foothills Region know what the summer of 2013 would hold. Lauren and her Medicine Tree Manor Lodge guest will provide an overview of the flood event, the impact to the organization, our seniors and our staff; steps undertaken; lessons learned and where we are today.

**Breakout Session B: Insurance Bureau of Canada**  
*Presented by Heather Mack*

Insurers have helped Canadians rebuild after disasters for more than 200 years. We know from experience that when people are suddenly forced to leave their homes, they often escape with little more than the clothes on their backs. Insurance is the last thing on their minds but insurance questions come up very quickly (is this damage covered? Will my insurer pay for temporary accommodations?).

CAMP (Community Assistance Mobile Pavilion) is a national program created by Insurance Bureau of Canada (IBC), on behalf of its member companies, to provide on-site insurance assistance to disaster victims. CAMP goes to communities to answer questions at a very stressful time, help disaster victims connect with their insurers and start the recovery process, liaise with municipal and provincial officials, first responders and media as the industry’s representative.

This session will discuss how and when CAMP is deployed and how it works. The session will discuss ways that IBC can help educate Canadians about disaster preparedness and also highlight the resources insurers have available for emergency responders.

Insurance Bureau of Canada (IBC) is the national trade association for Canada’s home, car and business insurers.
Heather Mack  Heather has almost twenty years of experience in government and politics. In April 2010, she joined the Ontario Division of Insurance Bureau of Canada (IBC). In 2012, Heather moved back to her hometown of Edmonton to take on the role of Director of Government Relations for Alberta and the North.

Prior to joining IBC, Heather was Chief of Staff to the Minister of Health and Long-Term Care and the Minister of Public Infrastructure Renewal. She spent four years with the Ontario Public Service in the Ontario Growth Secretariat and as Executive Assistant to the Deputy Minister of Public Infrastructure Renewal.

Heather also worked for a number of politicians in Manitoba including former Mayor of Winnipeg, Glen Murray and former Minister of Foreign Affairs, Lloyd Axworthy.

Heather has extensive experience in the volunteer sector with the Girl Guides of Canada, the United Way, RCMP Victim Services and the Elizabeth Fry Society. Heather studied philosophy at the University of Winnipeg and criminology at Red River College, Winnipeg. She is a proud member of the Métis Nation.

Breakout Session C: Emergency Social Services: The First 72 Hours and Beyond
Presented by Varley Weisman, Manager of Social Development, City of Medicine Hat

The 2013 flood was the biggest natural disaster to ever impact the residents of Alberta, resulting in thousands of people being displaced from their homes for extended periods of time. The support provided by Emergency Social Services (ESS) personnel in response to flood extended far beyond the traditional 72 hour window.

This talk will provide an opportunity for attendees to reflect and identity:
1. The challenges of operating ESS for extended time periods
2. Lessons learned
3. Strategies to enhance your ESS response.

Breakout Session D: Key Messages to Connect ESS to DEM and Council
Presented by Mike Cook, Emergency Management Officer, City of Edmonton

If you would like insights into ways in which lead ESS personnel in your community can make meaningful connections with the local Director of Emergency Management, this session will focus on ways to “bridge the gap” and assist your ESS program with becoming more closely integrated with the larger Emergency Management program in your community.
Mike Cook  Mike Cook is currently the Emergency Management Officer / Operations for the City of Edmonton. Working with all levels of Government and the general public, the Office of Emergency Preparedness provides planning, training, education and operational readiness to insure that the City of Edmonton is prepared in the event of a natural or human caused disaster. Prior to joining the Office of Emergency Preparedness with the City of Edmonton Mike spent 28 years as a police officer with the Edmonton Police Service. One of his roles with the Edmonton Police Service was as the Emergency Management Officer. In 2011 Mike took a one year leave of absence from the City of Edmonton to serve with the RCMP as a senior adviser to the Afghan Uniform Police (Emergency/ Fire Management) in Kabul Afghanistan.

