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# **2021 MIABC Risk Management Conference**

March 30-31, 2021

An illustration at the bottom of the page shows two brown stick figures standing on a grey brick wall. They are pushing a large, light blue trapezoidal block. The block contains the text '2020 REDEFINED: Building Resiliency and Managing Risk'.

**2020 REDEFINED:  
Building Resiliency  
and Managing Risk**

*The Municipal Insurance Association of British Columbia's*  
**9<sup>th</sup> Annual Risk Management Conference**

March 30<sup>th</sup> - 31<sup>st</sup>, 2021



Open to all staff of MIABC member and non-member local governments.

Register early as spaces are limited!

Registration opens February 11<sup>th</sup>, 2021 until March 26<sup>th</sup>, 2021.

***Attendees must register and provide their address by March 8th to receive an attendee gift.***

MIABC Members	\$100
Non-MIABC Members	\$200

***Did You Know?***

MIABC members may apply funds from their Risk Management Grant Account to pay for their conference registration.

Use promo code "**GRANT**" during registration to pay directly with your Risk Management Grant!

**Refund Policy**

Delegates are eligible for a full refund up to and including March 8<sup>th</sup>, 2021.

**Registration**

<https://miabc.swoogo.com/miabcrmc2021>

Questions? Contact us at [rmc@miabc.org](mailto:rmc@miabc.org).

## Session Focus

General

Administration and Finance

Building and Land Use

Public Works

Parks / Recreation

**Tuesday, March 30, 2021**

9:00 AM - 9:15 AM	Welcome Address and Opening Remarks	
9:15 AM - 10:35 AM	Keynote: Reaching New Heights Through Agile Leadership	
10:35 AM - 10:45 AM	Break	
10:45 AM - 11:45 AM	Financial Resiliency	Building Resilience in Your Building Department
11:45 AM - 12:30 PM	Lunch	
12:30 PM - 1:15 PM	Building Resiliency, Managing Risk	
1:15 PM - 1:20 PM	Break	
1:20 PM - 2:05 PM	Human Rights Complaints - A Guide to Navigating the Human Rights Tribunal and Avoiding Complaints	Check Your Policy! Best Practices in Policy Formulation and Drafting - Part 1
2:05 PM - 2:15 PM	Break	
2:15 PM - 3:00 PM	Hell No, We Won't Go: A Guide to Managing Protests and Civil Unrest	Check Your Policy! Best Practices in Policy Formulation and Drafting - Part 2

**Wednesday, March 31, 2021**

9:00 AM - 9:15 AM	Opening Address				
9:15 AM - 10:15 AM	Litigation in the Time of COVID-19				
10:15 AM - 10:25 AM	Break				
10:25 AM - 11:25 AM	Getting Back to Nature: The Journey to Natural Asset Management		Natural Hazard Risk Assessment and Control		
11:25AM - 11:30AM	Break				
11:30 AM - 12:15 PM	The Hazards and Safety Risks of Ammonia in Refrigeration Equipment - An Equipment Breakdown Perspective		Cyber Security and Business Interruption		
12:15 PM - 1:00 PM	Lunch				
1:00 PM - 2:30 PM	Think Tanks: Program Resiliency				
	Public Works	Parks and Recreation	Procurement	Building, Land Use and Development	Equity and Diversity
2:30 PM - 2:40 PM	Break				
2:40 PM - 3:15 PM	Risky Quizness - Pub Trivia				

# CONFERENCE AGENDA

## Target Audience



Risk  
Management



Administration



Finance



Fire Department



Parks/Recreation



Leisure Services



Bylaw  
Enforcement



Police  
Department



Building  
Bylaw



Planning/  
Land Use/  
Development



Contracting/  
Procurement/  
Tendering



Operations/  
Public Works/  
Engineering



Emergency  
Preparedness



Everyone

## Session Focus

General

Administration and Finance

Building and Land Use

Public Works

Parks / Recreation

## Level:

**101** - Covers general and/or basic legal, risk management, and/or insurance concepts and examples.

**201** - Covers specific legal, risk management, and/or insurance concepts and examples.

**301** - Covers complex legal, risk management, and/or insurance concepts and examples.



**Tuesday, March 30****9:00 AM - 9:15 AM****Welcome Address and Opening Remarks****9:15 AM - 10:35 AM****Keynote: Reaching New Heights Through Agile Leadership**

Level: 101

Target Audience:



**Alan Mallory**, MA, BSc, PEng, PE, PMP, Speaker, Author, Performance Coach,  
New Heights Consulting

Climbing Mount Everest is considered one of mankind's greatest feats of human endurance. The exciting expedition to the top of the world's highest peak is a journey filled with unparalleled physical and mental challenges and some of the roughest, most extreme conditions imaginable. Alan Mallory took on the challenge and set a world record when he, along with three other members of his immediate family, reached the summit. The expedition challenged the mental, emotional, and physical limits of their entire beings and at every stage of the ascent demanded an unwavering commitment to resilience and perseverance.

