



**Ontario Municipal Social Services Association**

# ***2009 Emergency Social Services Conference***



## ***Preliminary Program***

***February 26-27, 2009***

***Renaissance Toronto Airport Hotel***

**Updated February 9, 2009**



## **Ontario Municipal Social Services Association**

We invite you to join us for the 2009 Emergency Social Services Conference, a learning event to further explore the many aspects of emergency social services (ESS) that CMSMs and DSSABs provide in the event of an emergency in their communities.

Once again we are pleased to offer a program specifically designed for those of you involved in delivering emergency social services. This year's conference goes beyond just-in-time training and information sharing to thinking-ahead strategies and planning. It will give you hands-on learning experiences and will equip you with practical tools and resources that you can adapt and implement in your emergency plans back home.

Just as with other OMSSA conferences, this event offers a unique professional development opportunity combining education, networking and the sharing of best practices and challenging experiences. Connecting with your peers from across Ontario also allows OMSSA members a chance to gain perspective on their own challenges and the special type of stress-relief camaraderie can bring!

In addition to a line up of great workshops, OMSSA is soliciting a number of vendors to display their products and services. Organizations such as the Red Cross, Action Meals, Union Gas and others have been invited to participate in a trade show throughout the conference.

The conference is presented by the Ontario Municipal Social Services Association (OMSSA) and has been planned in collaboration with OMSSA members.

### **Conference Objectives:**

- To explore the CMSM, DSSAB and provincial roles and responsibilities in providing emergency social services
- To demonstrate best practices in providing social services during an emergency
- To provide an opportunity to network and learn from one another



# 2009 Emergency Social Services Conference

## Program at a Glance

### Thursday, February 26

8:00 am - 4:00 pm	Registration
8:00 am - 9:00 am	Breakfast
8:30 am - 9:00 am	Welcome and Opening Remarks
9:00 am - 12:00 pm (break 10:15-10:45)	Workshops: <b>1.1 Human Resources and Training (Part 1)</b> <b>1.2 Municipal and Provincial Roles and Responsibilities in Delivering Emergency Social Services (Part 1)</b>
9:00 am - 10:15 am	<b>1.3 Business Continuity Planning: Be Ready to Carry on Despite a Crisis</b>
10:15 am - 10:45 am	Refreshment Break
10:45 am - 12:00 pm	<b>1.4 Emergency Social Assistance Working Group Report</b>
12:00 pm - 1:00 pm	Networking Lunch
1:00 pm - 4:00 pm (break 2:15-2:45)	Workshops: <b>2.1 Human Resources and Training (Part 2)</b> <b>2.2 Municipal and Provincial Roles and Responsibilities in Delivering Emergency Social Services (Part 2)</b> <b>2.3 Planning for Vulnerable Populations</b>
2:15 pm - 2:45 pm	Refreshment Break



# 2009 Emergency Social Services Conference

## Program at a Glance

### Friday, February 27

7:30 am - 3:30 pm	Registration
7:30 am - 8:30 am	Breakfast
8:30 am - 11:30 am (break 9:45-10:15)	<b>Workshops:</b> <b>3.1 Human Resources and Training (Part 1)</b>
8:30 am - 9:45 am	<b>3.2 Emergency Social Assistance Working Group Report</b>
8:30 am - 9:45 am	<b>3.3 Incorporating Animal Welfare in Your Emergency Plan</b>
9:45 am - 10:15 am	Refreshment Break
10:15 am - 11:30 am	<b>3.4 Becoming a Host Community</b>
11:30 am - 12:30 pm	Networking Lunch
12:30 pm - 3:30 pm (break 2:00-2:20)	<b>Workshops:</b> <b>4.1 Human Resources and Training (Part 2)</b>
	<b>4.2 Planning for Vulnerable Populations</b>
12:30 pm - 1:45 pm	<b>4.3 Supply Chain and Logistics Coordination Alliance</b>
2:00 pm - 2:15 pm	Refreshment Break
2:15 pm - 3:30 pm	<b>4.4 Incorporating Animal Welfare into Your Emergency Plan</b>
3:30 pm	Adjournment



