



“KNOWLEDGE IS POWER” INFORMATION TRAINING SESSION

SCHEDULE

Day 1 - Monday, September 24, 2018

06:30 – 08:30 **Check-in & Registration**

07:15 hrs

Opening Remarks

Tracy Finn, ENP

President, NENA ON (9-1-1 EVS Coordinator Toronto Police Service)

Regional Welcome

Police Chief Jennifer Evans – Peel Regional Police Service

Fire Chief Tim Beckett – Mississauga Fire Service

Fire Chief Bill Boyes – Brampton Fire Service

Bell Canada Welcome

Fadi Dabliz, ENP – Bell Canada

08:00 hrs

Breakfast

Courtesy of OnStar

08:45 hrs

Memory Power

Paul Mellor, Success Links

Author of: “MEMORY! How to Remember Anything”

In today’s business world, having the ability to remember names and faces, beat absent-mindedness, and recall facts and figures puts you at the head of the pack. In this fun-filled session you’ll learn time-tested techniques for recalling names, speaking without notes, and gaining control of your day without the fear of forgetting. When you’re skilled in memory all your other skills get better. This program shows how.



“KNOWLEDGE IS POWER” INFORMATION TRAINING SESSION

Day 1, continued

10:15 hrs

Sponsorship Session – OnStar -Your PSAPs Public Safety Partner

Speaker: Charlene Poranganel & Clyde Haggart

This 30 minute session will highlight OnStar and the services provided to customers and public safety partners, including technologies to assist in Emergency situations including vehicle collisions, stolen vehicle assistance and other in-vehicle emergencies.

A brief overview will also be provided to discuss the types of information shared with PSAPs and providing an understanding of the call-flow processes.

10:45 hrs

Coffee Break

Courtesy of Motorola Solutions

11:15 hrs

Yes! I Have Called 9-1-1

Avis Ottey, Master of Christian Counselling
Retired Coordinator, Critical Incident Response Team & Peer Support Volunteer Unit – Toronto Police Service

Avis will discuss her recollections, opinions and reasons for calling as well as her perseverance after a senseless tragedy 20 years ago. She will also discuss the importance of Critical Incident Response teams and Peer Support for Communicators and First Responders.

12:15 hrs

Lunch

Courtesy of TELUS

13:15 hrs

Presentation Peter Gallant Memorial Award

Presented on behalf of the NENA Ontario Board of Directors by:
Larry Breen – Director NENA ON



“KNOWLEDGE IS POWER” INFORMATION TRAINING SESSION

Day 1, continued

13:45 hrs

Concurrent Breakout Sessions

Session 1: NG9-1-1 (IT, Managers)

Topics (to be finalized) may include NG9-1-1 Tech trial specs, & Financing NG9-1-1 (what must PSAPs consider)

Session 2: Customer Service & Wall of Excellence (Frontline Communicators/Supervisors)

Judy Daniels - Communications Instructor, Toronto Police Service
Alexandra Sornberger - Communications Instructor, Toronto Police Service

Session description to follow shortly

14:45 hrs

Coffee Break

Courtesy of Motorola Solutions

15:15hrs

Concurrent Breakout Sessions

Session 1: Getting it Right! Building Blocks for a Successful Next Gen 9-1-1 Product & Service RFP (IT, Managers, Executive Managers)

Holly Barkwell ENP - NENA Canadian Regional Director & President & CEO BHGroup

You need sophisticated mission critical software and services but the technical, functional, and operational requirements, standards, and feature offerings keep changing. The fact is established procurement processes just won't work.

We will discuss why current purchasing processes won't work, what needs to change, why, and how to construct a successful RFP for the Next Gen9-1-1 environment.



“KNOWLEDGE IS POWER” INFORMATION TRAINING SESSION

Session 2: The Communicator Training Session

Bell 9-1-1 (Frontline Communicators/Supervisors)

Larry Breen, 9-1-1 Emergency Services Manager, Bell

Kathy Noblett, 9-1-1 Emergency Services Manager, Bell

Phaedra van Buuren, 9-1-1 Surveillance and Maintenance Centre Manager, Bell

This session will be an in-depth look at how 9-1-1 calls are generated and routed to the PSAP in the Bell Network (wireline and wireless).

We'll take an in-depth look at all of the system features and functionality; 9-1-1 call types and expected outcomes, i.e. wireline, wireless, VoIP, when to call the 9-1-1 Surveillance and Maintenance Centre (9-1-1SMC) and more.

16:30 hrs

End of Day 1



“KNOWLEDGE IS POWER” INFORMATION TRAINING SESSION

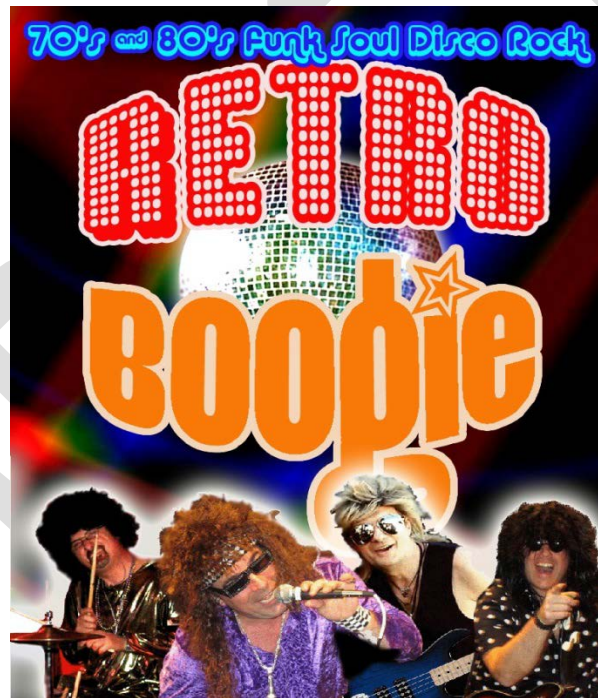
Please join us at the 2018 installment of our

