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May 11-14, 2009 | Banff, Alberta | www.disasterforum.ca

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Disaster Forum 2009 is presented by

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Get Away to the Rockies!

This spring, management and emergency preparedness practitioners from across Canada will gather in beautiful Banff, Alberta for the ninth-annual Disaster Forum. Join them for four days of professional development sessions and social activities – with a distinctively western Canadian flavour.



Your conference organizers have brought together a world-class group of speakers – ranging from experts in preventing and responding to emergencies and attacks on critical infrastructure, to seasoned professionals who have been involved in responding to some of the most significant disasters in recent history.

The roster of speakers will share their insights with managers and emergency preparedness practitioners who are interested in honing their skills in emergency and disaster management and business continuity. Hosted at the internationally recognized Banff Centre, Disaster Forum will also give you the opportunity to expand your network of industry contacts.

The activity doesn't end after the day's professional development sessions are over. The "Conference After Hours" offers a different social activity every night – from the welcome reception at the Town of Banff's historic Fire Hall to the final social event of the conference, Comedy Night – featuring Jeff Nease, one of North America's leading stand-up comics!

Read on to discover everything the conference has in store for you.

Who Should Attend

Over the past eight years, conference delegates have represented a wide range of sectors and disciplines. The common thread linking them has been their shared interest in emergency management and/or business continuity. The following is only a partial listing of the sectors that will be represented at this year's event:

- Resource extraction, resource processing and resource manufacturing
- All levels of government
- First responders
- Health care
- Telecommunications
- Educational institutions
- Transportation
- Financial institutions
- All private and public sector industries
- Insurance
- Law enforcement
- Business owners

About Banff

Spectacular mountain scenery. Four-season recreation. World-class accommodation – and international flavours of culture and cuisine. All of this – and more – make Banff, Alberta the ideal setting for a conference getaway. Find out more about Banff by visiting **www.discoverbanff.com or www.banfflakelouise.com**

For more information, call Disaster Conferences Inc. at (780) 483-4004 (toll free at 1-800-718-3762), or visit www.disasterforum.ca

Disaster Forum Agenda

Please Note: all sessions will take place in the Max Bell Building at the Banff Centre. Specific rooms will be outlined in the event program, which you will receive on-site with your registration package.

Monday, May 11

9:30 am - 4:30 pm	**Workshop 2: Advanced Emergency Operations Centre** – Bob Black and Joanne Sheardown, Office of Emergency Preparedness, City of Edmonton	Banff Centre, Max Bell Building
	Workshop 3: Auditing Emergency Preparedness – Ed Wendlandt, CD, MSc Manager, Service Delivery, Emergency Response Management Consulting Ltd.	Banff Centre, Max Bell Building
	Workshop 4: Crisis Communications: Issues, Crisis & Risk – John Larsen, Principal, Corpen Group	Banff Centre, Max Bell Building
10:30 am - 10:50 am	**Coffee break** (Pre-Conference workshop participants only)	Banff Centre Max Bell Building Central Foyer
12:30 pm - 1:30 pm	**Lunch** (Full Day Pre-Conference workshop participants only)	Banff Centre, Dining Room
1:00 pm - 6:30 pm	**Registration Open**	Banff Centre, Professional Development Centre Lobby
1:30 pm - 4:30 pm	**Workshop 1: Hazardous Materials: CBRN –** Mel Caprarie, Emergency Planning CBRN and Logistics, Vancouver Police Department, Vancouver, British Columbia	Banff Centre, Max Bell Building
3:00 pm - 3:15 pm	**Coffee break** (Pre-Conference workshop participants only)	Banff Centre, Max Bell Building Central Foyer
4:30 pm - 7:30 pm	**Free Time**	
7:30 pm - 10:00 pm	**Welcome Reception at the Town of Banff Fire Hall –** Sponsored by The City of Edmonton (Shuttle service provided from Banff Centre)	Town of Banff Fire Hall

Please note:

Attendance at Disaster Forum earns credit towards your Certified Emergency Manager (CEM) designation through the International Association of Emergency Managers (IAEM). You will receive contact hour credits for your participation in Disaster Forum 2009.

In addition, the Board of Canadian Registered Safety Professionals has awarded Disaster Forum Conference 1.0 CMPs. The CMP approval number is 09041.

Tuesday, May 12

7:30 am - 4:00 pm	**Registration Open**	Banff Centre, Max Bell Building Central Foyer
7:30 am - 9:00 am	**Breakfast –** Sponsored by AIZAN The Honourable Ray Danyluk, Minister of Municipal Affairs and Housing, Province of Alberta	Banff Centre, Main Dining Room
9:00 am - noon	**Keynote presentation –** Sponsored by CAPP **Crisis Communication Fundamentals: High Hazard, High Outrage Risk Communication –** Dr. Peter Sandman	Banff Centre, Max Bell Building, Auditorium
10:30 am - 10:50 am	**Coffee Break –** Sponsored by AEMA	Banff Centre, Max Bell Building Central Foyer
Noon - 1:30 pm	**Lunch –** Sponsored by EPCOR	Banff Centre, Main Dining Room
1:30 pm - 2:30 pm	**Concurrent Session A** **The 9/11 Attack on the Pentagon: Unique Issues Facing a Local Response to a Major Terrorist Attack –** Tom Panther, Retired Police Captain, Arlington County, Virginia **Recovery Perspectives: Learning from the Indonesia Earthquake and Tsunami Response –** Jean Slick, Associate Professor, Royal Roads University, Master's in Disaster & Emergency Management Program **Cyber Security Incidents: What's Your Plan? –** Susan Bedwell, Acting Director, Investigations and Response Information Security Branch, Province of British Columbia **Emergency Response Planning for the Petroleum Industry –** Jessica Schlager, Assistant Team Leader, Energy Resources Conservation Board (ERCB), Province of Alberta	Banff Centre, Max Bell Building
2:30 pm - 3:00 pm	**Coffee Break –** Sponsored by AEMA	Banff Centre, Max Bell Building Central Foyer
3:00 pm - 4:00 pm	**Concurrent Session B** **Public Alerting: Leveraging Digital Technology & Public Demand –** Doug Allport, Executive Director, Canadian Association for Public Alerting and Notification (CAPAN) **Multi Agency Response to Railroad Incidents: Keys to Success –** Danny Simpson, Assistant Vice President, Safety and Environment, Network Operations, CN **Evacuation of Residents in North Saskatchewan: Shelter Planning & Conduct: Activation to Demobilization –** Jeff Gill, Volunteer, Canadian Red Cross **The Richard's Street Manhole Fire –** Sheena Vivian, Manager, Corporate Emergency Programs, BC Hydro	Banff Centre, Max Bell Building
4:00 pm - 5:00 pm	**Marketing Showcase – Product Demonstration: SAFER Systems** (optional attendance)	Banff Centre, Max Bell Building, Auditorium
5:00 pm - 6:30 pm	**Free Time**	
6:30 pm - midnight	**Saddle Up! Mountview Barbecue –** Sponsored by CN (Shuttle service provided from Banff Centre)	Brewster's Donut Tent

Wednesday, May 13

8:00 am - 1:00 pm	**Registration Open**	Banff Centre, Max Bell Building Central Foyer
7:30 am - 9:00 am	**Breakfast –** Sponsored by AIZAN Rod Knecht, Deputy Commissioner Northwest Region and Commanding Officer, K Division, RCMP	Banff Centre, Main Dining Room
9:00 am - 10:00 am	**Concurrent Session C** **The Kaixian County (China) Sour Gas Blowout of 2003 –** John Hemstock, Senior Emergency Preparedness Advisor **Principles of Exercise Design –** Bruno Cornejo, Consultant, ERMC **CN Rail Quarantine in Foleyet –** Mike Pintar, Fire Chief, Timmins, Ontario **Mountain View County Regional Emergency Response Plan Reaction to a Major Flood –** Tony Martens, Director, Legislative and Community Services, Mountain View County, Alberta	Banff Centre, Max Bell Building
10:00 am - 10:30 am	**Coffee break –** Sponsored by AEMA	Banff Centre, Max Bell Building Central Foyer
10:30 am - 11:30 am	**Concurrent Session D** **The Greensburg, Kansas F5 Tornado: Response and Lessons Learned –** Bill Chornyak, Deputy Director, Kansas Division of Emergency Management, Homeland Security, Division of the Adjutant General's Department **Handling Media During Crisis –** John Larsen, Principal, Corpen Group **Triage Exercise: Push the System 'til it breaks… –** Shawn Grono, Emergency Management Officer, Office of Emergency Preparedness, Alberta Health Services **Critical Infrastructure Protection (CIP) –** David Steele, President, SIGNAL OmniMedia Corp	Banff Centre, Max Bell Building
11:30 am - 1:00 pm	**Lunch –** Sponsored by EPCOR	Banff Centre, Main Dining Room
1:00 pm - 4:00 pm	**Demonstration EOC Exercise**	Banff Centre
4:00 pm - 5:00 pm	**Marketing Showcase: Product Demonstration – EMERGEO** (optional attendance)	Banff Centre, Max Bell Building, Auditorium
5:00 pm - 6:30 pm	**Free Time**	
6:30 pm – midnight	**Finale Dinner and Comedy Night –** Sponsored by ATCO Gas	Banff Centre, Main Dining Room

Thursday, May 14

7:30 am - 9:00 am	**Breakfast –** Sponsored by AIZAN	Banff Centre, Main Dining Room
9:00 am - 10:00 am	**Keynote Presentation: Practical Business Solutions for Pandemic Preparedness –** Sean G Kaufman, Senior Associate & Director of Training Programs, Centre for Public Health Preparedness & Research, Rollins School of Public Health, Emory University	Banff Centre, Max Bell Building, Auditorium
10:00 am - 10:30 am	**Coffee break –** Sponsored by AEMA	Banff Centre, Max Bell Building, Central Foyer
10:30 am - Noon	**Keynote Presentation: Lessons From Command in a Combat Environment: Preparing the Disaster Response Leader –** Colonel Ian Hope, Canadian Forces	Banff Centre, Max Bell Building, Auditorium
Noon - 1:30 pm	**Lunch and Closing Remarks –** Sponsored by EPCOR	Banff Centre, Main Dining Room
1:30 pm	**Adjournment**	

New This Year

New this year! Emergency Response Management Consultants (ERMC) together with IEAM are excited to introduce 10 bursaries valued at $400 each that recognize the completion of the Certified Emergency Management course and attendance at the Disaster Forum Conference. Please contact ERMC at 780-483-9168 for more information on how to apply for your bursary.