## 2009 Emergency Social Services Conference

**Thursday, February 26**

**8:30 a.m. – 9:00 a.m. Welcome and Opening Remarks**

**9:00 a.m. – 12:00 p.m. - Concurrent Workshops**

### **1.1 Human Resources and Training – An Overview (Part I)**

**Speaker:** Pauline Hopley, Coordinator, Emergency Services, Regional Municipality of Durham

This is the first of two sessions on human resources and training. The morning session will provide an overview of subjects such as: how to incorporate roles and responsibilities of municipal staff into collective agreements; how emergency social service staff can prepare their own families for an emergency so that staff can respond to the incident; training staff involved in reception and evacuation centres. This overview will set the stage for a practical and interactive afternoon session where participants will share receive the tools and resources used by other municipalities.

### **1.2 Municipal and Provincial Roles and Responsibilities in Delivering Emergency Social Services – An Overview (Part I)**

**Speakers:**

Michael Morton, Deputy Chief, Program Development, Emergency Management Ontario  
Dianne Scoffield, Emergency Management Coordinator, Emergency Management Unit, Ministry of Community and Social Services

This is the first of two sessions that will delve into the roles and responsibilities of the province and municipalities in delivering emergency social services. As many municipalities are actively creating and developing emergency social services management plans, this session will seek clarification of who is mandated to do what and under what circumstances.

**9:00 a.m. – 10:15 a.m. - Concurrent Workshops**

### **1.3 Business Continuity Planning – Be Ready to Carry on Despite a Crisis**

**Speaker:** Chuck Dowdall, Business Consultant, Social Housing Services Corporation

This session will provide an overview of how to identify the critical functions within your organization that must be protected in order to ensure continued operations during a crisis. Ask yourself:

- Are you ready for the unexpected?
- Are you prepared to provide essential services with a significantly reduced staff during an emergency?
- Have you developed the necessary policies and procedures that will need to be implemented in the event of an emergency?
- Do you have processes in place to retrieve vital data, records, and documents after an emergency event?



# 2009 Emergency Social Services Conference

## 10:45 a.m. – 12:00 p.m. - Concurrent Workshops

### 1.4 Emergency Social Assistance Working Group Report

#### Speakers:

Aneesha Vaidya Neville, Program Analyst, Social Assistance and Municipal Operations Branch  
Siva Sivasangaram, Manager, Business & Planning Services, Ministry of Community and Social Services  
Steve Coghill, Manager Professional Development, Ontario Municipal Social Services Association

The Emergency Social Assistance Working Group (ESAWG) was created to explore ways in which the province and municipalities could provide improved levels of support to one another in emergency planning and preparation, specifically related to the delivery of social assistance.

With the completion of their work, ESAWG is issuing a report in detail. The purpose of this session is to share the group's findings. The report reviews the challenges faced by social assistance offices in responding to an emergency and carrying out their critical services. It provides recommendations that will enable municipal and provincial social assistance offices to support and augment each other to improve social assistance delivery during an emergency.

## 1:00 p.m. – 4:00 p.m. – Concurrent Workshops

### 2.1 Human Resources and Training – Practical Application (Part 2)

This practical and interactive workshop will offer participants the opportunity to share their best practices and obtain the tools and resources on such subjects as: the contract language to use when incorporating the roles and responsibilities of municipal staff into collective agreements; forms used with new staff; training material and much more. What are you doing in your municipality around human resources and training? Bring your tools and resources to share with others.

### 2.2 Municipal and Provincial Roles and Responsibilities in Delivering Emergency Social Services – Roundtable Discussion (Part 2)

#### Participants:

Michael Morton, Deputy Chief, Program Development, Emergency Management Ontario  
Dianne Scoffield, Emergency Management Coordinator, Emergency Management Unit, Ministry of Community and Social Services

This interactive workshop will offer participants the opportunity to ask questions and share their experiences in understanding and interpreting the *Emergency Management and Civil Protection Act* with Emergency Management Ontario and the Ministry of Community and Social Services.