Alan's dynamic presentation focuses on developing leaders and strengthening teams by reinforcing the professional development and leadership skills that are essential for success. He reinforces the importance of numerous leadership qualities, such as strategic planning, effective communication, risk management, teamwork, and development of trust within professional relationships, as well as the mentality and passion involved in conquering one's own Everest, whatever that may be.

**This session may qualify for the following Professional Development Credits:**  
CPHR

**10:35 AM - 10:45 AM****BREAK****10:45 AM - 11:45 AM****Financial Resiliency**

Level: 201

Target Audience:



**Kala Harris**, Executive Director, Government Finance Officers Association of BC  
**Nicole Purves**, Deputy Director of Insurance, MIABC  
**Andy Wardell**, CFO, District of North Vancouver  
**Peter Urbanc**, CEO, Municipal Finance Authority of BC  
**Dave Peterson**, Assistant Deputy Minister, Emergency Management BC

When catastrophic events happen, they can challenge the financial stability of any local government. This session will focus on the strategies available to local governments to ensure their financial resiliency. The panel will discuss the role of Emergency Management BC, the Municipal Finance Authority of BC, and the work that local governments can consider themselves, including the role that insurance plays in protecting and building financial resiliency.

This session is best suited for anyone involved in finance, purchasing insurance on behalf of their local government, emergency management staff, and anyone reporting claims related to property damage and liability.

**10:45 AM - 11:45 AM**

Level: 201

Target Audience:

**Building Resilience in Your Building Department**

*Andrew Pape-Salmon*, Executive Director, Building and Safety Standards Branch, Office of Housing and Construction Standards, Ministry of Attorney General and Minister Responsible for Housing  
*Tyler Wightman*, Executive Director, Building Officials Association of B.C.  
*Trevor Welsh*, Secretary and Treasurer, Building Officials Association of B.C. and Manager of Building & Bylaw Enforcement, City of White Rock  
*Steve Haakonson*, Partner, Twining, Short & Haakonson

In light of the February 2021 deadline for local governments to ensure their building officials meet mandatory qualifications, many local governments are struggling with how to maintain the resources necessary in order to provide building services to their communities. Representatives from the Building Officials Association of BC, the Building Safety and Standards Branch and legal counsel from Twining, Short & Haakonson will discuss the challenge of recruiting and retaining qualified building officials as well as the liability risks local governments will face if they are unable to do so. Most importantly, the panel will share strategies local governments can implement to overcome these challenges and build resiliency in their building departments.

**This session may qualify for the following Professional Development Credits:**  
Law Society CPD

**11:45 AM - 12:30 PM****LUNCH****12:30 PM - 1:15 PM**

Level: 101

Target Audience:

**Building Resiliency, Managing Risk**

*Tom Barnes*, Chief Executive Officer, MIABC

Join the MIABC's Chief Executive Officer, Tom Barnes as he shares stories about local governments who faced challenges posed by fire, flood, and pandemic head-on and demonstrated their resiliency.

**1:15 PM - 1:20 PM****BREAK**

**1:20 PM - 2:05 PM**

Level: 201

Target Audience:

**Human Rights Complaints - A Guide to Navigating the Human Rights Tribunal and Avoiding Complaints***Carolyn MacEachern*, Partner, Young Anderson, Barristers & Solicitors

The number of complaints to the Human Rights Tribunal seems to only be increasing. The more common type of complaints against local governments are those related to employment. Section 8 of the *Human Rights Code* also prohibits discrimination in the delivery of services generally available to the public, which includes all local government services. Complaints have been accepted against local governments in respect of a diverse range of “services”, including recreation, bylaw enforcement, and the issuance of a development permit.