Sessions and Speakers

Workshop 1

Monday, May 11, 1:30 pm - 4:30 pm

Maximum number of participants: 40

Hazardous Materials: CBRN

Identification and response to the threat of Chemical, Biological, Radiological/Nuclear Explosive Weapons.

Since 2001, both governments and terrorist organizations have identified that CBRN weapons present opportune ways to potentially undermine society. The knowledge and potential for destruction is real and widespread – in fact, terrorist groups each use the Internet to publish material on producing CBRN weapons and how to deliver them on key targets, including major financial and business areas.

This session is designed for first responders, and individuals in fields including security management, health and safety management, risk management, and emergency planning.

The session will cover the following topics and conclude with a table-top exercise that demonstrates practical applications of the theory:

- Chemical Agents: Types of chemicals and delivery means,
- Biological Agents: Types of agents and methods of delivery, the potential results of an indoor release,
- Radiological Dispersal Devices (Dirty Bombs): Delivery means and the long-term hazards,
- First Responders: Necessary capabilities and potential shortcomings.



Claude Caprarie-Melville, Emergency Planner Officer, Vancouver Police Department

Claude "Mel" Caprarie-Melville is the Emergency Planner Officer for Chemical, Biological, Radiological/Nuclear Explosive (CBRNE) incidents for the Vancouver Police Department.

During his 36-year career with the Canadian Forces, Claude became an instructor at the Canadian Forces Nuclear, Biological, Chemical (NBC) school. He also served as the Damage Control Division NBC Officer and also a member of the National CBRNE team. During the first Gulf War he taught forces members how to survive and react in a CBRN environment. Prior to retirement from the military, he was the Emergency planner for CFB Esquimalt in Victoria, BC.

He is currently working on the development and implementation of a CBRNE awareness program for the Vancouver Police Department for the 2010 Olympic Winter Games and beyond.

Workshop 2

Monday, May 11, 9:30 am - 4:30 pm

Maximum number of participants: 40

Advanced Emergency Operations Centre

This full-day workshop will feature a series of presentations based on the flooding of the North Saskatchewan River that hit Edmonton in 2005. Workshop participants will participate in a series of vignettes that will expose them to the detailed operations of an Emergency Operations Centre (EOC) during an emergency. The workshop will also explain how an Incident Command System can be used to effectively operate an EOC.

Topics covered include:

- Planning the initial operation period,
- Activating the EOC,
- Declaring a State of Local Emergency,
- Planning subsequent operational periods,
- Planning a specific operational activity (neighbourhood evacuation),
- The logistical challenges of a long-term activation,
- Briefing senior staff,
- Preparing and issuing a press release,
- Planning demobilization and transition.

Participants will receive a copy of the City of Edmonton's training video *Active Response: How to Operate an EOC using ICS.*



Bob Black, Director, Office of Emergency Preparedness, City of Edmonton

Bob Black served with the Canadian Army from 1970 to 2002. His postings included Germany, Cyprus, Bosnia and Canada, where he participated in emergency operations in Vancouver, Winnipeg, the Kananaskis Valley and on the West Coast of BC. During the latter part of his career, he coordinated military support to civilian emergency operations in BC and Western Canada. Upon his retirement from the Canadian Forces, he assumed his current position with the City of Edmonton.

Bob is a Certified Emergency Manager and Associate Business Continuity Planner. He is co-chair of the Public Safety and Security Advisory Committee to the National Geoconnections program and a member of the Conference Board of Canada Council on Emergency Management. He served previously as the Vice-President West of the International Association of Emergency Managers Canada and was the Canadian member of the scientific committee for the first International WaterSide Security Conference, Copenhagen, August 2008.



Joanne Sheardown, Emergency Management Officer – Training and Education, Office of Emergency Preparedness, City of Edmonton

Joanne Sheardown holds a Bachelor of Arts in Criminology and recently received the designation of Certificated Emergency Manager from the International Association of Emergency Managers. Her experience in Edmonton includes emergency planning for the Indy Motor Race and responding to hazardous materials and fire incidents.

Joanne has been a volunteer with the Canadian Red Cross for eight years. Her operational experience with the organization includes serving as acting director of the Staffing Bureau in Kamloops British Columbia during the 2003 fire season and a three week assignment in Florida as a staffing specialist, where she assisted with hurricane relief after hurricanes Frances and Jeanne. Currently, Joanne is a Disaster Services Instructor Trainer with the Canadian Red Cross. In May 2003, she was awarded a National Citation for her work in promoting and teaching Personal Disaster Preparedness with the Canadian Red Cross.

Workshop 3

Monday, May 11, 9:30 am - 4:30 pm

Maximum number of participants: 40

Auditing Emergency Preparedness

Why do an audit of an existing Emergency Plan?

Development and implementation of an emergency management and business continuity program requires a significant investment in time, effort and money. Once developed there is a continuous requirement to account for the influence of changes in; potential hazards, the operating environment, or meeting changing regulatory requirements. Determining whether plans, procedures and capabilities are adequate to meet the needs of the organization requires a formalized approach. An audit of your existing Emergency Plan will help ensure that all your employees, facilities, and business activities are prepared to meet emergency conditions. The scale of your audit will depend on the type and degree of changes to your business.

The Auditing Emergency Preparedness workshop includes the following topics:

- Reason for conducting audits;
- Audit procedures;
- Developing the audit Checklist/Questionnaire;
- Emergency Plan document review;
- Conducting a site audit;
- Interviewing techniques;
- Audit report.

This training workshop is participatory and discussions and questions are encouraged. After completing the auditing workshop, participants will have gained the knowledge and confidence to be able to develop an auditing protocol for emergency preparedness and understand the requirements for conducting a successful audit in their own operations.

Each participant will be provided a workbook which will serve as a guide in developing an auditing protocol and keys to success.



Ed Wendlandt, CD, Msc, Manager, Service Delivery, Emergency Response Management Consulting Ltd.

Ed Wendlandt joined ERMC in 2003 after a career that included responsibility for and delivery of emergency response for both the Canadian military and a major Canadian aerospace company. As a consultant, he has worked with clients across all industries – including oil and gas, utilities, chemical, transportation, and government.

Ed is recognized as a leader in the emergency response industry and has delivered training workshops on designing exercises for emergency response plans and emergency-management best practices. He has worked across Canada as a developer and facilitator of tabletop, drill, and full-scale mock exercises for numerous industrial and municipal clients. Other areas of expertise include hazard/risk assessment, emergency planning, auditing, and incident command and emergency-operations-centre training.

A former major in the Canadian Air Force, he is experienced at planning, auditing, implementing and evaluating emergency response actions for the military – including emergency response to civilian disasters and air shows. Ed is a graduate of the Royal Military College of Canada and also holds a Master of Science degree in Thermal Power from Cranfield University in the UK.

Workshop 4

Monday, May 11, 9:30 am - 4:30 pm

Maximum number of participants: 40

Crisis Communications: Issues, Crisis & Risk

A comprehensive look at the connections between issues, crisis and risk. The presenter will move from this discussion to examine how organizations can build trust to deal with events that threaten perceptions of safety, or emergencies that have occurred. The session will explore the core elements needed to build a crisis communications plan and how to audit that plan (and your organization) so that you can be ready for crisis communications. The concepts, which will be presented in the context of several case studies, will explore techniques for scanning and prioritizing issues, and will examine the process of building effective and believable issues-communications programs.



John Larsen, Principal, Corpen Group, Inc.

John Larsen heads an independent strategic communications firm offering counsel in crisis and risk, and associated issues-management and media-relations skills. Before this, he held senior positions including manager of Communications and Issues Management for the City of Calgary, and associate vice-president of an international public affairs and government relations consultancy.

John has a broad background in crisis communications planning and training. He has served as spokesperson for a national search-and-rescue coordination centre, coordinated communications during national disasters, worked on several national security programs, and has drafted government crisis/risk communications frameworks and corporate crisis communications plans. John developed and delivers crisis-communications training for the Department of National Defence.

John regularly speaks about crisis communications at industry and academic conferences, has taught at several colleges and universities, and has published widely in newspapers and professional periodicals. His numerous accreditations include United Nations status as an International Permanent Observatory Expert on major event security.

Keynote Speaker 1

Tuesday, May 12, 9:00 am - Noon

Crisis Communication Fundamentals: High Hazard, High Outrage Risk Communication

From a communication perspective, two characteristics define disasters and other crisis situations:

1) People are upset,

2) People are right to be upset.

The goals of crisis communication are:

a) to help people bear their strong feelings, and

b) to help them harness those feelings so they are motivated to act wisely.

This seminar will begin with an overall introduction to risk communication so that participants can examine crisis communication in an appropriate context.

The presentation will move on to focus on several key crisis-communication fundamentals, especially those that crisis managers often get wrong. The topics to be covered include:

- avoiding over-reassurance,
- acknowledging uncertainty,
- speculating responsibly,
- validating fear, and
- preventing denial.



Dr. Peter Sandman

Peter Sandman is one of the preeminent risk-communication speakers and consultants in the United States. He has also worked extensively in Europe, Australia and other locations throughout the world.

