



# “THE TIME IS NOW” INFORMATION TRAINING SESSION

## SCHEDULE

### Day 1 - Monday, September 23, 2019

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

07:00 hrs

#### **Opening Remarks**

Tracy Finn, ENP

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

#### **Regional Welcome**

Fire Chief Derrick Clark – Oshawa Fire Service

Deputy Chief Dean Bertrim – Durham Regional Police Service

A/Manager – Lisa Kellett – Oshawa Central Ambulance Communications Centre (CACC)

#### **A Word from our Canadian Regional Director**

Holly Barkwell, ENP - NENA Canadian Regional Director

Monica Million ENP – President, NENA 9-1-1 Association

#### **OnStar Welcome**

Char Poranganel – OnStar

07:45 hrs

#### **Breakfast**

*Courtesy of Avaya*

08:15 hrs

#### **A word from our Sponsor - Avaya**

08:30 hrs

#### **Presentation Peter Gallant Memorial Award**

Presented on behalf of the NENA ON Board of Directors by:

Larry Breen – Director, NENA ON

(9-1-1 Emergency Services Manager – Bell)



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## Day 1, continued

08:45 hrs **Bill 75 – 911 Everywhere in Ontario Act: a look at the proposed legislation, it’s implication for 9-1-1, what type of legislation do we need and the inquest that prompted this**

Presenters: Linda Dickson, ENP – Emergency Manager, Wellington County  
Sue Dawson, ENP – Deputy Chief, Barrie Fire Service  
Craig Maki – Greater Sudbury Police Service

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

10:30 hrs **OnStar Tour**  
**Pre-Registration at Check-in (Max 15 people)**  
**\*transportation provided**

10:30 hrs **Vendor Floor/Networking Opportunity**

12:00 hrs **Lunch – Served (Vendor Floor)**  
*Courtesy of Solacom*

12:45 hrs ***A word from our Sponsor - Solacom***

13:00 hrs **Project Euston**  
Presenters: Detective Inspector MaryLouise Kearns &  
Detective Inspector Jim Gorrie, OPP

On Father’s Day June 17, 2012, Fouad Nayel failed to return to his home in the City of Ottawa. His father reported him missing the next day to the Ottawa Police Service. In the fall of 2012 there was still no sign of him the Ottawa Police suspected foul play. A Joint Forces Investigation (JFO) was established between the Ontario Provincial Police and the Ottawa Police Service, led by the OPP Criminal Investigation Branch. The purpose of this JFO was to investigate the disappearance of Fouad Nayel. On November 11, 2012, within weeks of the JFO being formed, Fouad Nayel’s remains were found by hunters in Calabogie Ontario, about an hour west of the City of Ottawa. An autopsy revealed the cause of death to be ‘gunshot to head.’ The investigation continued with many twists and turns over the next 5 years.



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## Day 1, continued

- 14:30 hrs      **Coffee Break**  
*Courtesy of Rogers*
- 15:00 hrs      **Driving: Alcohol & Drug Impairment**  
Speaker: Hugh Smith, Traffic Safety Specialist  
Retired Constable, Toronto Police Service
- 16:00 hrs      **End of Day 1**
- 18:30 hrs      **President’s Reception**  
**Wendel Clarks Canadian Grill & Bar**



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Please join us at  
Wendel Clark’s Canadian Grill & Bar  
(Access from hotel lobby)

For the 2019 installment of our

**PRESIDENTS RECEPTION**

*Co-sponsored by*

**Bell**

(As with each year, pub-fare will be offered)

**Please enjoy responsibly**



# “THE TIME IS NOW” INFORMATION TRAINING SESSION

## Day 2 - Tuesday, September 24, 2019

- 08:30 hrs      **Breakfast**  
*Courtesy of Motorola*
- 08:45 hrs      ***A word from our Sponsor - Motorola***
- 09:00 hrs      **Next-Generation 9-1-1 (NG9-1-1) Super Session**
- Voice Trial update (30mins)  
Tom Paniak ENP, Bell
  - NG9-1-1 Getting Started: What's First and What's Next (1hr)  
Bill Elliott ENP, Fox Group &  
Holly Barkwell ENP, BH Group
- 10:30 hrs      **Coffee Break**
- 10:30 hrs      **NG9-1-1 Super Session continued**
- Preparing your Data for NG9-1-1  
Dave Hamilton - ESRI
- 12:15 hrs      **Lunch**  
*Courtesy of Komutel*
- 13:00 hrs      ***A word from our Sponsor - Komutel***
- 13:15 hrs      **Test your NG9-1-1 Knowledge**
- 13:45 hrs      **Coffee Break**
- 14:00 hrs      **Nutrition and Wellness specific to working in a 9-1-1  
Communications Centre (90 minutes)**  
Presenters: Sandra Mackey, 9-1-1 COMMS Supervisor &  
Lisa Nash, Communications Training Coordinator  
- Durham Regional Police Service



# “THE TIME IS NOW” INFORMATION TRAINING SESSION

## Day 2, continued

15:00 hrs      **NENA ON – Annual Membership Meeting**  
*Non-NENA Members welcome to stay*

15:00 hrs      **OnStar Tour**  
**Pre-Registration at Check-in (Max 15 people)**  
**\*transportation provided**

NOTE: If you are not attending (pre-registration required) the OnStar Tour or attending the NENA Meeting, this marks the End of Day 2

*No events planned, enjoy your evening*



# “THE TIME IS NOW” INFORMATION TRAINING SESSION

## Day 3 - Wednesday, September 25, 2019

08:00 hrs      Breakfast

09:00 hrs      **Change Management: Prime for Possibilities** (90-mins)  
Presenter: Samantha Fowlds

*Afraid of change? Can't stop ruminating about it? What if you asked different questions and grew excited about it instead?*

*Applied positive psychology is the science of flourishing (optimal human functioning). It moves us into the direction of what is working rather than focusing on what isn't. When applied to change management initiatives, we can see the possibilities that lay before us with the change, while still acknowledging and respecting the challenges around making those changes.*

*In this session, we will talk about preparing for possibilities while looking realistically at our changing environment.*

10:30 hrs      Coffee Break

10:45 hrs      **NENA Standards: An Operational Primer**  
Presenter: April Heinze, ENP  
9-1-1 and PSAP Operations Director, NENA

*PSAP operations have changed dramatically over time, and with those changes have come significant standards development to ensure 9-1-1 centers are high-performing emergency response hubs. This session provides an overview of what a Standards Development Organization (SDO) is, why we have standards, the standards PSAP should be looking at to incorporate into their agency SOPs to ensure efficient and effective operations, and what standards that are available (or in development) for the NG9-1-1 operations world.*

11:45 hrs      Lunch

12:30 hrs      **Sponsorship Session - Bell**



# “THE TIME IS NOW” INFORMATION TRAINING SESSION

## Day 3, continued

13:00 hrs

### **Team Building**

Presenter: Karie Bell, Training Coordinator  
– York Regional Police Service

*For most of us, teamwork is a part of everyday life. Whether it is at home, in the community, or at work, we are often expected to be a functional part of a performing team. This workshop will encourage participants to explore the different aspects of a team, introduce the concept of team building activities, and different ways they can become a top-notch team performer*

14:00 hrs

### **Closing Remarks & Adjournment**

14:15 hrs

### **OnStar Tour**

**Pre-Registration at Check-in (Max 15 people)**

**\*registrations will need to make own way to OnStar for this tour – transportation provided**