



# Atlantic Emergency Management Virtual Volunteer Conference

November 16 - 21, 2020



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# Leading through change

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Please note: all times are listed in Atlantic Standard time. Please adjust by one half hour for all of Newfoundland, and parts of Labrador.

# GREETINGS FROM Louise Castonguay

Vice President, Atlantic



Greetings from Louise Castonguay,  
Atlantic Vice-President

To our valued Emergency Management volunteers,

Some of you may have participated in our last Atlantic EM volunteer conference held in person in Dartmouth, N.S., in December 2019. None of us could have imagined how much things would change in the short time since then, not just for the Canadian Red Cross as a humanitarian organization, but for all Canadians and the 7.5 billion people around the world. The COVID-19 global pandemic would change everything.

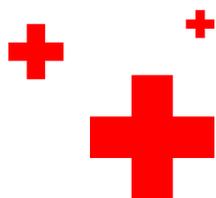
Through all the anxiety, tumultuous changes to our daily routines, and the sadness over the loss of so many lives, we also cannot lose sight of the fact that our Red Cross family has risen to this extraordinary challenge and made a positive difference to thousands of people. Each of you has helped us live up to our mission, to mobilize the power of humanity. With your support, we have demonstrated to federal, provincial and local governments, our many other partners in emergency management and the health-care field, and to all Canadians, the breadth of our capacity, expertise, and adaptability.

Across the Atlantic region and from coast to coast in Canada, there is increased trust and confidence in the Red Cross. I have heard from our many partners their appreciation for the support we have provided, and I remind them at every opportunity that their gratitude – and mine – is to each of you, whether a long-serving volunteer in a leadership role or among the newest members of our team.

I hope each of you shares my immense pride in what we have achieved so far in 2020 and will achieve in coming months, all under very difficult circumstances. I have always had the greatest respect for you and one of my priorities is your personal health and wellbeing, which is why this year's conference is a virtual event, allowing you to participate from the safety of your homes. The professional development offered by this conference is more important than ever, and I hope you find it educational and inspirational.

Cordially,

Louise



# GREETINGS FROM **Rhonda Kenney**

Atlantic Director, Emergency Management



Greetings from Rhonda Kenney,  
Atlantic Director, Emergency Management

Atlantic EM volunteers,

The year 2020 can be described in many ways, but I like to think of it as a year of adaptation for the Canadian Red Cross. We are fortunate that our operational capacity, our fundamental principles and our well-established Emergency Management procedures served us well so as starting points in responding to the health and societal challenges brought about by the ongoing COVID-19 pandemic.

Adaptation means an accelerated pace for implementing new ways of doing things, details of which will be shared with you by our senior national leadership and discussed in greater detail over the next day-and-a-half of our 2020 Atlantic EM Volunteer Conference.

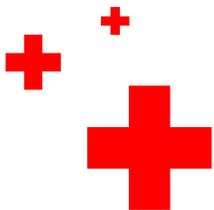
Although COVID-19 has resulted in an expanded Red Cross role in areas like community health, we cannot lose sight of our broader mandate and urgent need to expand our volunteer base and emergency management resources in a world where other challenges are unrelenting, like changing climate that continues to escalate the frequency and severity of natural disasters like floods, wildfires and severe storms.

The pandemic has forced adaptation in our organization but not our volunteer-based approach.

I look forward to speaking with you virtually, and hearing your observations, concerns and fresh ideas over the course of this conference and am grateful for your participation!

Warm regards,

Rhonda

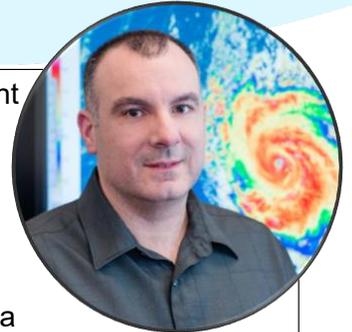


# Conference Highlights



## Community Presenters

**Bob Robichaud** received his B.Sc. Degree in Meteorology from Northern Vermont University at Lyndon in 1995. After a few years as a weather forecaster in the private sector, Bob joined Environment Canada in 1998 as an aviation forecaster in Gander NL where he eventually became Aviation Weather Program Manager for Atlantic Canada. In 2003, Bob managed the National Aviation Weather Services contract with NAV CANADA and he has also written a book on aviation weather in Eastern Canada. Bob moved to Halifax in 2004 to fill the new Warning Preparedness Meteorologist role in Atlantic Canada where his primary focus is working closely with emergency management officials on a variety of different weather-related issues including training, exercising and support during actual weather events. In his present role, Bob is the primary liaison between the Canadian Hurricane Centre and the emergency management community.



Bob will be presenting **An Update on Atlantic Canada Weather** on Friday, Nov 20 at 12noon



**Elizabeth Siegel** is the Director of Information and Referral Services at SeniorsNL. In this position she manages SeniorsNL's information line and the volunteers who answer it, as well as the iCarol database system, which captures call information and provides statistical information. Elizabeth has been involved with SeniorsNL since 2004, when she helped develop its publication *Looking Beyond the Hurt: A Service Provider's Guide to Elder Abuse*. Since that time, she has been involved in several other elder abuse initiatives and was the Provincial Coordinator of the Newfoundland and Labrador Network for Elder Abuse (NLNPEA) from 2012-2018. (NLNPEA is a network of community and government partners, working together to prevent elder abuse and an integral part of SeniorsNL's efforts to address elder abuse in our province.) Elizabeth took on the role of Director of Information and Referral Services in 2015. Elizabeth is very interested in seniors' issues, ways to improve system navigation, and elder abuse prevention. Elizabeth is a Certified Information and Referral Specialist with the Alliance of Information and Referral Systems (AIRS).

Elizabeth will be co-presenting **Leaving No One Behind – Supporting Seniors in Emergency** on Monday, Nov 16 at 12noon

**Dr. Emily Dicken** has worked as a practitioner in the field of Emergency Management since 2006, spending the first twelve years of her career with the province of BC working in health emergency management and then for Emergency Management BC where she held the role of Director, First Nation Coordination. Emily is now the Director of Emergency Management at First Nations Health Authority. Beyond her work at FNHA, Emily pursues academic interests with a central focus on understanding colonialism as an unnatural and enduring disaster impacting Indigenous communities. When not working, Emily can be found enjoying time in the outdoors with her husband Jeff and their two young sons, Keegan and Bowen.