"The engine of risk response is outrage," he says. "Sometimes the problem is too little outrage – people are apathetic and I help arouse more outrage so they protect themselves. Other times the problem is too much outrage – people are excessively angry or frightened, usually because of things my client has done wrong. I help find ways to calm the situation. At other times, when the outrage is justifiably high about a serious risk, the job is to help people bear it, sustain it, and act on it."

He has assisted corporate and government clients in dealing with a wide range of public controversies that threatened their reputations – from oil spills or labor/management battles to vaccine scares or finding locations for hazardous-waste facilities. These are situations where the "hazard" is low and the "outrage" is high.

Dr. Sandman also works on the other side of risk issues: for example, helping activists arouse concern about serious hazards, or persuading employees to take safety rules seriously. In these situations, the task is precaution advocacy in a high-hazard, low-outrage situation.

Finally, in the event of a crisis situation—such as a terrorist attack or an epidemic—hazard and outrage are both high. This means that the goal of communication is to help people bear their emotions and act appropriately.

Dr. Sandman became a professor at Rutgers University in 1977, founded the university's Environmental

Communication Research Program (ERCP), and served as its director until 1992. During that time, ECRP published over 80 articles and books on various aspects of risk communication. In 1995 Dr. Sandman left the university and became a full-time consultant.

Keynote Speaker 2

Thursday, May 14, 9:00 am - 10:00 am

Practical Business Solutions for Pandemic Preparedness

For far too long, pandemic preparedness has been focused on outcomes as opposed to processes, despite the fact that the threat of a pandemic is real and clearly defined. While the business community has been provided with several possible outcomes, it has not been given the processes they need to successfully reach these outcomes.

Building—and protecting—a resilient workforce is a strategy which is key to minimizing business risks in the event of a pandemic. This presentation will attempt to bridge the gap between strategic theory and the execution of pandemic preparedness activities for businesses. The presentation will begin by covering the infectious disease assessment strategies that are utilized in high-containment (BSL3 and BSL4) laboratories, which effectively minimize occupational exposures to some of the most dangerous infectious diseases. The assessment strategies can be modified and implemented for use in the workplace, offering workforce protection, increased business resiliency and decreased operational impact during a pandemic event.



Sean G Kaufman, MPH, CHES, CPH, Senior Associate and Director of Training Programs, Center for Public Health Preparedness and Research, Rollins School of Public Health, Emory University

Sean Kaufman has several years of experience in the fields of organizational development, behavioral management and modification, crisis and risk communication and emergency preparedness for public health and business organizations.

He began his career with the San Diego State Student Health Services as an STD, HIV and pregnancy counselor. He started with the Centers for Disease Control and Prevention (CDC) in 1999 and continued to work in the field of HIV/AIDS in underserved populations within the United States. In 2000, Sean began his work with waterborne diseases, working with individuals who became ill as a result of drinking or swimming in contaminated water. During his tenure at CDC, he assisted with the response to the 9/11 terrorist attacks; led a team of behavioural specialists who worked with New Jersey postal employees who were exposed to anthrax; and assisted businesses and employees who were affected by SARS and working at the Los Angeles International Airport.

Currently, Sean directs the Emory University Science and Safety and Onsite BSL3 and BSL4 High-Containment behavioural-based biosafety training programs. He serves on the Board of Commissioners at the National Center for Health Education Credentialing and is a past-trustee for Professional Development for the Society of Public Health Education. In 2006, he spoke at the International Centre of Infectious Diseases Business Summit for pandemic preparedness and was the plenary speaker for the National Organization for Credentialing Agencies in emergency preparedness. He continues to provide behavioral-based preparedness consultation, risk communication, and emergency health education training for international, federal, state and local organizations.

Keynote Speaker 3

Thursday, May 14, 10:30 am - Noon

Lessons from Command in a Combat Environment: Preparing the Disaster Response Leader

A Canadian Forces commander in the combat environment in Afghanistan in 2006, Commander Hope has applied the lessons learned from his experiences to the context of disaster-response leadership.

In his presentation, he will discuss topics including:

- The similarities between combat environments and disaster situations,
- The stressors on leadership in combat environments and how they compare to those felt by leaders in disaster situations,
- The place and role of the leader in situations of extreme stress,
- Managing fear and reinforcing resilience,
- Dealing with subordinates and superiors in stressful environments,
- Dealing with the media in stress situations,
- Leadership development and leadership training for both combat and disaster response, and
- Post-combat stress and leader rehabilitation.



Ian Hope, Colonel, Canadian Forces, Director of Strategic Studies, US Army War College

Colonel Hope led the soldiers of the first Battalion Princess Patricia's Canadian Light Infantry Battle Group (Task Force Orion) through combat in Kandahar from January to August 2006. He was in immediate command of most of these firefights and became intimately familiar with the challenges of high-pressured leadership situations; during such fighting his soldiers sustained 19 killed-in-action and 76 wounded-in-action.

He has 28 years of service in uniform, including 17 years in leadership roles with infantry battalions, including the West Nova Scotia Regiment, the First and Second Battalions Princess Patricia's Canadian Light Infantry, the Canadian Airborne Regiment, and the British Parachute Regiment. His operational experiences include multiple tours in the Balkans, Africa, Afghanistan, and as a company commander during the Army's emergency response to the Ice Storm in Quebec in 1998.

As a qualified strategic planner, he has served two tours with American Strategic Combatant Command headquarters in support of the global war on terrorism – at United States Central Command in Tampa Florida and at United States European Command in Stuttgart Germany.

Concurrent Session A

Tuesday, May 12, 1:30 pm - 2:30 pm

The 9/11 Attack on the Pentagon: Unique Issues Facing a Local Response to a Major Terrorist Attack

Delivered by one of the first responders to this historic event, this presentation will discuss how an urban jurisdiction responded to the 9/11 terrorist attack on the Pentagon, a symbol of America's military might. The discussion will describe the intertwining of the roles played by many of the responding partners, including federal, state and other local agencies.

A government-funded "After Action Report" praised the response to the Pentagon attack and attributed the successful handling of the scene to effective command and control, reliance on regional partners for assistance, past training exercises, and the pre-existing relationships among the major response partners.

The 9-11 Commission also heralded the response to the Pentagon attack as a model example of the use of Incident Command System, and the effectiveness of relying on regional partnerships for response and mutual aid.

The presentation will also discuss outcomes after the response was finished as well as lessons learned from the incident.



Thomas Panther, Captain (retired), Arlington County Police Department, Arlington, Virginia

Tom Panther was a first responder to the 9/11 terrorist attack on the Pentagon and was one of the three command personnel chosen to serve as the Incident Commander for the subsequent deployment in Arlington.

In 2003, Tom was one of three individuals chosen to expand Arlington County's Office of Emergency Management (OEM) from a one-person operation to a multi-disciplinary department comprising police, fire, EMS and public health agencies. He was also charged with developing Arlington's community disaster-education program, and was the lead for several key functions under the county's Emergency Operations Plan.

In 2006, after 32 years with the Arlington County Police Department, Tom Panther retired, having reached the rank of Captain.

Tom is a graduate of both the Virginia Forensic Science Academy and the FBI National Academy. He has served as an Adjunct Instructor in three senior-level courses at the National Emergency Response and Rescue Training Center at Texas A&M University and as an Observer/Controller in disaster exercises throughout Texas. Tom also instructs in the Federal Law Enforcement Training Center's First Responder's Training Program.

Recovery Perspectives: Learning from the Indonesia Earthquake and Tsunami Response

The 2004 Indian Ocean earthquake and resulting tsunami caused significant loss of life, property, livelihood and infrastructure in the region – forever changing the lives of those affected by the disaster. Media coverage of this event generated an unprecedented outpouring of public and government contributions: a truly global response. The humanitarian needs were great, each of the responding organizations had their own mandate, and the affected area was vast (spanning 1,000 kilometres) – all of which combined to make the process of staging a coordinated response a daunting task.

This session will focus on the specific recovery needs and challenges experienced after the Indonesian disaster. The presenter will reflect on the key lessons learned, and compare and contrast the response to what might be experienced in a recovery operation in Canada following a major or catastrophic event.



Jean Slick, Associate Professor, Royal Road University, Masters in Disaster & Emergency Management Program

Jean is moving from the Canadian Red Cross, as Director of Disaster Management for Western Canada, to a new position in March 2009 as Associate Professor at Royal Roads University, in the Masters in Disaster and Emergency Management program. She began her involvement with disaster response following the Edmonton Tornado , and has extensive response experience, including a 2 year posting in Indonesia, where she served as the Country Representative for the Canadian Red Cross Indian Ocean tsunami and earthquake-response programs. Working in some of the most badly-affected areas in Indonesia, Jean lead a team of more than 120 people to improve the living conditions of displaced persons, and to provide transitional and permanent housing to over 6,000 households.

Jean is a disaster generalist and recovery specialist, with interests in assessment, policy and planning, and inter-agency coordination. She has developed and delivered disaster-management training programs, worked as a trainer with Reach Out, a refugee protection program , and developed and managed the Red Cross Immigration Detention Monitoring Program. Jean's recent projects include the facilitation of the development of a new International Disaster Response Strategy for the Canadian Red Cross.

Cyber Security Incidents: What's Your Plan?

The British Columbia government's IM/IT infrastructure is comprised of more than 30,000 government desktops, 1,800 servers (Windows/Unix), 5,000+ routers, 750,000 users, and 100,000 active IP addresses. The government's Internet Gateway provides a link between all of government, the broader public sector (schools, hospitals and pharmacies), and the public. If the Gateway was to be shut down, all of these linkages would cease, and the estimated cost for the loss of business alone is conservatively estimated at $1 million per hour. The projected cost to clean up a virus attack on the B.C. government systems could be as high as $1 million per event.

Whether an attack on the government's IM/IT infrastructure is intentional, as part of the wave of cyber crime prevalent today, or is the result of a natural disaster, the implications are potentially staggering. To deal with this challenge and to reduce the opportunities for information security vulnerabilities to be exploited, the B.C. government has created the Cyber Security Incident Response Plan.

