



# SOCIETY OF PUBLIC INSURANCE ADMINISTRATORS OF ONTARIO

## 2008 SPIO EXTENDED WORKSHOP - MAY 25, 26, 27, 2008

BLUE MOUNTAIN RESORT  
COLLINGWOOD, ONTARIO

### AGENDA

#### Sunday, May 25, 2008

#### Event:

4:00 p.m. to 4:25 p.m.

#### **Registration**

4:25 p.m. to 4:30 p.m.

#### **Welcome / Opening Comments / Sponsor Acknowledgement**

David Beal, President SPIO

4:30 p.m. to 5:45 p.m.

#### **Presentation Skills**

Presented by Pauline Duncan-Thrasher, Communication Excellence

Today's Risk Manager needs to draw on a wide variety of skill sets to develop, implement and promote effective risk management programs.

Being able to effectively communicate and promote your ideas with strong presentation skills is a valuable tool that can raise your professional profile and contribute to successful programs.

Pauline will provide you with tips and ideas to improve your presentations.

6:00 p.m. to 7:30 p.m.

#### **Dinner and Team Building Exercise**

7:30 pm to 11:30 p.m.

#### **Reception/Team Building Finale**

#### Monday, May 26, 2008

#### Event:

7:30 a.m. to 8:45 a.m.

#### **Breakfast**

8:55 a.m. to 9:00 a.m.

#### **Opening Announcements**

9:00 a.m. to 10:15 a.m.

### **One-Hour MBA**

Speaker TBA

Does it seem like your boss speaks a different language? Improving your fluency with the language of finance and accounting is critical if risk managers are to be recognized as key members of the team and compete successfully for scarce resources. Learn to identify opportunities to add value to your organization.

10:15 a.m. to 10:30 a.m.

### **Coffee Break and Networking**

10:30 a.m. to 12:00 p.m.

### **Business Continuity Planning – 10 Steps to Being Prepared**

Presented by Julie DenBeste, Agility Recovery Solutions

When people think of disasters, they generally envision hurricanes, tornados or floods - catastrophic events that devastate communities. But for a business, a disaster can be something as small as a failed switch or computer virus. These seemingly minor events can have a shocking impact on a business, often bringing operations to a standstill.

Creating a basic, executable disaster recovery plan is one of the most important steps you can take to protect your business and assure "business as usual, no matter what." Julie DenBeste, Area Director with Agility Recovery Solutions will present the 10 steps that your organization can take today to better prepare for an interruption tomorrow.

12:00 p.m. to 1:30 p.m.

### **Lunch and Networking**

1:30 p.m. to 3:00 p.m.

### **Minimizing Nuisance Liability Challenges**

Presented by Marc McAree, Willms & Shier Environmental Lawyers, LLP

Governments are increasingly being sued as parties to nuisance law suits arising from spills, contamination and odours.

In this session, get the “latest” on nuisance liability and how to identify and manage your environmental risks, including:

- Latest developments in contamination law suits and class actions
- Effective strategies for reducing exposures
- Tips for preventing and controlling litigation
- Recovering costs
- Emerging Trends

3:00 p.m. to 3:15 p.m.

### **Coffee Break and Networking**

3:15 p.m. to 4:45 p.m.

**(A) Leisure and Networking**

Moderator - Joy Jackson

This is your opportunity to discuss issues and questions in an informal setting regarding public entity risk management. What you have learned may help a colleague, or you can learn from the experiences of others.

*Bring your questions, ideas and success stories!*

3:15 p.m. to 6:00 p.m.

**(B) “Best Ball Golf Tournament – 9 Holes”**

Coordinator – Brian McEnhill

Enjoy the features of the Resort by joining in for 9 holes of best ball golf. This event is weather dependent, and is open to registered delegates and their spouses/partners. ***PLEASE NOTE: The cost is \$60 per person and is payable in addition to the workshop registration fee. Please indicate on the registration form if you and/or your spouse/partner wish to participate. Golf must be reserved by April 24, 2008 – the golf course is NOT able to accommodate last minute requests.***

**\*\*\* There will be designated tee-off times – check with SPIAO registration.**

6:30 p.m. to 9:30 p.m.

**Dinner and an evening of Entertainment** – *Join us for an evening of hip-shakin’ and heart throbbin’ entertainment which has made Collingwood famous!*

**Tuesday, May 27, 2008**

**Event:**

7:30 a.m. to 8:45 a.m.

**Breakfast**

8:55 a.m. to 9:00 a.m.

**Opening Announcements**

9:00 a.m. to 10:30 a.m.

**Privacy Breach**

Presented by Priscilla Pratt, Lawyer

*Access to privacy* legislation governing the public sector encourages release of information while *protection of privacy* legislation requires release on request. As a result, privacy issues are becoming increasingly complicated and difficult for public entities to manage.

Concerns of Canadian citizens about potential breaches of their personal privacy are being raised more often. In this session hear about the struggle to balance privacy issues and strategies for safeguarding against risk.

Do not miss this session!

10:30 a.m. to 10:45 a.m.

**Coffee Break and Networking**

10:45 a.m. to 12:00 p.m.

**Humour.....Sure Beats Stress**

Presented by Carole Bertuzzi Luciani, “The Moodivator”

Dealing with the public in our roles as Risk Managers is not always easy. This speaker will show us how humour is an excellent coping skill to survive stressful times. Bring your sense of humour back to life by attending this invigorating session.

*(NOTE – This session is open to all registered delegates and their guests/spouses.)*

12:00 p.m. to 12:05 p.m.

**“Closing Remarks”**

12:05 p.m. to 1:30 p.m.