## 2009 Emergency Social Services Conference

### 2.3 Planning for Vulnerable Populations

**Speakers:**

Susan Gilbert, Emergency Management Specialist, Gilbert Consulting

Doriano Calvano, Program Supervisor, County of Simcoe

Everybody is vulnerable in an emergency or disaster, but some people such as people with disabilities, people with serious mental illness, non-English speakers, children, frail seniors, people without vehicles, and those with special dietary needs are more vulnerable than others. This workshop will provide participants with information and resources on how to assist some of the most at-risk individuals.

**Friday, February 27**

**8:30 a.m. – 11:30 a.m.**

### 3.1 Human Resources and Training – An Overview (Part I)

**Speaker:** Pauline Hopley, Coordinator, Emergency Services, Regional Municipality of Durham

This is the first of two sessions on human resources and training. The morning session will provide an overview of subjects such as: how to incorporate roles and responsibilities of municipal staff into collective agreements; and how to ensure the families of emergency social service staff are prepared for an emergency to enable staff to respond to the incident, training for social service staff including reception and evacuation centres. This overview will set the stage for a practical and interactive afternoon session where participants will share receive the tools and resources used by other municipalities.

**8:30 a.m. – 9:45 a.m.**

### 3.2 Emergency Social Assistance Working Group Report

**Speakers:**

Aneesha Vaidya Neville, Program Analyst, Social Assistance and Municipal Operations Branch

Siva Sivasangaram, Manager, Business & Planning Services, Ministry of Community and Social Services

Steve Coghill, Manager Professional Development, Ontario Municipal Social Services Association

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## 2009 Emergency Social Services Conference

**8:30 a.m. – 9:45 a.m.**

### **3.3 Incorporating Animal Welfare into Your Emergency Plan**

**Speaker:** Deb Gleason, Emergency Relief Responder, International Fund for Animal Welfare

The bond between people and their animals is so great that it becomes nearly impossible to separate the human rescue and the animal rescue effort during a disaster. Does your municipality have a detailed animal response plan that includes evacuation and sheltering? When disaster strikes, are you prepared to cope with the animals in your community?

**10:15 a.m. – 11:30 a.m.**

### **3.4 Being a Host Community**

**Speakers:**

Jeff Edwards, Emergency Management Ontario

Kim Strich-Poser, Commissioner, Social Services, District of Sault Ste. Marie

Nancy Mintz, Emergency Social Services Consultant

This session will identify when and why Emergency Management Ontario may call on a community to be a host for evacuees; the Service Level Standards agreement which sets out what services the host community is to provide to evacuees; the Host Community Funding agreement, which sets out financial reimbursement protocols between EMO and the host community as well as the roles of the First Nations people who have been evacuated. Kim Strich-Poser and Nancy Mintz will share their experiences of being a host community and what really happens – the anticipated and the unexpected – throughout the hosting experience.

**12:30 p.m. – 3:30 p.m. - Concurrent Workshops**

### **4.1 Human Resources and Training – Practical Application (Part 2)**

This practical and interactive workshop will offer participants the opportunity to share their best practices and obtain the tools and resources on such subjects as: the contract language to use when incorporating the roles and responsibilities of municipal staff into collective agreements; forms used with new staff; training material and much more. What are you doing in your municipality around human resources and training? Bring your tools and resources to share with others.



## 2009 Emergency Social Services Conference

### 4.2 Planning for Vulnerable Populations

**Speakers:**

Susan Gilbert, Emergency Management Specialist, Gilbert Consulting

Doriano Calvano, Program Supervisor, County of Simcoe

Everybody is vulnerable in an emergency or disaster, but some people such as people with disabilities, people with serious mental illness, non-English speakers, children, frail seniors, people without vehicles, and those with special dietary needs are more vulnerable than others. This workshop will provide participants with information and resources on how to prepare to for some of the most at-risk individuals.