In the event of a widespread breach of the government's electronic information systems, the Cyber Security Incident Response Plan is launched, ensuring that IM/IT infrastructure services continue, and minimizing negative operational impact.

The Information Security Branch provides overall strategic direction and policy for securing government information resources. The branch works with core government and the broader public sector to manage the risks to the confidentiality, integrity and availability of government information.

This presentation will provide an overview of the developmental process, challenges, lessons learned and future directions of the Cyber Security Incident Response Program.



Susan Bedwell CPP CISSP, Acting Director, Investigations and Response, Information Security Branch, Office of the Chief Information Officer, Province of British Columbia

Susan Bedwell has 29 years of incident management experience, during which she has had the opportunity to use a number of different response models. Her background includes ten years as a constable with the RCMP and nineteen years with the British Columbia Information Security branch as a security specialist and investigator. The Information Security Branch provides overall strategic direction and policy for securing government information resources. The branch works with core government and the broader public sector to manage the risks to the confidentiality, integrity and availability of government information.

Susan is the current lead for the Province in incident response management.

Emergency Response Planning for the Petroleum Industry

Setting The Standards for Emergency Response Planning

Directive 71 - Effective Application of Alberta's Regulatory Requirements

Alberta's Energy Resources Conservation Board (ERCB) regulates the safe, responsible and efficient development of Alberta's energy resources. The board's expertise is drawn from its employees' many years of field experience. The organization is seen as a global leader of regulatory requirements – many of their initiatives have been adopted by other regulatory agencies.

Directive 71 outlines the requirements for developing emergency response plans – including the identification of predetermined planning zones from a risk-based approach. This session will address the process of complying with the directive's requirements, multiagency coordination, public consultation and ERCBH2S modeling. The discussion will also include the ERCB's plans for the development of a certification training program, and the evolution of the assessment program.



Jessica Schlager, Assistant Team Leader, ERCB

Jessica Schlager has been with the Energy Resources Conservation Board for eight years. She began her career in their Applications group where she audited licensees and coordinated public hearings. From there she moved to the Public Safety Branch where she is now the assistant team lead with the Emergency Planning and Assessment Section.

Jessica heads up the Emergency Response Plan (ERP) Assessment Program, which tests a licensee's ability to effectively implement its ERP. She is also part of a team which is creating an implementation plan for compliance with the province's new Directive 71 requirements. In addition to these duties, Jessica attends and evaluates emergency response exercises and is a technical specialist providing knowledge and support regarding Directive 71 requirements to other ERCB staff, the public and industry.

Register online at

www.disasterforum.ca

Sessions and Speakers

Concurrent Session B

Tuesday, May 12, 3:00 pm - 4:00 pm

Public Alerting: Leveraging Digital Technology and Public Demand

This session speaks to what is being done to ensure that the entire spectrum of public alerts and notices, from those distributed by national agencies to those produced by even the smallest of municipalities, are distributed as freely and efficiently as other information of general interest to the public, such as stock prices and sports scores.



Doug Allport, Executive Director, Canadian Association for Public Alerting and Notification (CAPAN), President, Allport Group

Doug drafted what has become known as the Canadian Profile (CAP-CP) for the Common Alerting Protocol (CAP) standard, leveraging the experience he gained as chair of the US Partnership for Public Warning (PPW) standards committee, which sponsored the standardization of CAP. Prior to doing so, he had devised a public alerting method which he licensed to a major telecommunications company, and represented a company whose system is used by many Canadian provinces to issue public alerts through The Weather Network.

Multi-Agency Response to Railroad Incidents: Keys to Success

Coordinating emergency response today is an extremely complex process: the days of single-jurisdiction, single-agency response are over. The post-9/11 environment requires that emergency-response organizations adopt an all-hazards approach to incident management. Stakeholders must be able to integrate their efforts quickly at all levels so that a safe and effective response can occur.

Nowhere is this new approach more in evidence than in railroad emergency response. This session will address the typical organizational structure of a railroad, the response doctrine of railroads and the way in which railroads expect to integrate with other responding agencies. The presenter will also discuss the concept of railroad system protection, the industry's emergency response methodology, incident command, and keys to successful emergency response.



Danny Simpson, Assistant Vice President, Safety and Environment, Canadian National

In his position with CN, Danny provides direct support to the railroad's operations in the areas of safety, environment, operating practices, regulatory affairs and dangerous goods. He joined CN in 2006.

Prior to this, Danny held the position of System Director, Dangerous Goods, overseeing the railroad's emergency preparedness and emergency response.

Before coming to CN, Danny spent 15 years with the Association of American Railroads in positions focused on defining HAZMAT response standards, providing HAZMAT services to AAR member railroads, and improving responder capabilities throughout the U.S., Canada and Mexico. With the AAR's Transportation Technology Center, Danny has participated in extensive work with the Department of Homeland Security and other federal agencies in domestic security preparations and training.

A former schoolteacher, fire fighter and professional baseball player, Danny sits on several industry leadership committees including the Transportation Research Board, National Fire Protection Association HAZMAT Committee and the AAR's Tank Car Committee.

Evacuation of Residents in North Saskatchewan: Shelter Planning & Conduct: Activation to Demobilization

In July 2008, over 2000 people from aboriginal communities in Northern Saskatchewan were evacuated due to approaching forest fires. On short notice, the Province was required to set up and staff shelters at various locations in multiple municipalities. The Canadian Red Cross was asked to assist.

Using this event as a model, this session will discuss the key considerations associated with the complex process of setting up and operating shelters, focusing on areas of specific concern when having to set up shelters on short notice. Two additional critical functions, communication and coordination between participating agencies, will also be addressed in detail.

This session is ideal for representatives of municipalities or organizations associated with shelter planning and for industries that are responsible for coordinating shelter for the public in the event of an industry-related event.



Jeff Gill, Disaster Management Volunteer, Canadian Red Cross

In his role as a disaster-management volunteer, Jeff works as a responder, instructor, and senior member of the Disaster Response Team. He was responsible for the management of three shelters during the evacuation of communities in Northern Saskatchewan in July 2008.

Apart from his volunteer work with the Red Cross, Jeff is employed with Emergency Response Management Consulting, where he specializes in developing emergency response management systems for government, non-government, and industry organizations. Prior to this, Jeff served with the Department of National Defence as an infantry officer, where he participated in multiple domestic and international operations.

The Richard's Street Manhole Fire

In July, 2008, a major fire broke out under the streets of downtown Vancouver. Among its many results was severe damage to BC Hydro's infrastructure resulting in a power outage which impacted a large area of downtown Vancouver, the city's utilities, including a shutdown of power to large portions of Vancouver's downtown core.

Presenter Sheena Vivian will discuss the chronology of the event, its many impacts, and the subsequent activation of the BC Hydro Incident Management System. She will also cover the key decisions and activities that took place after activation of the system, the lessons learned during the course of the event and how they were used to make changes to BC Hydro's emergency plans post-incident, and how the incident inspired the development of additional programs.



Sheena Vivian, Manager, Corporate Emergency Programs, BC Hydro

Sheena joined BC Hydro in 2007 after 11 years in municipal emergency management with the City and Township of Langley, British Columbia.

She has extensive practical experience in emergency management communications and logistics, including serving as logistics officer at the 1998 Silver Creek Fire in Salmon Arm BC and as communication liaison during the 2004 Avian Influenza Outbreak.

Sheena currently represents BC Hydro on the Provincial Inter-Agency Emergency Planning Committee and is a member and past Chair for the Metro, Vancouver Regional Emergency Planning Committee. She serves on several emergency management committees with the Western Energy Institute and the North West Power Pool. A member of the International Association of Emergency Managers since 1996, Sheena has served on and chaired several committees including Scholarship, International Development and Donations Management.

Sheena has a Masters degree in Risk, Crisis and Disaster Management from the University of Leicester (UK) and has instructed for the Faculty of Communications at Simon Fraser University.

Concurrent Session C

Wednesday, May 13, 9:00 am - 10:00 am

The Kaixian County (China) Sour Gas Blowout of 2003

In December, 2003, a sour gas well blowout in Kaixian County in Southeast China flowed uncontrolled for 18 hours. The incident resulted in 243 fatalities among the residents of the surrounding villages.

The session will begin with a review of the incident's key characteristics. These will then be compared to the emergency response preparedness and response requirements found in Western Canada to show why a similar incident should not be expected in today's current environment.



John Hemstock, P.Eng., M.B.A., Senior Emergency Preparedness Advisor

A chemical engineer, John began his career with emergency planning in the mid-1980s when he was asked to prepare Gulf Canada's emergency response plans for their offshore Beaufort Sea operations. He was reassigned to Gulf's Western Canadian drilling operations and prepared emergency plans until he left the company in 1989 to start his consulting career. Since 1990, he has provided a range of emergency preparedness services to industry, government and resident groups, focusing primarily on appropriate preparations for sour gas or other industrial operations.

John was a founding partner of Gecko Management Consultants Corporation, where he worked until 2008. In 2004 he was brought to China on two separate occasions by the Chinese National Petroleum Company - Alberta Petroleum Centre to provide sour gas emergency response training for senior management and operations personnel in China following the fatal sour gas well blowout in Kaixian County of Southeast China.

Principles of Exercise Design

Have you been tasked to conduct next year's big exercise? Is this going to be your first time planning an exercise? Do you still have concerns about how the last exercise was run? This session is designed to build the confidence of exercise planners, whether they are from a government, industry, or non-industry background.

This session will present practical techniques and the tools needed throughout the process of designing an exercise. Emphasis will be placed on setting exercise objectives, establishing an exercise planning team, resource planning, exercise execution, and the after-action review process. Participants can expect a fast paced, interactive experience, which will better prepare them to fulfill the role of an exercise planner.



Bruno Cornejo, Consultant, Emergency Response Management Consulting Ltd.