PRESIDENTS RECEPTION

Co-sponsored by

Bell

For a casual evening of great company, excellent food, cold cocktails, and live entertainment featuring



Shuttle transportation between the Hilton Garden Inn, the Courtyard Marriott and Turtle Jacks – Courtney Park, is provided courtesy of

AVAYA

Please enjoy responsibly



“KNOWLEDGE IS POWER” INFORMATION TRAINING SESSION

Day 2 - Tuesday, September 25, 2018

08:00 hrs **Continental Breakfast**
Courtesy of Avaya

08:45 hrs **Mindfulness & Resiliency**
Jon Carson, Police Constable – York Regional Police

Mindfulness Based Resiliency Training (MBRT) Mindfulness is a mental state achieved by focusing one's awareness on the present moment, while calmly acknowledging and accepting one's feelings, thoughts, and bodily sensations. The essence of their program is creating cross-cultural conversations where people of all backgrounds can explore and build a repertoire of skills for enhancing their social and emotional awareness, their decision-making process and their overall health and well-being.

10:15 hrs **Coffee Break**
Courtesy of Bell

10:45 hrs **Mindfulness & Resiliency** *continued*

12:15 hrs **Lunch**
Courtesy of SiriusXM



“KNOWLEDGE IS POWER” INFORMATION TRAINING SESSION

13:15 hrs

Sponsorship Session

Avaya – Let NG9-1-1 be your catalyst for driving change to your broader citizen engagement strategy

Speaker: Allan Mendelsohn

In this 30 minute session we will discuss how the NG9-1-1 train has left the station and we all know that we will all jump on board. That means that we must be planning the move now! In doing so, we must remember that 9-1-1 calls are not the only types of interactions managed by the PSAP, and that PSAP operations are not the only point of citizen engagement for the public safety agency. Smart organizations will recognize that a digital strategy for needs to deal with the technology evolution associated with NG9-1-1 as well as changing expectations as to how citizens, businesses, responders, and the agency members will engage with the agency for both emergency, non-emergency, and administrative needs.

13:45 hrs

NG9-1-1 Supersession

ESWG by numbers...

Presenter information coming soon

This session will provide an overview of work, as it relates to NG9-1-1 at the CRTC Emergency Services Working Group (ESWG). This will be a “where are we now” look at how things have changed and are moving since the NG9-1-1 CRTC Decision.

14:45 hrs

Coffee Break

15:00 hrs

The Importance of Change Management

Carol Frank, 911 Training Instructor, York Regional Police & Past-President NENA ON

Session overview coming soon

16:00 hrs

NENA ON – Annual Membership Meeting

Non-NENA Members welcome to stay, or enjoy an early end to the day

17:00 hrs

End of day 2

No events planned, enjoy your evening



“KNOWLEDGE IS POWER” INFORMATION TRAINING SESSION

Day 3 - Wednesday, September 26, 2018

07:30 hrs **Continental Breakfast**
Courtesy of Bell

08:00 hrs **Toronto Badminton and Racquet Club Fire**
Chief Matthew Pegg – Toronto Fire Services

Session overview coming soon

09:00 hrs **Leveraging Intelligent Communications to
Solve Operational Challenges in the PSAP**
Allan Mendelsohn , Principal Consultant - Avaya

Communications can be inserted into business processes and workflows to improve operational efficiency and effectiveness. Two examples will be discussed: dealing with large calling events and automating 9-1-1 test calls. A significant event can overwhelm the staffing levels and trunk capacities in the PSAP. NG9-1-1 will allow for context to be leveraged to deal with the traffic more efficiently than managing a large queue and dealing with it in a first-in/first-out approach. Accommodating requests for 9-1-1 test calls are burdensome and unfunded. Solutions can be established to fully automate the testing process from scheduling to routing, to confirmations.

10:00 hrs **Coffee Break**
Courtesy of Rogers

10:30 hrs **NG9-1-1 (Location Accuracy)**
Tom Paniak, ENP - Senior Manager, Network Architect
9-1-1 Emergency Services, Bell
Francis Fernandes - Wireless Technology Strategy – Senior
Technical Architect, Bell Mobility

Session overview coming soon



“KNOWLEDGE IS POWER” INFORMATION TRAINING SESSION

12:00 hrs

Lunch

Courtesy of Komutel

12:30 hrs

Sponsorship Session

Komutel – What changes will NG9-1-1 bring to Telecommunicators?

Mark Thompson, Senior Solutions Architect - Komutel Inc.

NG9-1-1 is just around the corner in Canada. What will be the impact for Telecommunicators? What will be the same and what will be different?

This brief presentation will highlight some of the major changes that will take place and how to prepare for change.

13:00 hrs

Fighting Diversity and What Makes Inspirational People Inspirational

Police Constable Edward DeNobrega – Toronto Police Service

Edward will talk about how a diagnosis with a terrible prognosis changed his life. He will discuss the importance of remaining physically fit, maintaining a healthy lifestyle and the power of positive speech and thought. He will talk about challenges with diversity and just what makes someone an inspirational person.

14:15 hrs

Closing Remarks & Adjournment