**12:30 p.m. – 1:45 p.m.**

### 4.3 Supply Chain and Logistics Coordination Alliance

**Speaker:** Randy Reid, Deputy Chief, Program Support, Emergency Management Ontario

This presentation on the Province of Ontario's Supply Chain and Logistics Coordination Alliance will provide participants with an insight as to how the Alliance developed from its conception to implementation. The presentation will also outline the alliance's diverse public sector and private sector membership, its function/application and what it may be able to offer stakeholders throughout the province during large scale emergencies. The initiative is the first of its kind and is now recognized as setting industry best practices. The presentation will engage participants and encourage them to think about how they and their respective agencies can work together with local stakeholders to facilitate local arrangements.

**2:15 p.m. – 3:30 p.m.**

### 4.4 Incorporating Animal Welfare into Your Emergency Plan

**Speaker:** Deb Gleason, Emergency Relief Responder, International Fund for Animal Welfare

The bond between people and their animals is so great that it becomes nearly impossible to separate the human rescue and the animal rescue effort during a disaster. Does your municipality have a detailed animal response plan that includes evacuation and sheltering? When disaster strikes, are you prepared to cope with the animals in your community?



## 2009 Emergency Social Services Conference

### Registration Information

Payment of a full conference registration fee entitles delegates to attend all plenary and workshop sessions, breakfasts, lunches and refreshment breaks.

Register on or before **February 13, 2009**, to receive the early-bird member registration rate of \$435.00. For further registration information, please contact Ilona Guerra of the Ontario Municipal Social Services Association at (905) 629-3115 ext. 239 or email [iguerra@omssa.com](mailto:iguerra@omssa.com).

#### Please...

- Register on-line at [www.omssa.com](http://www.omssa.com) (you will need your OMSSA Members Only username and password – if you do not have this information please contact Ilona Guerra.
- Or complete the registration form at the end of this program.
- Indicate your choice of workshops.
- Fax your completed registration form to the Ontario Municipal Social Services Association at (905) 629-1633.

#### Cancellation and Sharing Policies

Requests for refunds to the event will be honoured, less a \$50.00 administration fee, provided a written notice of cancellation and request for refund is received more than five business days prior to the event. No refunds will be issued within five business days of the first day of the event. A substitution will be accepted up to and including the first day of the event. OMSSA reserves the right to cancel the program due to insufficient registrations and will be responsible for refunding the registration fee only.

**Conference sharing policy.** Only delegates who have pre-registered for an OMSSA event may participate in conference workshops and associated activities. If a registered delegate chooses to send an alternate(s) for his/her registration, a \$100.00 sharing fee per alternate will apply. Sharing fees will be applied to the credit card provided for the original registration or if the original registration was paid by cheque an invoice will be issued immediately following the conference.

### Accommodation Information

The 2009 Emergency Social Services Conference will be held at the Renaissance Toronto Airport Hotel, 801 Dixon Road, Etobicoke. The hotel's airport shuttle runs on a 24-hour basis at 20-minute intervals, visiting all Pearson International Airport terminals. The shuttle service is complimentary.

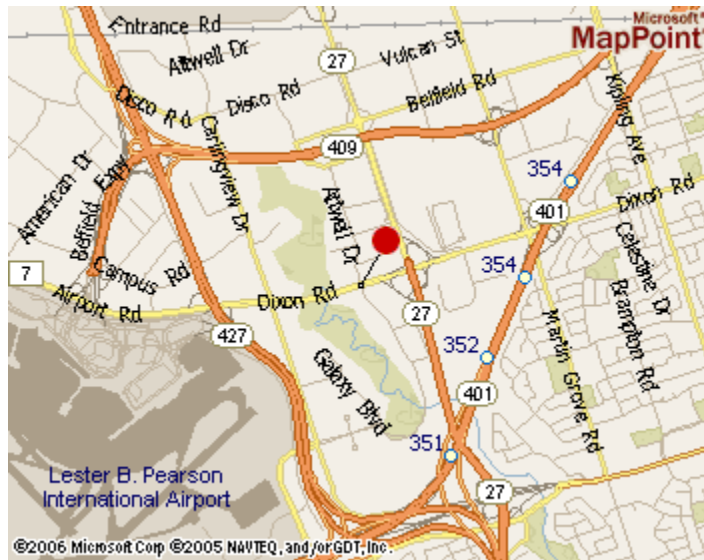
Book your room prior to **February 11, 2009**, to obtain the conference rate of **\$169.00** single/double, plus taxes. To make your reservation, please call 1-800-630-2594 or 416-675-6100 and indicate that you are booking for the OMSSA Emergency Social Services Conference. You can also **register online at [www.renaissancetorontoairport.com](http://www.renaissancetorontoairport.com)** and insert **omsomsa** in the Group Code box. Conference rates will be available two days prior and two days following the conference dates. On site parking is available at a cost of \$2.50 per hour to a maximum of \$15.00 per day or \$15.00 per day for overnight guests.