Bruno Cornejo has over eight years of emergency preparedness and planning experience with ERMC. His experience in working with a wide range of clients gives him a broad perspective in addressing emergency response needs. He is experienced in the practical and effective delivery of services: audits, emergency plan development, training and exercise development and delivery. He also delivers incident command and emergency operations centre training.

His background in computing science adds value to the services he provides, as he is able to assist in developing business continuity strategy and plans from an IT perspective for customers. His background in the service and manufacturing sector augments his understanding of practical plan development, service delivery and exercise development.

He is trained in Electrical Engineering and Computer Science and has participated in ongoing professional development in the Emergency Response field at the BC Justice Institute.

CN Rail Quarantine in Foleyet

On May 9, 2008 a team that included members of the Timmins Fire Department and several other emergency-response agencies (OPP, Cochrane District Ambulance Service, CN Rail & Health Units) were dispatched to deal with a potential outbreak of an infectious disease on a CN train that was stopped in Foleyet – a town with population of 350 situated approximately 94 km west of Timmins and 316 km north of Sudbury.

Aboard the train was the body of a deceased woman and several passengers who were exhibiting symptoms of respiratory distress. Because of this, the incident garnered national attention – the train was seen as the source of a potential outbreak of an infectious disease.

The presenter will review the events that transpired during the course of this incident, highlighting the various challenges encountered by responders as well as the many positive experiences and outcomes. The lessons learned and their application to future situations will also be discussed.



Mike Pintar, Fire Chief/ Emergency Management Coordinator, City of Timmins, Ontario

Co-presenting with Mike Demeules, Staff Sergeant, Ontario Provincial Police

Before becoming chief of the department, Mike was first a volunteer firefighter and later a full-time firefighter for the City of Timmins for 12 years. He was promoted to the position of deputy fire chief in 2003 and assumed his current position in January, 2005. Mike worked as a mechanical engineer for a Timmins-area gold mine for ten years. His role at the mine included involvement with areas including mine rescue, surface emergency response and health and safety. He has a wide range of experience in training and coaching, working with groups as diverse as local minor sports and Hockey Canada to the Canadian Red Cross and other community groups. Mike Pintar will be joined by co-presenter Mike Demeules, Staff Sergeant with the Ontario Provincial Police.

Conference Chaplain

Mr. Andy Kwak currently serves as the Chaplain to the City of Abbotsford, BC Fire Services and is incharge of Emergency Diaster Services for The Salvation Army in the city of Abbotsford. His main role is that of Director/Pastor for The Salvation Army Centre of Hope in Abbotsford. Prior to moving to BC Andy was Chaplain for both the Edmonton International Airport and the St. Albert Fire Department. He has been involved in responding to many of the most traumatic events in recent memory: Chechnya, Africa, New York after 9/11, and in New Orleans following Hurricane Katrina.

As chaplain, Andy will be available to anyone who wishes to discuss concerns about emergency response, their personal experience at incidents, and wants to gain a better understanding of how events affect them. A separate meeting room has been reserved for conversations with Andy, who is also available simply for a walk or a less-formal chat.

Andy will also be introduced at the start of the conference, and you can look for him at any of the breakout sessions or breaks. To contact him confidentially or to set up an appointment, email him at andykwak@telus.net

Sessions and Speakers

The Mountain View County Regional Emergency Response Plan: Reaction to a Major Flood

This session will discuss the rationale behind Mountain View County's choice to develop a regional emergency-response plan and the process of setting up the plan.

The completed regional emergency response plan encompasses the county and five urban centres. The presenter will discuss the plan's many benefits to the region including:

- The efficiencies of a single emergency response plan for multiple administrative units;
- The benefits of joint training initiatives;
- Effective administration of the region via a regional Emergency Operations Center;
- Transportability of response staff (via an Emergency Operations Center).



Tony Martens, Director, Legislative and Community Services, Mountain View County, Alberta

Mr. Martens has been involved with the development of regional projects for the Mountain View region in Alberta, including waste management, emergency medical services, and a municipal emergency plan. He was also one of the original board members of the Central Alberta Economic Partnership, which has grown to include more than 30 members from Alberta municipalities.

Further to his regular municipal duties, Mr. Martens had been a director on the boards of the Society of Local Government Managers and the Association of School Business Officials of Alberta.

See the **Conference at a Glance** (page 20) and

Concurrent Sessions at a Glance (page 21) Schedules

Concurrent Session D

Wednesday, May 13, 10:30 am - 11:30 am

The Greensburg, Kansas F5 Tornado: Response and Lessons Learned

Following a brief introduction which will cover 2007 Presidential disasters in Kansas, presenter Bill Chornyak will move on to describe and illustrate with photos of the scene of the devastation created by the Greensburg EF-5 tornado as it moved along its 22-mile-long, two-mile-wide path.

Bill will also discuss the key facts of the crisis: the operations center in Greensburg, the many challenges and issues faced by responders, which strategies and actions worked, and the lessons learned as the responders worked to activate the 15 functions outlined in the US National Emergency Support Function System.

The presentation will conclude with a look at the greening of the Greensburg of today.



Bill Chornyak, Deputy Director, Kansas Division of Emergency Management, Homeland Security, Division of the Adjutant General's Department

Bill Chornyak has held his current position since 2006, and has managed the response to several major disasters including a snow/ice storm, and a tornado which destroyed a town of 1600.

Bill began his career in federal law enforcement as a special agent/security officer with the U.S. State Department. He was appointed as a special agent of the Federal Bureau of Investigation in 1982, where he handled Foreign Counterintelligence and International Terrorism. He was part of the Iran Contra investigation and worked as a supervisor in the Criminal Investigative Division at FBI Headquarters, working on matters including the Pan Am Flight 103 bombing.

He went on to hold senior positions with the FBI and eventually became responsible for oversight of the National Foreign Intelligence Program and the Domestic Preparedness Program. Before his retirement from the FBI, he was appointed Section Chief and served as interim Assistant Director and Deputy Assistant Director of the Intelligence Division.

Prior to assuming his current position, he was training manager for security at the Kansas City International Airport, and security manager in the Great Lakes Region for Coca-Cola Enterprises Inc.

Handling Media During Crisis

When the crisis hits, the media will be there – and your organization will need to be ready. This fast-moving session will explore the distinct phases of a crisis, what the media wants to know, and how to handle tough media questions. Finally, the presenter will outline how your executives, operations and public relations staff need to work together to effectively deal with the pressures of media during a crisis.

John Larsen, Principal, Corpen Group

See speaker bio on page 9.

Triage Exercise: Push the System 'til it breaks…

This presentation will discuss the results of Shawn Grono's work with mobile medical facilities (PICS) and their potential for application in response to a pandemic influenza outbreak. Since beginning his research in this area in 2006, Shawn has designed a new community-triage-centre system and coordinated two operational pilots to assess the new system's feasibility.

Shawn will discuss this community triage centre concept (piloted by Capital Health in 2007 and 2008), explore the known and newly discovered operational challenges associated with its deployment, and discuss the solutions that made this novel system function effectively.

This session will provide information on preparing for public health emergencies, protecting critical infrastructure, addressing psychosocial responses to disasters, harnessing strengths and building capacity, and addressing emerging risks and issues



Shawn Grono R.N., BSc.N, MA.DEM(c), Emergency Management Officer - Operations, Office of Emergency Preparedness, Alberta Health Services

Shawn has held various positions in the healthcare field over the span of his fifteen-year career. In Canada, he has worked in Edmonton and in Yellowknife; his international experience includes positions in Bermuda, New Zealand, South America and the United States.

Shawn has worked in management positions with the Department of National Defense and Alberta Health and Wellness and provided consulting services to a team of healthcare professionals that developed a conceptual business model for a mobile medical service.

The scope and dynamics of his current position as Emergency Management Officer with Alberta Health Services involves the development of new conceptual designs and processes to further advance the profession of emergency management.

Critical Infrastructure Protection (CIP)

Critical infrastructure protection policies have been adopted to ensure the security of vulnerable and interconnected infrastructures critical to the security of the region in question and the well-being of its citizenry.

This presentation will provide an overview of the concept of critical infrastructure, potential vulnerabilities and the importance of Critical Infrastructure Protection.

The presenter will discuss the principles of CIP, followed by a overview of a model for Critical Infrastructure Protection Model and examples of a CIP program.



David G. Steele, CDR (ret'd), CD, MA, PCIP, SCIP, President, Signal Strategic Inc.

David Steele is founder of Signal Strategic Inc, a consultancy that provides services in leadership, strategic planning, intelligence, and critical infrastructure protection.

Throughout his 21-year career in the Canadian Navy, David amassed a track record of leadership, management, and intergovernmental cooperation across a wide spectrum of strategic and business planning, operations, and policy development activities. He also gained practical experience and formal training in leadership, strategic planning and policy development, which culminated in his appointment as Vice Director NORAD Plans and Policy.

After leaving the Department of National Defence, David completed a Master of Arts in leadership before founding his consultancy practice in 2005. Recently, he worked as an Associate Professor at the Royal Military College of Canada, and completed several strategic planning and critical infrastructure protection projects for clients including federal government departments. In 2007 he earned his certification as a Professional in Critical Infrastructure Protection from the Critical Infrastructure Institute. He is also an active member of the Society of Competitive Intelligence Professionals.

Demonstration EOC Exercise

Wednesday, May 1:00 pm - 4:00 pm

DISASTER FORUM 2009 will be presenting a demonstration exercise highlighting an Emergency Operations Centre (EOC) functioning using the principles of Incident Command during a mock disaster. The exercise will be moderated for the benefit of delegates and will include demonstrations of how up to date Emergency Response Plans, trained EOC personnel and technology can effectively manage an emergency event. The Public Information Office/Joint Information Centre functioning in support of the EOC will also be highlighted.

This will be a don't miss event for all delegates!