Dr. Dicken will be presenting **Reclaiming our Resilience: An exploration of First Nations Emergency Management** on Saturday, Nov 21 at 10:45am.



**Freddy Mugisho** is a holder in particular of a Certificate in Social Work / Vocational and Community Education / Case Management, Certificate in Community Service Learning Paths, and a Bachelor in Liberal Studies. He is a passionate person who is committed to bringing relief and contributing to meet the challenges of people with special needs.

Passionate and touched by the situation of refugees living with disabilities on their journey to a life of safety, the challenges and dangers to which they are exposed, Freddy Mugisho himself a victim of discrimination because of his physical disability, the experience of 9 years as a refugee in the refugee camp, the challenges overcome; this inspires him to share his story, and to give motivational talks to people in the same situations; its motto Motivation, autonomy and well-being remains a fundamental objective that must be achieved.

For three years, he was responsible for supervising and coordinating activities at the Respite Care Center in Dzaleka Refugee Camp in Malawi. These activities included participation in educational and fun activities with the children, as well as assisting the children with feeding, cleaning and grooming. Freddy Mugisho has assisted special needs classes within the primary school that welcomes children with disabilities and is committed to providing the opportunity to participate in educational activities, social games, and physical stimulation.

In 2017, Freddy Mugisho arrives in Canada with a refugee status, sponsored by his brothers, where he begins to face the challenges of social and cultural integration, which he must overcome and succeeded due to his strong motivation and determination. Providing assistance to emergency managers and law enforcement agencies.

Freddy will be presenting **Inclusion and Supports for Refugees in Disaster** on Tuesday, November 17 at noon



**George Williams** A native of PEI, George was recruited into the Canadian Armed Forces in 1985 as a rifleman with the Princess Patricia's Canadian Light Infantry. As a sergeant, he commanded an armoured vehicle of eight soldiers on two peacekeeping tours of Bosnia, and as a lieutenant in the Royal Canadian Regiment he spent seven months dodging ambushes and roadside bombs in Afghanistan as the battle adjutant (or convoy officer) for the commanding officer of Task Force 01-07. Other highlights of George's career include achieving minor success as a competitive marksman, becoming the Warrant Officer in charge of the army's sniper program, and tormenting hundreds of new recruits while serving as a drill instructor at Canadian Forces Base Cornwallis.

Since 2009, Major Williams has enjoyed working as Joint Task Force Atlantic's liaison officer to the province of PEI with a focus on providing assistance to emergency managers and law enforcement agencies.

George will be presenting **Decision Making During Natural Disasters** on Saturday, Nov 21 at 2:45pm.



**Jeffery Ward** is the General Manager of the Membertou Heritage Park, drawing on his vast experience and knowledge in the fields of culture, management and administration. Former Director of Operations for Metepenagiag Mi'kmaq Nation. Growing up, he was always involved in community events and has been a leader in their planning, coordination, and participation. When it became time to pursue post-secondary education, the Bachelor of Arts Community Studies program at Cape Breton University was a natural fit. Currently, he is working on his Master's degree. As a public figure, Jeff has been dancing, drumming and performing his way into people's hearts since a child. He is currently a member of Sons of Membertou and Thunder Eagle Singers. Most recently performed at the 100<sup>th</sup> Anniversary of Vimy Ride in France. He also Emcee's numerous First Nation Pow Wows in the Atlantic region and eastern USA. Jeff has been a keynote speaker and Emcee for a variety of conferences including *MLSN Justice forum*, *Reform on Social Security AFN* and the latest being the MMIWG Commission of Murdered and Missing Indigenous Women's & Girls' Inquiry in Membertou, to name a few. Jeff is Mi'kmaq Knowledge keeper and leader in the White Eagle Sundance. As Lodge keeper, drum maker, conductor of many ceremonies, talking circles and justice circles for over 25 years.

Jeffery will be presenting **Traditional First Nations Welcome**  
on Friday, Nov 20 at 6:00pm

**Logan St. Croix** (he/they) is a transmasculine genderqueer queer activist from St. John's Newfoundland with two years experience in trans and gender non-conforming education and advocacy. He works as a board member for Trans Support NL and facilitates the Adult Peer Support Group and the Gender-Creative Kids Play Group. He has experience working with kids of all ages through daycare and after-school jobs. Logan has a B.A. in Communication with a minor in Psychology from Memorial University and is working toward acceptance into their Master of Education in Counselling Psychology program.



Logan will be co-presenting **LGBTQ2S+ Introduction to Gender Diversity & Language**  
on Saturday, Nov 21 at 3:45pm.



**Mary Ennis** has a wide range of experience working at local, provincial, national and international levels in the non-profit, voluntary, and public sectors. Mary has worked and/or volunteered with a number of provincial, national and international organizations such as the Coalition of Persons with Disabilities – NL, Council of Canadians with Disabilities, Disabled Peoples' International, AIDS-Free World, World Vision International, Human Rights Watch, the World Health Organization and the United Nations. She was involved in drafting and negotiations culminating in adoption of the United Nations Convention on the Rights of Persons with Disabilities. She has worked with diverse populations including persons with disabilities, women, multi-cultural populations, youth, aboriginal peoples and seniors. Mary is the Outreach Coordinator, Information & Referral Services, for SeniorsNL, responsible for ensuring that accurate up-to-date information is disseminated to a network of seniors' organizations, Community Peer Support Volunteers, and service providers across the province and developing and delivering presentations and workshops for seniors' organizations and others at the community level. Since 2018, Mary has also been the Provincial Coordinator of SeniorsNL's Provincial Network for the Prevention of Elder Abuse.