## 2009 Emergency Social Services Conference

### Hotel Location

The Renaissance Toronto Airport Hotel is located at 801 Dixon Road in Etobicoke, two blocks from Pearson International Airport and 20 minutes from downtown Toronto.



#### Renaissance Toronto Airport Hotel location

For specific directions from your location please visit the hotel website at:  
<http://marriott.com/property/propertypage/yyzta>



# 2009 Emergency Social Services Conference

## OMSSA Registration Form

Name of Delegate (for badge) \_\_\_\_\_ Title \_\_\_\_\_

Organization Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ Prov. \_\_\_\_\_ Code \_\_\_\_\_

Business Phone \_\_\_\_\_ Fax \_\_\_\_\_ Email \_\_\_\_\_

Dietary Restrictions/Food Allergies \_\_\_\_\_

Individual Registration <i>Please Indicate Your Selection</i>	Member Fees		Non-Member Fees	
	Early Bird** February 18	Regular	Early Bird** February 18	Regular
<input type="checkbox"/> Full Conference	\$435	\$530	\$545	\$640
<input type="checkbox"/> Single Day – Thurs. Feb. 26	\$305	\$385	\$420	\$500
<input type="checkbox"/> Single Day – Fri. Feb. 27	\$305	\$385	\$420	\$500

\*\*Registration must be received by Feb. 13 to be eligible for the Early Bird Rate 5% GST (R107798506) \_\_\_\_\_

Total Enclosed \_\_\_\_\_

Please make your cheque payable to OMSSA and mail with your registration form.

OMSSA, 5720 Timberlea Blvd. Unit 100, Mississauga, ON L4W 4W2 Fax: (905) 629-1633 Phone: (905) 629-3115

Credit card payments may be faxed. Pay by  Cheque  Visa  MasterCard  Amex

Credit Card # \_\_\_\_\_ Expiry Date \_\_\_\_\_

Name on Card \_\_\_\_\_ Signature \_\_\_\_\_

### CHOOSE YOUR WORKSHOPS

#### THURSDAY FEBRUARY 26

- 1.1 HR & Training (Part 1)  1.2 Municipal/Provincial Roles and Responsibilities (Part 1)  
 1.3 Business Continuity  1.4 Emergency Social Assistance Working Group Report  
 2.1 HR & Training (Part 2)  2.2 Municipal/Provincial Roles and Responsibilities (Part 2)  
 2.3 Planning for Vulnerable Populations

#### FRIDAY FEBRUARY 27

- 3.1 HR & Training (Part 1)  3.2 Emergency Social Assistance Working Group Report  
 3.3 Animal Welfare  3.4 Becoming a Host Community  
 4.1 HR & Training (Part 2)  4.2 Planning For Vulnerable Populations  
 4.3 Supply Chain and Logistics Coordination Alliance  4.4 Animal Welfare

#### **Cancellation and Sharing Policies**

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## **2009 Emergency Social Services Conference**

**We look forward to seeing you at  
OMSSA events in 2009!**

### **2009 Leadership Seminar**

**April 1-2, 2009**

**Renaissance Toronto Airport Hotel, Toronto**

### **2009 Learning Symposium**

**June 10 – 12, 2009**

**Ambassador Hotel, Kingston**

### **2009 Forum on Social Housing and Homelessness**

**September 22 – 24, 2009**

**Renaissance Toronto Airport Hotel, Toronto**

### **2009 Fall Training Seminar**

**December 7-8, 2009**

**Courtyard Marriott, Downtown Toronto**

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