In this session, Carolyn will review the differences between the courts and Human Rights Tribunal processes, including responding to complaints, time limit defences, mediation options, applications to dismiss complaints without a hearing, and costs. Carolyn will also provide a step by step guide of what to do when you receive a complaint and a summary of various cases against local governments. Finally, Carolyn will provide tips on how to avoid complaints in the first place.

**This session may qualify for the following Professional Development Credits:**  
Law Society CPD, CPHR

**1:20 PM - 2:05 PM**

Level: 201

Target Audience:

**Check Your Policy! Best Practices in Policy Formulation and Drafting - Part 1***Lindsay Nilsson*, Associate, Dolden Wallace Folick LLP*Jeff Locke*, Associate Counsel, Stewart McDannold Stuart

A local government policy that articulates clear service levels and the particular circumstances where work is warranted is a key component to having a strong defence to any claim. Experienced local government liability defence lawyers Lindsay and Jeff will begin with an overview of the current state of the “policy defence” in Canadian law and discuss strategies, options, processes, and pitfalls in policy defence formulation and drafting. Following this session, they will lead an interactive workshop dedicated to reviewing, analyzing, and evaluating improvements to actual policies from the delegates’ own local governments.

**This session may qualify for the following Professional Development Credits:**  
Law Society CPD

**2:05 PM - 2:15 PM****BREAK**

**2:15 PM - 3:00 PM**

Level: 201

Target Audience:

**Hell No, We Won't Go: A Guide to Managing Protests and Civil Unrest***Denise McCabe*, Partner, Fulton & Co. LLP*Devin Buchanan*, Associate, Fulton & Co. LLP*Tyson McNeil-Hay*, Associate, Fulton & Co. LLP

The ability to protest is a constitutional right in Canada. But the right to protest does not mean protesters get to interfere with municipal operations, traffic and pedestrian flow, and council meetings. Identifying when a protest crosses the line, and what to do about it, can be challenging in the heat of the moment, under the glare of media, protesters, and the public.

In this session, Denise, Devin, and Tyson will examine the friction points between protests and municipal operations. They will look in particular at public spaces, municipal buildings, and council chambers, as well as real world examples happening today. Most importantly, they will identify the tools and best practices for managing public protests. You should leave this session with some comfort that protests, although often unruly, can be managed safely and appropriately.

**This session may qualify for the following Professional Development Credits:**

Law Society CPD

**2:15 PM - 3:00 PM**

Level: 201

Target Audience:

**Check Your Policy! Best Practices in Policy Formulation and Drafting - Part 2***Lindsay Nilsson*, Associate, Dolden Wallace Folick LLP*Jeff Locke*, Associate Counsel, Stewart McDannold Stuart

In Part 2 of this session, participants will have an opportunity to ask questions in a live question and answer session. They will then work in small groups to review sample policies using our Best Practices Policy Checklist to identify how these policies can be made improved and more defensible.

Part 2 is designed as an interactive workshop. To participate in this session, attendees must be able to turn on their camera and microphone.

This session is limited to 150 attendees. To ensure your spot, register early!

**This session may qualify for the following Professional Development Credits:**

Law Society CPD

**Wednesday, March 31****9:00 AM - 9:15 AM****Opening Address****9:15 AM - 10:15 AM****Litigation in the Time of COVID-19**

Level: 201

Target Audience:

*MIABC Legal Department*

Join the MIABC Legal Department for this lighthearted session as they review how litigation procedures have changed over the course of the pandemic with many practices being moved from in-person to online. Hear the team's war stories of virtual hearings gone awry and learn their tips and tricks for perfecting your role as a virtual representative or witness.

**10:15 AM - 10:25 AM****BREAK****10:25 AM - 11:25 AM****Getting Back to Nature: The Journey to Natural Asset Management**

Level: 301

Target Audience:

*Emanuel Machado*, Chief Administrative Officer, Town of Gibsons*Gracelyn Shannon*, Asset Management Consultant*Adrienne Atherton*, Partner, Civic Legal LLP

In this session, the panelists will explain the concept of natural assets, the benefits and risks associated with natural asset management ("NAM"), their own experience in implementing a NAM program, and where we are headed. Discussion topics will include:

- How to start a NAM program and its benefits
- Leadership's role
- How to integrate a NAM program into other programs and projects
- Potential legal issues
- Other risks and liabilities
- Lessons learned

Delegates are encouraged to contribute their own experiences and insights in this developing area.