Mary will be co-presenting **Leaving No One Behind – Supporting Seniors in Emergency**  
on Monday, Nov 16 at 12noon

**Nancy Anningson** is the Coastal Adaptation Senior Coordinator at the Ecology Action Centre. Nancy has a Biology degree from Acadia University and has been working in the non-profit sector in Nova Scotia since 2000, conducting research, facilitating stakeholder consultations, analyzing and developing policy and managing initiatives. Nancy works with coastal community members, organizations and provincial and municipal government to strengthen coastal protection policy, support coastal climate change adaptation efforts and bring issues to light. Nancy's Coastal Team created the [www.sealevelrise.ca](http://www.sealevelrise.ca) website and work closely with NS Environment on the Coastal Protection Act for Nova Scotia.



Nancy Anningson will be presenting **Impacts of Climate Change on Coastal areas in Atlantic Canada** on Saturday, Nov 21 at 2:45pm.



**Rebecca Raphael** is the Founder of Halifax Helpers, an organization that offers free tutoring sessions for P-12 students. She is a first-year student at the University of Toronto, currently studying life sciences and in her free time Rebecca enjoys surfing, relaxing and being outside!

Rebecca will be presenting **COVID Youth Advocate for Change** on Saturday, Nov 21 at 3:45pm

**TJ Jones** (he/they) is a transmasculine genderqueer lover of cats and unicorns and all things space (particularly the astronomy and consent kinds!). He has 5+ years experience talking to groups of people about gender diversity, and still finds getting to experience an audience member's "lightbulb moment" the best part. He's the E.D. of TSNL, facilitator of the Trans Youth Group, and has helped run Camp Rainbow since it started in 2017. TJ is a 2020 graduate of CNA's Business Management – HR program and plans to build his career around helping develop more meaningful queer and trans inclusive business practices.



TJ will be co-presenting **LGBTQ2S+ Introduction to Gender Diversity & Language** on Saturday, Nov 21 at 3:45pm.



**Vanessa Salvatore** has over ten years of experience practicing and training in yoga collectives. In her yoga approach, she encourages students to look inwards, practice with kindness and gently integrate yoga principles and techniques in one's daily life. Vanessa offers yoga and meditation classes that result in deepening awareness, developing resiliency and living with life's stresses/hardships with more ease and receptivity. In addition to teaching and practicing yoga, Vanessa has years of experience working in intervention and holds a graduate diploma in Human Relations and Family Life Education, as well as a Master of Arts degree in Social Cultural Anthropology. In her MA she conducted research on the mobility and embodiment of modern yoga in Montreal. She is currently a CEGEP Professor in the Special Care Counseling department at Champlain College.

Vanessa Salvatore will be presenting **Mindfulness & Grounding Techniques for Responders** on Saturday, Nov 21 at 11:45am.

# Conference Highlights

## Canadian Red Cross Presenters

**Alison Lynch Richard**, Manager, Mental Health & Psychosocial Support

In this role, Alison works with the national MHPSS team to uphold the CRC's commitment to service delivery that addresses the psychosocial needs of those affected and contributes to individual and community capacity and resiliency, particularly within the scope of ongoing COVID-19 operations. Prior to her role with MHPSS, Alison spent five years overseeing the Respect Education program in Atlantic Canada and is pleased to bring this violence prevention lens to her current work. Alison is based in Fredericton, NB, where she lives with her husband, one-year-old daughter, and a goofy poodle named Fritz.



Presenting: **Mental Health and Psychosocial Supports - A Holistic Approach to Emergency Management** on Saturday Nov 21 @ 12:30pm



**Ancel Langille**, Senior Manager, Emergency Management

Ancel hails from Colchester County, NS, and it was there his journey with the Canadian Red Cross started. After watching and hearing about the Red Cross response to the Swiss Air Disaster in 1998, Ancel became interested in volunteering and spoke to a volunteer about opportunities. He applied and the rest is history. Over the last 22 years, Ancel has held a number of roles, but has always worked on the operational side of things, primarily in Emergency Management. Over that time, he has been involved in some of the largest response events in Atlantic: forest fires, various hurricanes, floods, large apartment fires and ice storms. Ancel has also been involved with the Restoring Family Links, Detention Monitoring and Training programs. Ancel lives and works in Dartmouth, NS and is a loving caretaker to 30 or so tropical fish.

Presenting: **Year in Review** on Friday Nov 20 @ 7:00pm

**Ann Clancy**, Chief of Staff, Chief People Officer & Corporate Secretary

Ann Clancy is Chief of Staff at the Canadian Red Cross. Since joining the Red Cross in 2003, she has held several management roles including Director National Volunteer Resource Management, International delegate working in the Tsunami affected areas, and the Director Human Resources for the Canadian Red Cross, Ontario. Prior to joining the Society's staff team, Ann was a Red Cross First Aid Instructor and Disaster Management volunteer. Before joining the Red Cross, Ann was the Vice President Human Resources (Ontario Division) for The Arthritis Society. Ann has a Bachelors Degree in Business Administration and is a Certified Human Resources Professional.



Presenting: **Leading Through Change** on Saturday Nov 21 @ 9:00am



**Bill Lawlor**, Provincial Director, NB/PE & Atlantic Director, Government Relations

Bill joined Canadian Red Cross in 1998 and has held several positions in as many departments throughout his career. Although most of his time with CRC has been in Emergency Management, he has also worked in Philanthropy, First Aid, Water Safety and Community Health. He became Provincial Director, NB in 2014 and added PEI in 2017. In 2018, Bill was tasked with providing a more strategic focus on the government and stakeholder relations file. Working closely with Communications, he is also a primary media spokesperson for Atlantic Canada. Bill has directed, supported and been deployed to several emergency responses during his time with CRC. During the infamous 2003 Blackout affecting major centres in Ontario, Bill worked with Communications to provide media updates from Saint John as technology of the day made it difficult for local staff in Ontario to do so. When forest fires in Northern Alberta in 2016 forced the evacuation of 80,000+ residents, he was the point of contact for the Province of Alberta on receiving updates on the number of registrations. In 2017, Bill deployed to Winnipeg to support government relations between the Province of Manitoba and City of Winnipeg as 6,000 Indigenous Peoples were evacuated from several northern communities due to a severe forest fire season. Bill lives in Saint John, NB with his wife Carolyn and three children Aidan, Fallon and Finn.