Conference After Hours

Every evening, the conference offers the opportunity to wind down, connect with colleagues and enjoy fabulous food and entertainment. Don't miss out on any of these events – all included with your conference fee! Shuttle service will be provided from the Banff Centre to each off-site location so your entire evening can be worry-free!

Welcome Reception - Sponsored by The City of Edmonton

Monday, May 11, 7:30 pm, Town of Banff Fire Hall

The historic home of Banff's first responders, opens their doors again for our kick-off event! Get set for another four-alarm opening reception as you connect and re-connect with friends and colleagues over wine and hors d'oeuvres. And take advantage of the chance to explore the fire hall – ladder, truck, firefighters' gear, and all!

Saddle Up! Mountview Barbecue - Sponsored by CN

Tuesday, May 12, 6:30 pm, Brewster's Donut Tent

In the best cowboy tradition, we'll put on our best western duds for a real country-style hoe-down! Party the night away inside the famous Brewster 'donut' tent, where a central bonfire provides warmth and plenty of western atmosphere. Featuring a buffet-style meal that'll include the world-famous Brewster Barbecue Hip of Beef, caricature artists and entertainment by one of Western Canada's best trick ropers, this will be an evening to remember.

Finale Dinner and Comedy Night - Sponsored by ATCO Gas

Wednesday, May 13, 6:30 pm, The Banff Centre

The conference's evening events wrap up at The Banff Centre with a terrific meal seasoned with laughter provided by one of North American leading stand-up comics, Jeff Nease. The evening will conclude with late-night musical entertainment by Chuck Rose – back by popular demand.

He's "one hilarious stand-up comic!" raves Entertainment Today Magazine. Jeff Nease is one of America's top stand-up comics, having performed around the world entertaining audiences of all ages. He's worked with Jim Carrey, Ellen DeGeneres and Tim Allen, and has opened for entertainers including R&B legends, The Temptations.

After he became a finalist in New York's National Lampoon's Comedy Play-Offs, audiences began to rave about Jeff's unique observational and conversational comedy style. Jeff founded 'The Improvables', an improvisational acting group that gave his act the spontaneous edge audiences love and soon later, was teaching improv to professional groups and corporate officers. If Jeff looks familiar, you may recognize him from his many TV appearances or his various commercial work. Jeff performs at nightclubs and corporate events throughout the United States and Canada, and on top rated cruise lines around the world.

Conference Policies

General Information

Delegate Code of Conduct

Disaster Forum works hard to attract quality speakers that are international in scope. We also work at balancing the program between Emergency Preparedness, Emergency Management, Business Continuity and Risk Management. We also strive to arrive at a mix of industry, government, health care/education and the not-for-profit sector, so we can ensure the program is attractive to a wide cross section of delegates.

As part of delivering a quality program, we ask that delegates review and adopt some basic standards of conduct to ensure that the conference is a positive learning and networking experience for all those in attendance. This includes, but is not limited to:

1. Cell phone and PDA devices are to be turned OFF or to SILENT during all sessions.
2. If phone calls must be taken, conversations must occur outside of session rooms. If you are expecting an interruption, please sit near the door and call the party back after you have left the session room.
3. Be on time for sessions. Latecomers distract both other delegates and the presenter.
4. Do not leave sessions mid-way through; this is very distracting to other delegates and presenters. If you expect to be called away, please sit at the rear near an exit to minimize disruption.
5. Allow presenters the opportunity to deliver their sessions. Questions are encouraged but should be asked within the framework established by the presenter.
6. Social functions are designed to encourage networking. Delegates are reminded that they are representing their employer and professional behaviour is expected at all times. Unprofessional conduct may result in Disaster Forum denying registration at future events.
7. We are in a National Park and UNESCO World Heritage Site. Please reduce, reuse and recycle where appropriate.

Dress code

Dress code is business casual throughout the conference. Business or casual evening attire is recommended for the Welcome Reception at the Banff Fire Hall. Put on your jeans and your best western wear for the Saddle Up! Mountview Barbecue, and business casual or jeans are recommended for dinner and comedy night at The Banff Centre.

Weather

The temperature in Banff in May ranges from a high of 18 C to a low of -3 C. The weather in the Canadian Rockies is variable and unpredictable due to the high elevation and rugged topography; bring appropriate outerwear.

Banff National Park Fees

If you are travelling by car, park entry fees will apply. An independent traveller day pass in a vehicle is $9.80 per day per adult. A National Parks of Canada annual pass for independent travellers is $67.70; these are multi-park passes that allow entry to all national parks in Alberta and British Columbia. If you choose to take the Banff Airporter shuttle to Banff, the park fee is included in the price of the ticket.

Conference Location – The Banff Centre

The conference keynote and concurrent sessions will be held at The Banff Centre, located approximately a ten minute walk from the town of Banff. Signage and final conference material will indicate specific room numbers. Conference social events take place at locations off-site; check the conference agenda for specific information. A shuttle service will be available from the Banff Centre.

Directions from the Banff townsite to The Banff Centre:

Travelling westbound on the Trans-Canada Highway 1 from Calgary, take the first exit to Banff.

Turn left at the base of this exit ramp. Follow this road (Banff Avenue) into the Town of Banff. Continue on Banff Avenue until reaching Wolf Street. At Wolf Street, turn left. Continue on this road until you reach a T intersection. At this point, turn right onto St-Julien Road which leads directly into The Banff Centre

Long-term parking is available in two locations: the underground parkade on the north side of campus and the visitor parking lot on the south end of campus.

When you arrive at the Banff Centre, visit the Professional Development Centre to check in. Please also refer to the campus map on page 22.

Registration Desk

Registration desk for delegates will be located in the Professional Development Centre Lobby at the Banff Centre on Monday, May 11. On Tuesday, May 12 and Wednesday, May 13 it will relocate to the Central Foyer of the Max Bell Building.

Registration Hours

Monday, May 11	1:00 pm - 6:30 pm
Tuesday, May 12	7:30 am - 4:00 pm
Wednesday, May 13	8:00 am - 1:00 pm

On Site Registration

- On site registration at the Banff Centre begins on Monday, May 11, 2009
- Delegates must register in person. Registration packages will be released only to the individual whose name appears on the badge.
- Substitution for a pre-registered attendee requires written authorization on corporate letterhead. Business cards will not be accepted as authorization.
- Registered delegates, guests, and speakers must wear their conference badges for access to all conference functions.

Please note that delegates registered in pre-conference workshops will receive their registration package at the workshop.

Registration Policy

- Fees for conference registration and additional social event tickets are due on submission of the registration form. You will not be officially registered until payment is received.

Delegate fee includes:

- Access to conference keynote speakers and sessions
- Three breakfasts: Tuesday, May 12, Wednesday, May 14 and Thursday, May 14
- Three lunches: Tuesday, May 12, Wednesday, May 14 and Thursday, May 14
- Four nutrition breaks:
  - 2 on Tuesday, May 12
  - 1 on Wednesday, May 13
  - 1 on Thursday, May 14
- One ticket to the welcome reception on Monday, May 11 at the Town of Banff Fire Hall and one complimentary beverage
- One ticket to the Saddle Up! Barbecue social on Tuesday, May 12 at Brewster's Tent and one complimentary beverage
- One ticket to the dinner and comedy night at The Banff Centre on Wednesday, May 13 and one complimentary drink ticket

- Delegate fee does not include access to the pre-conference workshops. Additional fees apply. Space is limited; please register early.
- Pre-conference workshops are open ONLY to delegates registered in the full conference until April 20, 2009. Those interested in attending only the workshops can register after April 20, 2009, space permitting. Cost will be $325 plus GST to attend a workshop.
- End dates for early and late registration will be strictly observed.
- Registration changes or name substitutions received after May 4, 2009 are subject to an administration fee of $30.
- Final deadline for pre registration is May 4, 2009.
- Student rates are available. Please inquire.

Cancellation policy

Requests for refunds or cancellations must be in writing and received by Disaster Conferences Inc. via fax, e-mail or mail post-marked on or before May 4, 2009. Please allow sixty (60) days after the conference for refunds.

Cancellations received and postmarked on or before May 4, 2009 will be subject to a $75 administration fee.

Refund requests received after May 4, 2009 will not be honoured.

Disaster Forum 2009 reserves the right to adjust or revise the education or social programs as necessary.

Until May 4, 2009, Disaster Forum 2009 will issue written confirmation (via e-mail) of all registrations. This confirmation is your receipt. If you register after May 4, 2009 and have not received written confirmation, please bring a copy of your registration form with you.

Make cheques payable to Disaster Conferences Inc.

Mail or fax registration forms to:

Disaster Forum 2009
13127 – 156 Street
Edmonton, AB T5V 1V2
Phone: (780) 483-4004 or 1-800-718-3762
Fax: (780) 444-6167
E-mail: info@disasterforum.ca



Keynote Speaker, Disaster Forum 2007

Travel and Accommodations

Hotel

The internationally-recognized Banff Centre will be the location for Disaster Forum 2009 – and our host hotel. A block of rooms have been reserved for our delegates from May 10 through May 14. Please contact the Banff Centre directly to make reservations. Reservations can be made through their on line reservation system (for links, visit www.disasterforum.ca) or by calling the Banff Centre Reservations Department at 1-800-884-7574.

When making your reservation, please indicate you are with the Disaster Forum 2009 Conference to ensure you receive the special room rates. **Special rates are only available until Wednesday, March 11, 2009**. After this date, rates and availability of rooms cannot be guaranteed. Book early to avoid disappointment.

The special rates being offered for the conference dates will be extended for the three days prior and three days after the event if you wish to extend your stay. Please be aware that rooms are subject to availability; if you plan to extend your stay we recommend you book your rooms early.

Room Rates

Room Type

Standard Room – Lloyd Hall
Single $142 per night
Double $149 per night

Superior Room – Professional Development Centre
Single $142 per night
Double $149 per night

Superior King – Professional Development Centre
Single $222 per night
Double $229 per night

Please note that all room rates are subject to a 2% Tourism Improvement Fee, 4% provincial hotel room tax and 5% GST.