Breakout Session E: Multicultural Considerations in a Reception Centre
Presented by Jennifer Fowler, John Dowds and Al Fraser

Pick up some great best practices and valuable insights from a highly-experienced panel on how to best address and respond to spiritual, cultural and emergency response needs related to multicultural evacuees at a reception centre. Take away key learnings on how to address emerging multicultural concerns before they become issues.

Jennifer Fowler  Jennifer is the City of Edmonton’s Director for Multicultural Relations that works with all City Departments and external partners to:
- Promote awareness of the rich multicultural fabric of the City of Edmonton
- Improve accessibility to programs and services
- Support the community/organization development of Edmonton’s multicultural communities

Prior to joining the City of Edmonton, her previous experiences include several posts as Director of Communications for various private and public sector organizations, such as Legal Aid Alberta, with significant international experiences engaging ethnic communities. This included working as the Program Manager for Children in the Wilderness and Technical Manager of Policy and Communications for the Malawi Social Action Fund in Central Africa.

Jennifer has also recently completed a Masters degree in Intercultural and International Communications, and sits on the Board of Goodwill Industries of Alberta, a social enterprise dedicated to enhancing the lives of people with disabilities by providing them training and opportunities for meaningful employment.

John F.K. Dowds  John has been Chaplain to the City of Edmonton employees and their families since 2006. In that capacity he provides short term counseling in such areas as spirituality, grief, stress, depression relationships, workplace issues and domestic violence. He is also trained in Critical Incident Stress Management, Psychological First Aid, Suicide Intervention, Mental Health First Aid and Emergency Management. He is a Mental Health First Aid Instructor and leads workshops on grief, stress, compassion fatigue and meditation.

When Reception Centres are activated in the City of Edmonton, John arranges for Chaplains and Elders to be present at those Centres. His most significant experience with that was during the Slave Lake Fire when a Reception Centre at Northlands was open for almost two weeks. During that time John, in consultation with
the City’s Disaster Social Services Team arranged for Chaplains from various faith communities to be present from 0700 to 2300 hours every day. John and his wife have a blended family of seven children and four grandchildren.

**Breakout Session F: Re-Entry and Recovery Issues: You’re Heading Home Now ... What Does it Look Like?**

Presented by Karl Hill, Director of Community and Protective Services, City of Stony Plain

In May 2011, the community of Slave Lake, Alberta was devastated by a wildfire. In less than 30 minutes the community lost 500 residential units, 10 commercial properties and 2 churches. More than 8000 residents from the region were forced from their homes for over two weeks. Hours after the event, local and provincial governments, non-government organizations, residents and emergency management agencies, collaborated to restore the sustainability and health of the community.

Tremendous challenges were overcome through partnerships and shared goals, a juggernaut of compromise and understanding, taking a community from tragedy to inspiring accomplishment. This session will discuss the challenges facing a community in the wake of a catastrophic tragedy.

**Karl Hill**

Working in Municipal Government for 23 years has provided Karl Hill the opportunity to give back to his community while creating quality of life opportunities. Karl takes a holistic approach to life looking for the positive it provides us all.

In 2011, a wildfire decimated the community of Slave Lake and parts of the surrounding Municipal District of Lesser Slave River. Karl was a Captain with the Lesser Slave Regional Fire Services and the Director of Community Services for the Town of Slave Lake.

He now resides in Stony Plain as the Director of Community and Protective Services. Karl’s passions include snowboarding and his three children.

**Acknowledgements**

**Emergency Social Services Forum Planning Committee**

Bonnie Stearns - The City of Red Deer
Bonnie Lewin - Calgary Emergency Management Agency
Hilary Schweitzer - Calgary Emergency Management Agency
Amy Campbell - Calgary Emergency Management Agency
Robyn Heibert - Regional Municipality of Wood Buffalo
Lori Prediger - Strathcona County
Varley Weisman - City of Medicine Hat

**Special thanks to:**

Alberta Emergency Management Agency
Alberta Human Services

Check out our new website:

[www.essna.ca](http://www.essna.ca)