Presenting: **Government Relations** on Saturday Nov 21 @ 1:30pm



**Brandy Cheramie**, Emergency Management, NS

My name is Brandy Cheramie and I am a Data Coordinator for the Canadian Red Cross and the Emergency Management Team Lead for Lunenburg/Queens counties in Nova Scotia. I enjoy using my skills to contribute to the responses we work with on a daily basis. I became a part of the CRC in 2016 after immigrating to Canada from a small town in Louisiana. I have partaken in many trainings with the CRC and Provincial Basic Emergency Management. I like to spend my time spoiling my Yorkie, Sammie, and binge watching all the usual streaming services.

**Volunteering with the Canadian Red Cross** on Thursday, Nov 19 at 6pm



**Brenda Gagnon**, Community Health & Wellness, NL

My name is Brenda Gagnon. I have lived and worked in St. John's all my life. My husband Rick came to Newfoundland from Kingston Ontario for a year back in 1974 where we met at Memorial University. He is still here! We have two adult children Christian in Montreal and Adele in The Netherlands. A disappointing year for our travel plans. My hobbies include hot yoga, walking, book club and gardening. I love dogs and I currently have an energetic and lovable Portuguese Water Dog named Roscoe who keeps ME well exercised. He is a therapy dog with St. John Ambulance but currently unemployed due to Covid19. Sadly, his CERB has also run out. The year I retired from teaching, 2010 was also the year a devastating earthquake hit Haiti. For weeks and months, we watched the aftermath in horror. The response of The Canadian Red Cross was highlighted in the news daily. A year later I put in an application to be a volunteer. Initially I thought I would be involved with Disaster Management, but I felt that I would rather be involved on a weekly basis rather than on a rotation. I was unaware of the HELP program at the time but was told at my interview they definitely needed more volunteers. Not long after working in HELP I asked to be trained for the Service Desk. I currently volunteer 2 half days a week, one in HELP and one at the Service Desk. I also train new volunteers in both these areas. In my past 9 years at the CRC I have met many interesting volunteers of all ages and backgrounds. The staff here in our St. John's office are always welcoming and appreciative of the efforts of the volunteers. I have great respect for the work of The Canadian Red Cross and people I have met there.

**Volunteering with the Canadian Red Cross on Thursday, Nov 19 at 6pm**

**Conrad Sauvé** President and CEO

Conrad Sauvé has been the President and CEO of the Canadian Red Cross since 2008. Under his leadership, the Canadian Red Cross has strengthened its capacity in emergency management and health programming and made significant contributions in the wake of multiple large-scale domestic and international emergencies. Mr. Sauvé has a proven track record of bringing together diverse partners in support of complex humanitarian challenges. He led the successful negotiation of a strategic partnership with the Government of Canada, and fostered innovative partnerships with health organizations, universities and other humanitarian actors. For the past twenty years, Mr. Sauvé has been involved in several health and social service committees, associations and executive boards. He holds a BSc from the Université du Québec à Montreal and is a graduate of McGill University's International Masters in Health Leadership.



**Conrad will present Vision 2025, COVID-19, Canadian Operations on Friday Nov 20 at 6:30pm.**

**David Williams** has been an Emergency Management volunteer with the Red Cross for 13+ years. During this time David has assumed many roles including PDA team lead and ERT supervisor/shelter manager both in person and virtually, more recently supporting the Alberta floods. In addition, David has been a case worker with the Restoring Family Links Program, coordinated awareness events such as participating in the Spryfield Christmas parade, and is both a facilitator and senior facilitator. During this time David also became a single parent. David is also regularly involved supporting other organizations, currently also sitting as a board member with the Rainbow Refugee Association of Nova Scotia. During the week David works as Director of the Business Registration and Operations Support Units at Service Nova Scotia and Internal Services.



Presenting: **On-Call 101 – The Volunteer Duty Officer** on Wednesday Nov 18 @ 12noon



**Erin Kielly**, Emergency Management, PEI

Erin currently lives in Charlottetown PEI. Erin spent about 40% of her life in Saskatchewan and returned to PEI after finishing her studies at the University of Regina. She came to PEI for a "summer vacation" with her partner and never left...

On a chance walk one afternoon on the historic Prince Street in downtown Charlottetown, she saw the Red Cross emblem on a heritage building and thought that this would be a good place to put down some roots as a volunteer. That was 13 years ago.

In that time, Erin started working for the Province of PEI, first as a Municipal Officer and now as a Climate Change Policy Advisor. Erin has three active children and enjoys spending the warm days camping with her family.

One quirky fact - back before work and kids - Erin travelled 22,000 kilometers to go on a barramundi fishing trip - not a single fish was caught.....

**Volunteering with the Canadian Red Cross** on Thursday, Nov 19 at 6pm

**Hector Suarez**, Emergency Management, NL

My full name is Hector Ariel Suarez Rodriguez, in my home Country we use middle name and both parents last names. My hometown name is Tunja, small City about 300 thousand habitants and an elevation of 2820 mt asl that means it is a high-level, highland city, located in the Andes Mountains and about 140 Km away from Bogotá. I am an Engineer with a Msc in Physics and about 20 years of Experience in different Industry fields. My family is very small, a wife and a Daughter, back in Colombia I have my Mother, A brother and 2 Sister, my father passed away 13 years ago. I used to play sports like Soccer, back in Colombia in a Semi pro league. I also played Volleyball, Tennis, etc, but I unfortunately injured my knees and I feel like I can't do any sports anymore. On the other side, I really enjoy watching those sports on tv, rooting, cheering for my teams. I also like to watch movies, read books, chat with people and of course help people when I can.

One quirky fact about myself: well, I am an early bird, no matter what time I go to bed, almost all the time I wake up around 6 am.