For more information about the Banff Centre and all its amenities, visit www.banffcentre.ca

Airlines

Disaster Forum is pleased to announce that it has secured a special discount agreement with WestJet for conference delegates and participants who are travelling to and from Calgary from May 9 to May 17, 2009 inclusive.

To take advantage of these discounts, please quote file number QC#4007. Please submit a booking request form to West Jet to book your flight. Visit the Disaster Forum website at www.disasterforum.ca

Completed e-mail forms can be sent to specialproducts@westjet.com. Completed fax forms can be sent to 1-877-952-4696. For flight schedule information, please visit www.westjet.com

Local Transportation

Car Rentals

AVIS is the official rental car agency for Disaster Forum 2009. Contact AVIS 's toll free number at 1-800-331-1600 or book online through the Disaster Forum website. To take advantage of special rates quote The Avis Worldwide Discount (AWD) Number: J907644.

Shuttle Service from Calgary to Banff

If you do not wish to drive to Banff, consider worry-free travel with convenient door-to-door shuttle service through The Banff Airporter. For information on reservations and schedules, visit www.banffairporter.com. To make a reservation either call (403) 762-3330 or 1.888.449.2901 ext.1 (toll-free) or book online at www.banffairporter.com. The reservations department is open from 8 am to 6 pm MST, 7 days a week.

Scheduling Tips: Calgary to Banff - Plan on taking a shuttle that departs about one hour after your plane is scheduled to land.

Banff to Calgary - To ensure you make your flight, plan on departing Banff about 3.5 to 4.5 hours prior to your scheduled flight departure. Check with your airline for suggested airport arrival times.

Schedule: See Chart Below.

Rates*: Adult One Way $53.00*
Adult Return $106.00*

Child One Way $26.50*
Child Return $53.00*

(Child rates are for ages of 12 yrs and under, 5 yrs and under travel free of charge)

*GST will be added to all fares

Conference Shuttle Service

Please note that complimentary shuttle service from The Banff Centre to the event location will be available for the two off-site evening events.

Schedule - Shuttle Service

Departures from Calgary International Airport to Banff and Canmore

Daily Scheduled Service	From Airport	To Canmore	To Banff
	09:00	10:20	11:00
	10:30	11:50	12:30
	12:30	13:50	14:30
	13:30	14:50	15:30
	14:30	15:50	16:30
	15:30	16:50	17:30
Upon arrival, check in at the	16:30	17:50	18:30
Banff Airporter Tour desk,	18:30	19:50	20:30
Area C, Main Arrivals Level,	20:30	21:50	22:30
Calgary International Airport	22:30	23:50	00:30

Departures from Banff and Canmore to Calgary International Airport

Daily Scheduled Service	From Banff	From Canmore	Airport Arrival
	05:00	05:40	07:00
	06:00	06:40	08:00
	07:30	08:10	09:30
	09:30	10:10	11:30
	11:30	12:10	13:30
	12:30	13:10	14:30
	13:30	14:10	15:30
	15:30	16:10	17:30
	17:30	18:10	19:30
	19:30	20:10	21:30

Discover Banff



Sunshine Village



Willow Stream Spa

Skiing Sunshine Village

If skiing is more your speed, then grab your shades and hit the slopes at world-renowned Sunshine Village, Canada's premier ski and snowboard resort, located only minutes away from the Banff townsite. Sunshine has 107 named runs spread over three mountains — and two provinces – and will be open for spring skiing until mid May. For more information and rates, visit www.skibanff.com

Golfing – Fairmont Banff Springs

Legendary for its panoramic beauty, The Fairmont Banff Springs Golf Course offers just two simple things – first, a breathtaking view in every direction and second, a magnificent layout that thrills every golfer who spends a day here. From the actual hole design to the optical illusions created by the surrounding mountains, this course will delight and tempt you. Stanley Thompson, Canada's master golf course architect, designed the original 18 holes in 1928 to create a course that winds along the Bow River under the snow-capped peaks of Sulphur Mountain and Mount Rundle. In 1989, 9 holes were added, resulting in 27 holes of championship layout. Club and shoe rentals are available. Please note a dress code is in effect.

The course is scheduled to open on May 15: if you want to get your first round of the season at one of Canada's top courses, call (403) 762-6801 for information or to book a tee time.

The Stanley Thompson 18: $149 with power cart*
The Tunnel 9: $60 with power cart*
*price may be subject to change

Please note that the following listings are not part of the official conference program. If you are interested in taking part any of these activities, please contact the locations directly and make reservations on your own.

Banff Gondola

You can see more mountains in a moment than most people see in a lifetime in Banff National Park. Take a gondola ride to the top of Sulphur Mountain and experience a bird's eye view of six mountain ranges. Located just five minutes from the Town of Banff on the shoulder of Sulphur Mountain, the 360-degree view from the top of the mountain is the very best vantage point in the west. Safely seated in four-passenger gondola cabins, you'll be lifted to an elevation of 2,281m (7,486 ft) above sea level – in just eight minutes. Open from 8:30 am to 6:00 pm daily. Cost is $24.95 for adults, $12.50 children (age 6 - 15). Children under 6 are free. For more information, visit www.banffgondola.com

Willow Stream Spa at Fairmont Banff Springs

Voted as one of the world's best spas by Travel & Leisure Magazine, the Willow Stream Spa will awaken your inner energy. Its world-class, European-style environment sets the Willow Stream apart from the others – very few spas on the planet are able to rival the experience they provide. Visit www.willowstream.com to view the service offerings and prices. To make a spa appointment, please call 1.800.404.1772. It is strongly recommended that you call prior to your arrival in Banff to ensure availability. All appointment bookings will be based on availability.

Conference **At a glance**

Monday, May 11

Workshop 2, 3, & 4
9:30 am - 4:30 pm

Coffee Break
10:30 am - 10:50 am

Lunch
12:30 pm - 1:30 pm

Registration Open
1:00 pm - 6:30 pm

Workshop 1
1:30 pm - 4:30 pm

Coffee Break
3:00 pm - 3:20 pm

Free Time
4:30 pm - 7:30 pm

Welcome Reception
Town of Banff Fire Hall
7:30 pm - 10:00 pm

Tuesday, May 12

Registration opens
7:30 am - 4:00 pm

Breakfast
7:30 am - 9:00 am

Keynote speaker
Dr. Peter Sandman
9:00 am - noon

Coffee Break
10:30 am - 10:50 am

Lunch
Noon - 1:30 pm

Concurrent Session A
1:30 pm - 2:30 pm

Coffee Break
2:30 pm - 3:00 pm

Concurrent Session B
3:00 pm - 4:00 pm

Product Demonstration –
SAFER Systems
4:00 pm - 5:00 pm

Free Time
5:00 pm - 6:30 pm

Saddle Up! Mountview
Barbecue Brewster's Tent
6:30 pm - midnight

Wednesday, May 13

Registration opens
8:00 am - 1:00 pm

Breakfast
7:30 am - 9:00 am

Concurrent Session C
9:00 am - 10:00 am

Coffee break
10:00 am - 10:30 am

Concurrent Session D
10:30 am - 11:30 am

Lunch
11:30 - 1:00 pm

Demonstration EOC Exercise
1:00 pm - 4:00 pm

Product Demonstration:
EMERGEO
4:00 pm - 5:00 pm

Free time
5:00 pm - 6:30 pm

Dinner and Comedy Night:
Banff Centre
6:30 pm - midnight

Thursday, May 14

Breakfast
7:30 am - 9:00 am

Keynote Speaker
Sean Kaufman
9:00 am - 10:00 am

Coffee Break
10:00 am - 10:30 am

Keynote Speaker
Colonel Ian Hope
10:30 am - noon

Lunch and closing remarks
Noon - 1:30 pm

Adjournment
1:30 pm

Concurrent Sessions **At a glance**

Tuesday, May 12

Concurrent Session A

1:30 pm - 2:30 pm

The 9/11 Attack on the Pentagon: Unique Issues Facing a Local Response to a Major Terrorist Attack – Tom Panther

Recovery Perspectives: Learning from the Indonesia Earthquake and Tsunami Response – Jean Slick

Cyber Security Incidents: What's Your Plan? – Susan Bedwell

Emergency Response Planning for the Petroleum Industry – Jessica Schlager

Concurrent Session B

3:00 pm - 4:00 pm

Public Alerting: Leveraging Digital Technology & Public Demand – Doug Allport

Multi Agency Response to Railroad Incidents: Keys to Success – Danny Simpson

Evacuation of Residents in North Saskatchewan: Shelter Planning & Conduct: Activation to Demobilization – Jeff Gill

The Richard's Street Manhole Fire – Sheena Vivian

Wednesday, May 13

Concurrent Session C

9:00 am - 10:00 am

The Kaixian County (China) Sour Gas Blowout of 2003 – John Hemstock

Principles of Exercise Design – Bruno Cornejo

CN Rail Quarantine in Foleyet – Mike Pintar

Mountain View County Regional Emergency Response Plan: Reaction to a Major Flood – Tony Martens

Concurrent Session D

10:30 am - 11:30 am

The Greensburg, Kansas F5 Tornado: Response and Lessons Learned – Bill Chornyak

Handling Media During Crisis – John Larsen

Triage Exercise: Push the System 'til it breaks… – Shawn Grono

Critical Infrastructure Protection – David Steele

Map - The Banff Centre



Legend

1. **Max Bell Building**
   Disaster Forum Conference Session location and registration desk on Tuesday and Wednesday.
2. **Professional Development Centre**
   Main Check-in and registration desk location on Monday.
3. **Dining Room**
   Breakfast and Lunch location.