**Lunch / Extended Workshop adjourns**



**2008 SPIAO EXTENDED WORKSHOP**

Sunday, May 25 to Tuesday, May 27, 2008  
Blue Mountain Resort, Collingwood, Ontario

\*\*\*\*\* REGISTRATION FORM \*\*\*\*\*

(Please complete and return prior to April 24, 2008)

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail Address: \_\_\_\_\_ Name of Partner (if attending): \_\_\_\_\_

**Attach Business Card**

Conference Registration:	Member or Designate	Non-members
	No. ___ @ \$110.00 = \$ ___ <u>.00</u>	No. ___ @ \$175.00 = \$ ___ <u>.00</u>
<b>Conference Meal Package Cost per day *</b>	<b>Meal Package</b>	
Delegate                    \$125.46	No. ___ @ \$125.46 = \$ ___ <u>.00</u>	
Additional adult            \$ 95.28	No. ___ @ \$95.28 = \$ ___ <u>.00</u>	
Age 6 - 12                    \$ 47.64	No. ___ @ \$47.64 = \$ ___ <u>.00</u>	
Age 5 and under            \$ 32.19	No. ___ @ \$32.19 = \$ ___ <u>.00</u>	
* Note - includes taxes & gratuities	<b>Meal Package Total: \$</b> ___ <u>.00</u>	
<b>9-Hole Golf (no tax applicable)</b>	No. ___ @ \$60.00 = \$ ___ <u>.00</u>	

Accommodations: NOTE: arrange Accommodations directly with Blue Mountain Resort by completing the attached form or by telephone: 1-877-445-0231.

**Please advise the Resort that you are with the Society of Public Insurance Administrators of Ontario to obtain the group rates. Quote group code # 31Q57A**

\*\*\* Please note all booking must be completed by April 24, 2008.

NO LAST MINUTE REQUESTS OR CANCELLATIONS ACCEPTED

(continued on page 2...)

Dietary Restrictions:

Please advise the Resort directly.

Other:

All telephone, incidental expenses and alcoholic beverages purchased are the responsibility of the registrant.

---

**Fees:**

REGISTRATION FEE: \_\_\_\_\_

MEAL PACKAGE FEE: \_\_\_\_\_

GOLF FEE: \_\_\_\_\_ (\$60.00 per golfer)

TOTAL FEES: \_\_\_\_\_

Please make cheques payable to the **Society of Public Insurance Administrators of Ontario** and return with completed registration form to:

Nancy Taylor  
c/o The Municipality of Clarington  
40 Temperance Street  
Bowmanville, ON L1C 3A6  
Fax: (905) 623-4169

Additional Information: For further information please contact Joy Jackson (519) 661-2500 xt 5415  
or David Beal at (519) 767-2182.

---

**Society of Public Insurance Administrators of Ontario**  
**Sunday, May 25 – Tuesday, May 27, 2008**

---

**Blue Mountain Resorts Limited**  
**108 Jozo Weider Blvd., Collingwood, Ontario Canada L9Y 3Z2**  
*(Quote SPIAO or group no. 31Q57A to obtain the rates below.)*

Name: \_\_\_\_\_ Check in: 4:00pm

Address: \_\_\_\_\_ Check out: 11:00am

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ email: \_\_\_\_\_

Arrival Date: \_\_\_\_\_ Number of People: \_\_\_\_\_ No. of Nights: \_\_\_\_\_

---

Credit Card Number: \_\_\_\_\_ Exp: \_\_\_\_ / \_\_\_\_

Circle: Visa / MasterCard / American Express      Signature \_\_\_\_\_

---

**Accommodations:** Please check mark the accommodations of your choice: Accommodations are reserved on a first come first serve basis.

\_\_\_\_ Bachelor, \$169. + taxes (per night) *(Meal costs are extra as per SPIAO Registration)*

\_\_\_\_ One Bedroom \$189. + taxes (per night) *(Meal costs are extra as per SPIAO Registration)*

***Rate is subject to Provincial Sales Tax, GST & 15% Service charge***

---

**Deposit Information:** 50% of the first night stay will be charged to your credit card upon booking. A \$25 fee is charged if cancelled more than 1 week prior to May 25<sup>th</sup>, otherwise a fee of **50% of the deposit per person if you cancel within 7 days** prior to your arrival, otherwise the deposit is forfeited.

**Submit reservation with deposit to Blue Mountain Resort by cut off date of April 24, 2007.**

**Contact:**                      **Telephone 1-877-445-0231 or (705) 445-0231**  
**Fax: (705) 444-1751 Web Site: [www.bluemountain.ca](http://www.bluemountain.ca)**



# VOTE!

## FOR YOUR FAVOURITE PHOTO

Picture #	Most 'risky'	My favourite
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

Picture #	Most 'risky'	My favourite
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		

### Rules:

1. *Submit only one ballot. Ballots must be deposited by 3 p.m. Monday*
2. *If you want to be entered into the 'voters prize draw' include your name at the bottom of this ballot.*
3. *Winners will be announced at lunch Tuesday. All winners must be present to win.*

Voter: \_\_\_\_\_



# ***SPIAO 2008 PHOTO CONTEST***



## **Rules:**

- 1. You may submit up to three photos.*
- 2. Photos must not be of risks from your employer. (i.e. something you encountered during you job, or that relates directly to your job.) It can be taken anywhere else in the world.*
- 3. Submit a 4" x 6" colour photo(s) when registering at the Extended Workshop. (Maximum 2 per member)*
- 4. All photos will be displayed in the seminar room.*
- 5. Ballots will be provided to all attendees for voting before 3 p.m. Monday.*
- 6. Winners (of fabulous prizes) must be present when winners are announced on Tuesday at lunchtime.*