**Volunteering with the Canadian Red Cross** on Thursday, Nov 19 at 6pm





**Jean-Philippe Tizi**, Chief of Canadian Operations

Jean-Philippe Tizi is Chief of Canadian Operations of the Canadian Red Cross. In this role, Jean-Philippe leads all disaster management and response activities across the country. Working closely with key stakeholders and all levels of government, he ensures the needs of vulnerable Canadians and communities are being met. With over a decade of expertise in emergency response, Jean-Philippe has managed multiple complex humanitarian emergencies both in Canada and around the world. Under his leadership, the Canadian Red Cross launched two of the biggest emergency response operations in the past decade; the 2004 Asian Tsunami and the 2010 Haiti Earthquake. By taking a holistic response to both responses, the Red Cross not only assisted millions in the provision of lifesaving needs in the immediate aftermath of the emergency but worked to ensure communities were healthier, safer and more resilient ahead of the next disaster. Jean-Philippe received his Bachelor of Engineering from the National School of Engineering in France, as well as an Executive Masters in Business Administration from the University of Quebec and from Universitié Paris- Dauphine, France. Jean-Philippe is a member and associate expert of the Canadian Research Institute on Humanitarian Crisis and Aid.

Presenting: **Canadian Operations: Emergency Management and COVID-19** on Saturday Nov 21 @ 8:30am

**Jillian Mallowney**

(she/her) is an Emergency Management Coordinator & Community Health-Meals on Wheels volunteer based in St. John’s Newfoundland and Labrador. She has deployed across the country and supported Southern Alberta Floods (2013), Northern Alberta Wildfires (2016), New Brunswick Floods (2018), and many Newfoundland and Labrador or remote responses. She is a social worker who began her practice in child protection and has now focused her practice on community capacity building and emergency social services through the Red Cross. Jillian is a competitive powerlifter and holds records for Bench Press in Newfoundland and Labrador. She has had pink hair since 2007 and is a porg (space puffin from Ahch-To) enthusiast. She is finishing her second degree, focusing on Indigenous Studies, before beginning her Master of Social Work program.



Presenting: **Tools of the Trade** on Thursday, Nov 19 at 12noon



**Laura McNamara**, Conference Moderator & Emergency Management Coordinator

Laura McNamara has been with Red Cross for 17 years and has worked in various program areas including Prevention and Safety Services, Community Health and currently Emergency Management. She is based in Kentville Nova Scotia in the beautiful Annapolis Valley where she lives with her husband and two children.

**Laura is our conference Moderator and Master of Ceremonies.**



**Louise Castonguay**, Vice President, Atlantic

Louise Castonguay has more than 30 years' experience with the Canadian Red Cross, including since 2012 as Vice-President, Atlantic, where she has overall responsibility for Red Cross programs and services throughout New Brunswick, Newfoundland and Labrador, Nova Scotia and Prince Edward Island. From 2015-2018, she also served nationally as Vice-President, Community Health and Wellness. Louise joined the Canadian Red Cross in 1988 and six years later became provincial director for New Brunswick as well as director of community health for the Atlantic region. She was instrumental to the development of major partnerships with government in New Brunswick for a number of community health initiatives as well as an agreement formalizing Red Cross support to government in times of disaster, such as providing emergency social services like shelter, feeding and clothing. Internationally, Louise accompanied medical relief flights to Siberia and the Maldives and assisted the American Red Cross response to Hurricane Andrew. She holds a Bachelor degree in Administration and a Certificate in Gerontology from Université de Moncton.

Presenting **Welcome & Opening Remarks** on Friday Nov 20 at 6:16pm.



**Louise Geoffrion**, Senior Director, Volunteer Experience and Engagement.

Louise has been with the Canadian Red Cross for 27 years in a wide range of roles: working with overseas personnel, in Emergency Management, with International Operations, in Prevention and Safety, as well as People Services. Currently, Louise is currently tasked with retaining successes from current and past volunteer engagement practices to reimagine new ideas and strategies with a focus on improving the volunteer experience within the CRC. Her goal is to establish the practical road map by which a new vision and strategy will become reality. Her Emergency Management experiences range from PDA house fires to natural disasters and humanitarian crises in Canada and around the world. You may have seen Louise in Ontario & Quebec's 1998 Ice storm; supporting Tsunami responses; assisting in pandemics including SARS, H1N1 & Covid-19; flood and wildfire responses across the country, and; supporting International Operations in Afghanistan, and the Democratic Republic of Congo.

Presenting **VOL X – Paving the Way to a More Dynamic and Engaging Volunteer Experience** on Saturday Nov 21 at 9:45am.



**Marie Oake**, Emergency Management Volunteer, NS

I'm Marie Oake from Sydney, on beautiful Cape Breton Island. My husband of 43 years is Ray. We have 2 wonderful children - Natalie & Christopher. Natalie & her husband, Matthew, have 2 beautiful children - 4-year-old Eliot & 16-month-old Marin. We are so fortunate that Natalie & her family only live 10 minutes away from us so every weekend we have the pleasure of having a sleepover with our little darlings.

Christopher works for Exxon and, as such, does quite a bit of traveling. He is presently working in Singapore. He normally gets home at least twice a year but, of course, the pandemic has changed that. Both of his planned trips home this summer had to be canceled.

I am a retired schoolteacher. I took my Degrees at St. Francis Xavier University. For 35 years, I taught math, grades 7 to 12. My husband is a retired Physical Education teacher. We both did a lot of volunteering as teachers; my husband coached several sports all year and I chaired & worked on many committees. About 2 years after retiring, I was ready to volunteer again. I chose the Red Cross & am now in my 13th year with them. I am a lector at my church & chair a Bereavement Committee. When my church sponsored a Syrian Family in 2016, I was happy to help the family in their adjustment to Canadian life; one of the things I did was to help their school- aged children with homework on a weekly basis. I had the privilege of doing so for 4 years. For the last number of years, I have been a volunteer with the Red Kettle Campaign for the Salvation Army. I have also volunteered with Track & Field Meets in our community.

My hobbies include walking, exercise classes, kayaking, skating, snowshoeing, & reading. No doubt my family would tell you that I have several quirks, but usually the first one they mention is my ability to remember dates, whether it is birthdays, anniversaries or other special events. I am pleased to be a part of this Virtual Volunteer Conference for the Red Cross.