Directions from the Banff town site to The Banff Centre:

1. Travelling westbound on the Trans-Canada Highway 1 from Calgary, take the first exit to Banff.
2. Turn left at the base of this exit ramp. Follow this road (Banff Avenue) into the Town of Banff. Continue on Banff Avenue until reaching Wolf Street. At Wolf Street, turn left. Continue on this road until you reach a T intersection. At this point, turn right onto St-Julien Road which leads directly into The Banff Centre
3. Long-term parking is available in two locations: the underground parkade on the north side of campus and the visitor parking lot on the south end of campus.
4. When you arrive at the Banff Centre, visit the Professional Development Centre to check in.

Disaster Forum **2009** Delegate Registration Form

Register & pay online at www.disasterforum.ca

Delegate Information

First Name _____ Last Name _____

Job Title _____

Company Name _____

Address _____

City _____

Province/State _____ Postal/Zip Code _____

Telephone _____ Fax _____

Delegate E-mail _____

First name to appear on name badge (if different from above) _____

Company name to appear on name badge (if different from above) _____

Is this your first time attending this conference? Yes No

Number of years in Emergency Management as a manager or responder? _____

Emergency Contact _____ Telephone _____

Special requirements for yourself or your guest (dietary, physical, etc.) _____

Please indicate if you will be attending the following meal functions:

- ❑ Monday Welcome Reception at Town of Banff Fire Hall
- ❑ Tuesday Breakfast
- ❑ Tuesday Lunch
- ❑ Tuesday Mountview BBQ
- ❑ Wednesday Breakfast
- ❑ Wednesday Lunch
- ❑ Wednesday Dinner and Comedy Show at the Banff Centre
- ❑ Thursday Breakfast
- ❑ Thursday Lunch

Please complete one form per delegate and mail/fax with payment to:

Disaster Forum 2009
13127 - 156 Street
Edmonton, Alberta T5V 1V2
Fax: (780) 444-6167

Inquiries:
Karen Lencucha
(780) 483-4004 or
(800) 718-3762
info@disasterforum.ca

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Disaster Forum **2009**

Conference Fees (please check appropriate box(es)

☐	Early registration (ends March 13, 2009)	$875
☐	Late registration fee (ends May 4, 2009)	$1075
☐	On Site registration (begins May 5, 2009)	$1125
☐	Pre Conference Workshop 1 – Mel Caprarie - "Hazardous Materials: CBRN" 1:30 pm - 4:30 pm	$150
☐	Pre Conference Workshop 2 – Bob Black & Joanne Sheardown - "Advanced Emergency Operations Centre" 9:30 am - 4:30 pm (includes lunch)	$225
☐	Pre Conference Workshop 3 – Ed Wendlant - "Auditing Emergency Preparedness" 9:30 am - 4:30 pm (includes lunch)	$225
☐	Pre Conference Workshop 4 – John Larsen - "Crisis Communication" 9:30 am - 4:30 pm (includes lunch)	$225

** Pre conference workshops are available to full conference registered delegates ONLY until April 20, 2009. Those interested in only attending the workshops can register after April 20, 2009, space permitting. Cost will be $325 plus GST to only attend a workshop.*

Conference Fees Subtotal _____

GST (5%) / GST Exemption Number _____

Total _____

Payment

☐ Cheque (made payable to Disaster Conferences Inc.)

Credit Card*: ☐ VISA ☐ MC ☐ Request Invoice

Card Number _____ Expiry Date _____

Name on card (please print) _____

Signature _____

Please provide the mailing address for the credit card if different than above.
It is required for processing.

Address _____

City _____ Postal Code _____

Conference fee includes:

- Access to conference keynotes and sessions (Tuesday through Thursday).
- Breakfast, breaks and lunch on Tuesday, May 12, Wednesday, May 13 and Thursday, May 14.
- One ticket to the welcome reception at the Town of Banff Fire Hall on Monday, May 11 and one complimentary beverage.
- One ticket to the Mountview BBQ dinner and social on Tuesday, May 12 and one complimentary beverage.
- One ticket to the dinner and comedy show on Wednesday, May 13 at the Banff Centre and one complimentary beverage.

Important Information

- End dates for early and late registration will be strictly adhered to.
- Registration changes or name substitutions received after May 4, 2009 are subject to an administration fee of $30.
- Final deadline for pre registration is May 4, 2009.
- Student rates are available. Please inquire.

** Please note that the name Comlinks Events (conference planner) will appear on your credit card statement.*

Cancellation policy

- Fees for conference registration and additional social event tickets are due on submission of registration form. You will not be officially registered until payment is received.
- Delegate fee does not include access to the pre conference workshops. Additional fees apply. Space is limited so register early.
- Requests for refunds or cancellations must be in writing and received by Disaster Conferences Inc. via fax, e-mail or mail post-marked on or before May 4, 2009. Please allow sixty (60) days after the conference for refunds.
- Cancellations received and postmarked on or before May 4, 2009 will be subject to a $75 administration fee.
- Refund requests received after May 4, 2009 will not be honoured.
- Pre conference workshops are available to full conference registered delegates ONLY until April 20, 2009. Those interested in only attending the workshops can register after April 20, 2009, space permitting. Cost will be $325 plus GST to only attend a workshop.

Disaster Forum **2009**

Session Selection Form

Delegate Name:

Please indicate your preferred choice for each concurrent session and return with your registration form. Your feedback will allow us to put the most well-attended sessions in larger rooms. Please complete one form per delegate. Session Selection Form can also be completed on line. Visit www.disasterforum.ca

Tuesday, May 12

Concurrent Session A - 1:30 pm – 2:30 pm (Choose One Only)

- ❑ The 9/11 Attack on the Pentagon: Unique Issues Facing a Local Response to a Major Terrorist Attack – Tom Panther, Retired Police Captain, Arlington County, Virginia
- ❑ Recovery Perspectives: Learning from the Indonesia Earthquake & Tsunami Response – Jean Slick, Associate Professor, Royal Roads University, Master's in Disaster & Emergency Manangement Program
- ❑ Cyber Security Incidents: What's Your Plan? – Susan Bedwell, Acting Director, Investigations & Response Information Security Branch, Province of British Columbia
- ❑ Emergency Response Planning for the Petroleum Industry – Jessica Schlager, Assistant Team Leader, Energy Resources Conservation Board (ERCB), Province of Alberta

Concurrent Session B - 3:00 pm – 4:00 pm (Choose One Only)

- ❑ Public Alerting: Leveraging Digital Technology & Public Demand – Doug Allport, Executive Director, Canadian Association for Public Alerting & Notification (CAPAN)
- ❑ Multi Agency Response to Railroad Incidents: Keys to Success – Danny Simpson, Assistant Vice President, Safety & Environment, Network Operations, CN
- ❑ Evacuation of Residents in North Saskatchewan: Shelter Planning and Conduct – Jeff Gill, Volunteer, Canadian Red Cross
- ❑ The Richard's Street Manhole Fire – Sheena Vivian, Manager, Corporate Emergency Programs, BC Hydro

Wednesday, May 13

Concurrent Session C - 9:00 am – 10:00 am (Choose One Only)

- ❑ The Kaixian Country (China) Sour Gas Blowout of 2003 – John Hemstock, Senior Preparedness Advisor
- ❑ Principles of Exercise Design – Bruno Cornejo, Consultant, ERMC
- ❑ CN Rail Quarantine in Foleyet – Mike Pintar, Fire Chief, Timmins, Ontario
- ❑ Mountain View County Regional Emergency Response Plan: Reaction to the Flood – Tony Marten, Director, Legislative & Community Services, MountainView County

Concurrent Session D - 10:30 pm – 11:30 pm (Choose One Only)

- ❑ The Greensburg, Kansas F5 Tornado: Responses and Lessons Learned – Bill Chornyak, Deputy Director, Kanas Division of Emergency Management, Homeland Security, Division of the Adjutant General's Department
- ❑ Handling Media During Crisis – John Larsen, Principal, Corpen Group
- ❑ Triage Exercise: Push the System 'till it Breaks… – Shawn Grono, Emergency Management Officer, Alberta Health Services
- ❑ Critical Infrastructure Protection (CIP) – David Steele, President, SIGNAL OmniMedia Corp

Please complete one form per delegate and mail/fax with payment to:

Disaster Forum 2009
13127 - 156 Street
Edmonton, Alberta T5V 1V2
Fax: (780) 444-6167

Inquiries:
Karen Lencucha
(780) 483-4004 or
(800) 718-3762
info@disasterforum.ca

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Disaster Forum **2009** Guest Registration Form

First Name _____ Last Name _____

Address _____

City _____ Province/State _____ Postal/Zip Code _____

Spouse or guest of _____

Telephone _____ Fax _____

E-mail _____

First name to appear on name badge (if different from above) _____

Evening Events

	cost	no. tickets	
☐ Monday, May 11 - Welcome Reception at Town of Banff Fire Hall	$50 X	_____	= _____
☐ Tuesday, May 12 - Mountview BBQ	$70 X	_____	= _____
☐ Wednesday, May 13 - Dinner and Comedy Show at Banff Centre	$70 X	_____	= _____

Subtotal _____

GST (5%) _____

Total _____

Cancellation Policy:

- Fees for evening events are due on submission of registration form. You will not be officially registered until payment is received.
- Requests for refunds or cancellations must be in writing and received by Disaster Conferences Inc. via fax, e-mail or mail post-marked on or before May 4, 2009. Please allow sixty (60) days after the conference for refunds.
- Cancellations received and postmarked on or before May 4, 2009 will be subject to a 15% administration fee.
- Refund requests received after May 4, 2009 will not be honoured.

Payment

☐ Cheque (made payable to Disaster Conferences Inc.)

Credit Card*: ☐ VISA ☐ MC

_____
Card Number

_____
Expiry Date

_____
Name on card (please print)

_____
Signature

*Please note that the name ComLinks Events (conference planner) will appear on your credit card statement.

Please complete one form per guest and mail/fax with payment to:

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