

MUNICIPAL INSURANCE ASSOCIATION OF BRITISH COLUMBIA

2021 MIABC Risk Management Conference

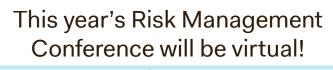
March 30-31, 2021

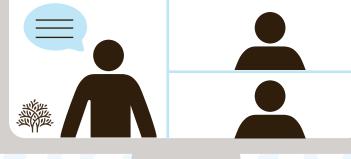
2020 REDEFINED: Building Resiliency and Managing Risk

The Municipal Insurance Association of British Columbia's

9th Annual Risk Management Conference

March 30th - 31st, 2021





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

Register early as spaces are limited!

Registration opens February 11th, 2021 until March 26th, 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 8th, 2021.

Registration

https://miabc.swoogo.com/miabcrmc2021

Questions? Contact us at mc@miabc.org.

2021 MIABC RISK MANAGEMENT CONFERENCE / PROGRAM AT-A-GLANCE

Session Focus				
General	Administration and Finance	Building and Land Use	Public Works	Parks / Recreation
Tuesday, March 3	30, 2021			
9:00 AM - 9:15 AM		Welcome Address a	nd Opening Remarks	8
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	Navigating the Hu	nplaints - A Guide to man Rights Tribunal g Complaints		l Best Practices in and Drafting - Part 1
2:05 PM - 2:15 PM	Break			
2:15 PM - 3:00 PM		n't Go: A Guide to ts and Civil Unrest		! Best Practices in and Drafting - Part 2

Wednesday, March 31, 2021

9:00 AM - 9:15 AM			Openin	g 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 ManagementNatural Hazard Risk Assessment and Control			essment and		
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		ess Interruption			
12:15 PM - 1:00 PM	Lunch					
1:00 PM - 2:30 PM	Think Tanks: Program Resiliency					
	Public Works	Parks and Recreation	Procu	urement	Building, Land Use and Development	Equity and Diversity
2:30 PM - 2:40 PM			В	reak		
2:40 PM - 3:15 PM		Risk	y Quizne	ess - Pub 1	Trivia	

2021 MIABC RISK MANAGEMENT CONFERENCE / CONFERENCE AGENDA

CONFERENCE AGENDA

Target Audience





Building

Bylaw



Administration

Finance



Parks/Recreation



Bylaw Enforcement



Police Department



Planning/ Land Use/

Development

Contracting/

Contracting/ Procurement/ Tendering Operations/ Public Works/ Engineering



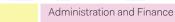
Emergency

Preparedness

Everyone

Session Focus





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	D
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	Alan Mallory, MA, BSc, PEng, PE, PMP, Speaker, Author, Performance Coach, New Heights Consulting
Target Audience:	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:	<i>Kala Harris,</i> Executive Director, Government Finance Officers Association of BC <i>Nicole Purves,</i> Deputy Director of Insurance, MIABC <i>Andy Wardell,</i> CFO, District of North Vancouver <i>Peter Urbanc,</i> CEO, Municipal Finance Authority of BC <i>Dave Peterson,</i> 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

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	Building Resilience in Your Building Department
Level: 201 Target Audience:	 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.
	Law Society CPD
11:45 AM - 12:30 PM	LUNCH
12:30 PM - 1:15 PM	Building Resiliency, Managing Risk
Level: 101	Tom Barnes, Chief Executive Officer, MIABC
Target Audience:	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
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Human Rights Complaints - A Guide to Navigating the Human Rights Tribunal and Avoiding Complaints

Level: 201

Target Audience:



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 Check Your Policy! Best Practices in Policy Formulation and Drafting - Part 1

Level: 201

Target Audience:



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

2021 MIABC RISK MANAGEMENT CONFERENCE / CONFERENCE AGENDA

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 Check Your Policy! Best Practices in Policy Formulation and Drafting - Part 2

Level: 201

Target Audience:



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	า 31
9:00 AM - 9:15 AM	Opening Address
9:15 AM - 10:15 AM	Litigation in the Time of COVID-19
Level: 201	MIABC Legal Department
Target Audience:	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
⑥ 上 🦘 🏌	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	<i>Emanuel Machado,</i> Chief Administrative Officer, Town of Gibsons <i>Gracelyn Shannon,</i> Asset Management Consultant
Target Audience:	Adrienne Atherton, Partner, Civic Legal LLP
Image: Section 1.5 million Im	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

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

Level: 201

Target Audience:



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

2021 MIABC RISK MANAGEMENT CONFERENCE / CONFERENCE AGENDA

11:30 AM - 12:15 PM	Cyber Security and Business Interruption
Level: 101 Target Audience:	 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	Think Tanks: Program Resiliency
Target Audience:	 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	Risky Quizness - Pub Trivia
Target Audience:	 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 AP



Wednesday, March 31st 2:40 PM - 3:15 PM



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Sharing information and expertise helps build strong, sustainable communities. As our way of supporting your efforts, Young Anderson is proud to sponsor this year's **MIABC Risk Management Conference**.

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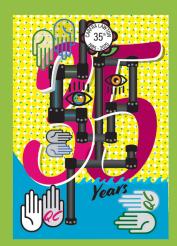
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Advice and Advocacy for Local Government

Proud to support the MIABC and local governments in building resiliency and managing risk

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