**Volunteering with the Canadian Red Cross on Thursday, Nov 19 at 6pm**

**Melanie Soler**, Vice President, Emergency Management

Melanie Soler is the Vice President of Emergency Management for the Canadian Red Cross. Melanie lives in Calgary with her two teenage daughters.

Melanie holds a degree in civil engineering and chose to embark upon a career path in the non-profit sector when she joined the Canadian Red Cross in 1999. Over the past 20 years, Melanie has worked in a variety of roles within the Red Cross including information technology, logistics and procurement, operations management and disaster management.

Melanie's disaster management portfolio includes some of the largest domestic and international disasters in recent times. Melanie led operations for the 2013 southern Alberta floods recovery, the wildfire in 2016 in Fort McMurray, and the BC Wildfires. She was involved in the Japan earthquake/tsunami/nuclear recovery debrief and has provided advisement to Israel and the Bahamas in major event recovery planning. In her current role Melanie provides leadership for all Canadian emergency operations and with CRC International Operations in designing and implementing new and innovative solutions for COVID-19.



Presenting: **Expanding our Humanitarian Workforce: strengthening predictability and agility**  
on Saturday Nov 21 @1:30pm



**Michelle Arsenault**, Volunteer, Emergency Management, Safety & Well Being  
 Michelle graduated from UPEI 2009 with a degree in Psychology and Sociology and is currently the Program Coordinator for Canadian Mental Health Association's West Prince Housing program. Serving the rural West Prince region of PEI, she works with individuals who are homeless or struggling with their housing and helps them to access safe housing and the wraparound supports they need to live healthier lives. Michelle has been volunteering with the Canadian Red Cross for the last 10 years and has deployed to disaster zones across the country, including the 2013 Alberta Floods, the 2016 Fort McMurray Fires, the 2019 NB floods and most recently in a virtual support role with the Atlantic COVID19 response. In her role as an Emergency Management volunteer she also supports local islanders who have been affected by personal disasters.

**Presenting: Mental Health and Psychosocial Supports - A Holistic Approach to Emergency Management on Saturday Nov 21 @ 12:30pm**



**Rhonda Kenney**, Director, Emergency Management, Atlantic  
 Rhonda has served full-time with the Canadian Red Cross for more than 36 years, initially with our Swimming and Water Safety program in 1984. Five years later she assumed the role of Director of Safety Services for Newfoundland and Labrador and has been Provincial Director for that province since 1996. She has taken on many additional responsibilities including for Respect Education in Atlantic Canada. In 2011, Rhonda was appointed Director of Emergency Management for the Atlantic provinces and in 2014 was appointed as Deputy Vice President, Atlantic. She has participated in virtually every major disaster response of the CRC in the Atlantic region in recent decades, including the Swissair crash (1998), support to Kosovar refugees (1999), diversion to Atlantic Canada of U.S. bound flights after the 9/11 attacks (2001), the Badger flash flood evacuation, Hurricane Juan (2003), crash of Cougar Helicopters Flight 491 (2009), Hurricane Igor (2010), forest fires and a train derailment in Labrador (2013), widespread winter power outages across NL, Hurricane Arthur (2014) and major flood events in Atlantic Canada in each of several years (2016-2019). Rhonda has also deployed elsewhere in Canada to assist following record floods in Alberta (2013), wildfires in Saskatchewan (2015), and the Fort McMurray, AB, wildfire evacuation (2016), and to the USA following Superstorm Sandy (2012). She holds a Bachelor of Arts degree (Anthropology, Psychology) from Memorial University of Newfoundland and in 2012 was honoured with the Queen Elizabeth II Diamond Jubilee Medal.

**Presenting: Year in Review on Friday Nov 20 @ 7:00pm**



**Stephane Michaud**, Vice President, International Operations  
 Stephane Michaud is the Vice President for International Operations of the Canadian Red Cross. Stephane is a humanitarian response professional and engineer with 15 years of management experience in a wide range of conflict and natural crisis contexts. Stephane started his career as an engineering officer in 1996 and served in support to peace building operations, as a member of Canada's Disaster Assistance Response Team as well as in various engineering, disaster response and management roles in Canada, Bosnia, Pakistan, Afghanistan and Haiti. Stephane joined the Canadian Red Cross as an international aid worker in 2010 and has since filled management roles for both the Canadian Red Cross and International Federation of Red Cross and Red Crescent Societies (IFRC). Those included head of the Canadian Red Cross mission in Haiti, IFRC Operations Manager in Mali as well as other assignments in Liberia, Democratic Republic of Congo, Jordan, Afghanistan, DPRK, Sierra Leone, South Sudan and other locations. In Canada, Stephane was employed as the Director of the International Emergencies and Recovery team prior to his current role.

**Presenting: Expanding our Humanitarian Workforce: strengthening predictability and agility on Saturday Nov 21 @1:30pm**

**Ryan Wade**, Emergency Management, NB/NL

My name is Ryan Wade, I am 23 years old and am from St. John's, NL but currently residing in Moncton NB. I started with Red Cross in 2014 with the community transportation program but soon found my true passion with EM. Thanks to an amazing group of staff at our local office, I was given ample opportunity to participate in responses and develop leadership skills. This ultimately led to my deployment in Fort McMurray as part of the 2016 Wildfires Response and role as Site Manager for St. John's as part of the COVID 19 Response.

When I'm not volunteering with the CRC, I'm a (very busy) medical student in my third year. As of right now I aspire to be a family/emergency physician and hope to deploy with the Red Cross globally as part of the ERU once I've completed my medical training. In my free time I love to keep challenging myself with increasingly difficult skiing adventures and test my patience (lol) with golf. Since moving to NB I've also found a passion for cycling and try to keep active with that or the gym.

One relatively unknown/quirky fact about me is that I love everything history and if I was, hopefully not, forced to isolate for two weeks outside of the school year I would likely fill all that time with copious amounts of documentaries and books that most people would find very boring!



**Volunteering with the Canadian Red Cross on Thursday, Nov 19 at 6pm**



**Stacie Yates**, Manager, Client Services Community & Health Services

Stacie Yates has been with the Canadian Red Cross for almost 6 years. Starting as a clinical supervisor for the Home Support Program, in she 2017 transitioned into Emergency Management and currently manages the prepaid card program.