**This session may qualify for the following Professional Development Credits:**

Law Society CPD, CPABC

**10:25 AM - 11:25 AM**

Level: 201

Target Audience:

**Natural Hazard Risk Assessment and Control**

*Jeremy M. Poole*, Partner, Alexander Holburn Beaudin + Lang LLP  
*Thea Hoogstraten*, Associate, Alexander Holburn Beaudin + Lang LLP  
*Matthias Busslinger*, Senior Geotechnical Engineer, BGC Engineering  
*Matthias Jakob*, Senior Geotechnical Engineer, BGC Engineering

Jeremy, Thea, Matthias, and Matthias will discuss natural hazard risk management from the identification and mapping of risk to the obligations of the local government when risk is identified and the management of an active claim.

BGC Engineering specializes in quantitative hazard and risk assessments for natural hazards such as floods, debris flows, landslides, and earthquakes. BGC is actively involved in developing guidelines such as the 2018 Flood Mapping Guidelines by EGBC. Matthias Busslinger and Matthias Jakob will speak to emerging issues in risk mapping and practice from an engineering perspective.

Thea Hoogstraten and Jeremy Poole are members of AHBL's Local Government Practice Group and will speak to recent legal developments in the area of natural hazard risk management, including landowners' obligations and best practices for interdepartmental communication and public relations.

**This session may qualify for the following Professional Development Credits:**  
 Law Society CPD

**11:25 AM - 11:30 AM****BREAK****11:30 AM - 12:15 PM**

Level: 201

Target Audience:

**The Hazards and Safety Risks of Ammonia in Refrigeration Equipment - An Equipment Breakdown Perspective**

*Darlene McBride*, Regional Manager, HSB Canada

Local governments with ice and curling rink chilling equipment containing ammonia can experience hazardous substance exposures. During this presentation, Darlene will provide insights on loss control and risk management considerations in an effort to help local governments mitigate and avoid potential catastrophic events.

Darlene will cover:

- A general outline of equipment utilizing ammonia;
- Hazards, causes of equipment failure, and associated risks;
- The importance of preventive maintenance and good operating practices; and
- The importance of sound contract vendors.

**This session may qualify for the following Professional Development Credits:**  
 Insurance Council of BC, CPABC

**11:30 AM - 12:15 PM**

Level: 101

Target Audience:

**Cyber Security and Business Interruption**

**Gareth Lewis**, Vice President of Claims, Healthcare Insurance Reciprocal of Canada  
**Maryam Sherkat**, Chief Risk Officer & Legal Counsel, MIABC

Join Gareth and Maryam as they discuss how local governments can become more cyber resilient and prepared in the event of a breach. In this session, they will highlight how local governments can prevent falling prey to cyber criminals and best practices for minimizing business interruption when faced with a cyber event.

**This session may qualify for the following Professional Development Credits:**

Law Society CPD

**12:15 PM - 1:00 PM****LUNCH****1:00 PM - 2:30 PM**

Target Audience:

**Think Tanks: Program Resiliency**

Connect with your fellow delegates at one of our five highly interactive and collaborative Think Tank sessions. Share perspectives with other local government employees, MIABC staff, legal counsel, and other experts. Discuss program resiliency and talk through emerging challenges and opportunities with your peers. This year's session sub-themes include:

- Public Works
- Parks and Recreation
- Procurement
- Building, Land Use and Development
- Equity and Diversity

Think Tank sessions are designed as an interactive session. To participate in this session, attendees must be able to turn on their camera and microphone.

**This session may qualify for the following Professional Development Credits:**

CPHR

**2:30 PM - 2:40 PM****BREAK****2:40 PM - 3:15 PM**

Target Audience:

**Risky Quizness - Pub Trivia****Character Guys**

Join your fellow delegates for this fun, interactive, and high-energy quiz-style pub trivia session hosted by the fantastic our Quiz Master, Hamish McDuff and his assistant Daniel. Test your pop culture and risk management knowledge for the chance to win prizes and earn bragging rights!

Risky Quizness is designed as an interactive session. To participate in this session, attendees must be able to turn on their camera and microphone.

[Let Hamish show you why you won't want to miss this session!](#)



# RISKY QUIZNESS

## Pub Trivia



Wednesday, March 31<sup>st</sup>  
2:40 PM - 3:15 PM



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