In 2010 Stacie obtained a Bachelor of Nursing degree from the University of New Brunswick. Stacie lives and works in Saint John, NB, has 2 children and a husband and is the proud momma to 4 little pugs.

**Presenting: On-Call 101 – The Volunteer Duty Officer on Wednesday Nov 18 at 12noon**

**Shelly Collins** BA BSW RSW (She/Her), Advisor, Safety & Wellbeing

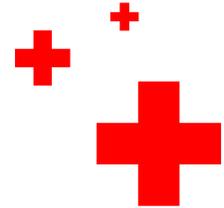
Shelly brings professional experience as her role as Advisor, Safety and Wellbeing with 15 years' experience working with vulnerable populations in community and directly with the non-profit sector. This includes being employed with the Canadian Red Cross and working from a violence prevention lens through her work in youth leadership, respect education, community health, and emergency management portfolios. Shelly's current role is Safety and Well Being Advisor with the Provincial Disaster Coordination Team during the COVID-19 Response. In this role, she works collaboratively to support the Canadian Red Cross operational team to consider the psychosocial consequences of the actions and activities of the Red Cross to ensure that we 'do no harm' and uphold professional accountability to individuals, families and communities impacted by a crisis or emergency. Shelly is a registered social worker with a background in gerontology and started her Canadian Red Cross Career in its Meals on Wheels Program. Shelly is based in St. John's, NL with her wonderful partner Gerald, daughter Olivia and Weiner Dog, Stewie.



**Presenting: Mental Health and Psychosocial Supports - A Holistic Approach to Emergency Management on Saturday Nov 21 @ 12:30pm**

# Lunch & Learn Weekday Sessions

## November 16-20



### Monday, November 16

Noon – 1pm **Leaving No One Behind – Supporting Seniors in Emergency**

**Elizabeth Siegal & Mary Ennis**

*Are older adults appropriately supported in times of Emergency? Sometimes, the answer is “No!” This webinar will explore why the needs of seniors are often neglected during a Emergency and what you should consider when helping seniors, such as avoiding stereotypes, communicating with seniors, meeting immediate needs and special needs, certain barriers that may prevent them from getting back on their feet in a timely manner, and what to do after the emergency turns into “just” difficult times. Mary Ennis and Elizabeth Siegal of Seniors NL will also discuss the concerns and issues they are hearing from the seniors they service, as well as provide suggestions for connecting seniors to resources after the initial Red Cross emergency support has ended.*

### Tuesday, November 17

Noon – 1pm **Inclusion and Supports for Refugees in Disaster**

**Freddy Mugisho**

*Learn what makes services inclusive and how to better support refugees in times of disaster. This session will cover the personal experience and powerful testimony of someone whose lived experience as a refugee informs the work that he does to increase inclusion everywhere he goes. The session will address two important questions: What are the challenges of refugees to Canada? And what are the solutions to overcome these challenges?*

### Wednesday, November 18

Noon – 1pm **On-Call 101 – The Volunteer Duty Officer**

**David Williams & Stacie Yates**

*Are you ready to take the next step in supporting PDA responses in your province? Have you thought about carrying the Volunteer Duty Officer on-call phone but are intimidated by the thought of a 2am call? Join us for this session as current Duty Officers share their experience and dispel some of the myths about this role. We will also hear from the Saint John Call Centre and the supports they can provide during a call. Finally, we will review the main responsibilities and discuss the supports in place for this very important function.*

### Thursday, November 19

Noon – 1pm **Tools of the Trade**

**Jillian Mallowney**

*Work through a PDA response step by step as a group with your fellow volunteers. We will cover hotel booking, payment cards, completing / submitting Registration & Needs Assessment Forms and Response Reports- all virtually. Follow along as Jillian shares her screen and you work together to complete a PDA response.*

### Friday, November 20

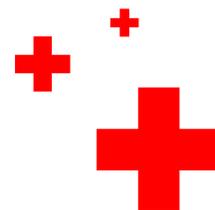
Noon – 1pm **An Update on Atlantic Canada Weather**

**Bob Robichaud**

*A review of the busiest hurricane season on record, describes winter weather and winter weather information, and gives us a sneak peek at what we can expect for winter 2020-2021.*

# Weekday Evening Sessions

## November 19-20



### Thursday November 19

6:00pm- 8:00pm

#### **Volunteering with the Canadian Red Cross – Virtual Information Session**

**Brandy Cheramie, Brenda Gagnon, Erin Kielly, Hector Suarez, Marie Oake & Ryan Wade**

*Ready to make a positive difference in someone's life and to create a better community? Join us for a virtual information session on volunteering with the Canadian Red Cross. Tune in to hear first-hand from volunteers in Emergency Management and Community Health about their experiences supporting the lives of Canadians in need.*

### Friday, November 20

6:00pm – 6:15pm

**Traditional First Nations Welcome**  
**Jeffery Ward**

6:15pm – 6:30pm

**Welcome and Opening Remarks**  
**Laura McNamara, Louise Castonguay & Rhonda Kenney**

6:30pm – 7:15pm

**Vision 2025, COVID-19, Canadian Operations**  
**Conrad Sauvé**

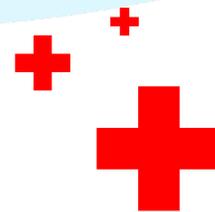
7:15pm – 8:00pm

**Year in Review**  
**Rhonda Kenney & Ancel Langille**

*A look back Emergency Management in Atlantic Canada over the last year, where we are so far this year and a review of the COVID-19 response*

# Agenda

## Saturday, November 21

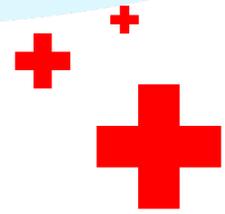


### Morning Sessions

- 8:00 – 8:30am**      **Virtual Meeting Rooms Open**
- 8:30 – 9:00am**      **Canadian Operations: Emergency Management**  
**Jean-Philippe Tizi**
- 9:00 – 9:45am**      **Leading Through Change**  
**Ann Clancy**  
*Change management during the pandemic.*
- 9:45 – 10:30am**      **VOL X – Paving the Way to a More Dynamic and Engaging Volunteer Experience**  
**Louise Geoffrion**  
*Learn how VolX will positively transform the volunteer experience and create new ways of engaging volunteers at the Canadian Red Cross. Louise will take you through the creation of a new technology platform being developed based on feedback and input from volunteers that will better match you with the experiences you seek, allow you access to enhanced training and make it easier for you to engage with the Canadian Red Cross. Learn what's been done so far, where we are at now, and the exciting things to come.*
- 10:30 – 10:45am**      **Wellness Break**
- 10:45 – 11:45am**      **Reclaiming our Resilience: An exploration of First Nations Emergency Management**  
**Emily Dicken**  
*This session will take a strengths-based approach to explore the wise practices held within First Nations communities and the capacity building that is happening across the field of practice for emergency management at the community level. By grounding approaches to emergency management through physical, spiritual, emotional and cultural ways of being, Indigenous practitioners within the field of emergency management are creating a space for an all of community and deeply holistic approach to their practice. Join Emily Dicken as she walks through some of her learnings as a practitioner within this area of work.*
- 11:45 – 12:30**      **Mindfulness & Grounding Techniques for Responders**  
**Vanessa Salvatore**  
*The workshop will include a short lecture on simple and easy-to-apply mindfulness and grounding techniques. Vanessa will guide EM volunteers through a few mindfulness and grounding techniques, encouraging volunteers to begin to implement in their daily lives. The exercises will serve volunteers in teaching them how to reconnect to the body and have the space within to notice what arises. Vanessa will provide volunteers with a practice handout as well with a one-page tips sheet.*

# Agenda

## Saturday, November 21



### Afternoon Sessions I

12:30 – 1:30pm

#### **Mental Health and Psychosocial Support – A Holistic Approach to Emergency Management**

**Alison Lynch Richard, Shelly Collins & Michelle Arsenault**

*Learn about CRC's role in emergency response and recovery and the added complexities of COVID-19. Recognize how Mental Health and Psychosocial Support is embedded into all CRC operations. Debunk the Myths about Safety and Wellbeing. Engage with a fellow volunteers about the importance of self-care during response. Access tools to support your mental health in your volunteer role.*

1:30 – 2:30pm

#### **Expanding our Humanitarian Workforce: Strengthening Predictability and Agility**

**Melanie Soler & Stephane Michaud**

*The support we will provide over the next several months requires us to rapidly develop new ways of working – to surge quickly to ensure our humanitarian workforce can be even more predictable and agile than it is today. We are piloting a new approach to workforce readiness, which includes different types of contracts and management modalities, while we are continuing to engage and expand our volunteer strengths and leverage the full skills and experience of our staff and delegates.*

#### **Government Relations**

**Bill Lawlor**

*Canadian Red Cross works in auxiliary to and in support of federal, provincial and local governments both in times of emergency preparedness and response. In every instance, government is the ultimate authority on managing the emergency event. However, no government can do so alone. A successful response to any emergency event requires the engagement of multiple organizations and stakeholders including government, corporate and non-profit sectors. As Canadian Red Cross continues to evolve through our current pandemic and prepares to continually evolve once the pandemic is done, government relations are critical to ensuring the effective engagement of our volunteer workforce and other resources to ensure those who need help receive it quickly. This session will inform participants government relations is everyone's responsibility which requires laser focus and coordination in order to achieve optimal results.*

2:30pm – 2:45pm

**Wellness Break**

2:45pm – 3:45pm

#### **Concurrent Sessions – choose one**

##### **Decision Making During Natural Disasters**

**Major George Williams**

*This session will focus on how the Canadian Armed Forces plan and assist the provinces when dealing with Natural Disasters and calls for assistance. It will highlight the capabilities that they bring to the table and how they are integrated into all EMO Provincial and Federal agencies to assist in the background to help.*

##### **Impacts of Climate Change on Coastal areas in Atlantic Canada**

**Nancy Anningson**

*This session will focus on climate change impacts along our coastline, the risks that these present and we will explore adaptation options to mitigate risk. We will look at risk prevention strategies and adaptation activities to protect coastal communities from extreme weather events. Understanding of risks and adaptation options is the best way to keep people safe and this workshop will endeavour to build awareness and provide participants with tools and resources that they can use and share.*

# Agenda

## Saturday, November 21



### Afternoon Sessions II

3:45pm – 4:30pm

#### Concurrent Sessions – choose one

##### COVID Youth Advocate for Change

###### Rebecca Raphael

*We will discuss the benefits of youth involvement as well as tools and ideas that people can use to increase youth participation in volunteerism. Stories and ideas will be shared by Rebecca Raphael, the founder of a youth run, non-profit service, that offers tutoring sessions to P-12 students, as well as other members of the organization*

##### LGBTQ2S+ Introduction to Gender Diversity & Language

###### TJ Jones & Logan St. Croix

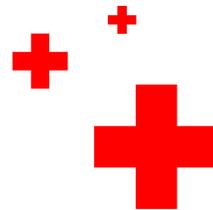
*We will discuss terminology and language used within the trans community, differentiate between gender identity, gender expression, and sexual orientation, and introduce the different types of transition and what they can look like for gender diverse folks. We end with a list of resources, and then open the floor for questions.*

4:30pm – 5:00pm

##### Conference Wrap Up

###### Laura McNamara

*Review results of Atlantic Volunteer Survey  
Creation of Atlantic Action Plan*



#### Special Thanks:

The 2020 Atlantic Emergency Management Virtual Volunteer Conference would not have been possible without the hard work of the Planning Committee members: Alanna Green, Ancel Langille, Elizabeth Hendrick, Jason Doyle, Jillian Mallowney, Sarah Parisio & Shelly Collins.

Additional thanks to the speakers, Laura McNamara, Emergency Management Coordinators from each of the Atlantic provinces, the IS team, Communications and Canadian Red Cross leadership.



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