



RIMS CANADA™

NEWSLETTER

www.rimscanada.ca

SEPTEMBER 2011

Welcome to our Nation's Capital and the 2011 RIMS CANADA CONFERENCE!



The theme of our conference is Capital Connexions – Where Vision and Action Intersect. You and your guests will have ample opportunity to connect both with your peers and with the many attractions and activities our vibrant and colourful city has to offer. We are thrilled to be hosting the conference at Canada's Meeting Place, the new Ottawa Convention Centre. Overlooking Ottawa's Rideau Canal, this state-of-the-art facility is within easy walking distance of the conference hotels as well as the Parliament Buildings, the National Art Gallery of Canada, the Byward Market and shopping in the Rideau Centre. While inside the Convention Centre, connect with friends and colleagues as you visit the informative and innovative offerings in the exhibit hall.

No stranger to opening ceremonies, John Furlong, CEO of the Vancouver Olympic and Paralympic games, will kick-start the program which also features three additional plenary speakers, Dr. Murat Saatcioglu, Professor of Structural Engineering specializing in earthquakes and bomb blasts, David Phillips, Environment Canada weather guru, and finally, Robert Herjavec, of Dragon's Den fame. The diversity of topics offered by these speakers is mirrored by the broad range of concurrent session streams, which focus on current hot topics in the areas of Risk Management, ERM, Claims, Legal, Environmental, Social Media and Technology and the Public Sector.

Our Tuesday evening Ultimate Block Party will dispel any myths about Ottawa being a 'stuffed-shirt' kind of town! We invite

you to take a trip down memory lane with Replay the Beatles and Sixties. Dress code is 'originally casual' – so come as you are or feel free to express your inner beatnik as we celebrate another successful conference.

The Local Organizing Committee has been working hard to make your 2011 RIMS Canada Conference experience a memorable one. We look forward to being your hosts and sharing the experience with you!



*In the back row from the left: Nata Maggio (Finance), Rachel Steen (Industry), Christine Provost (Industry), Val Martin (Social) and Alison Baizana (Secretary).
In the front row from the left: Maureen Graham (Social), Kim Hunton (Conference Co-Chair), Barbara Carscadden (Conference Co-Chair), Jennifer Campbell (Communications).
Missing: Tony Lackey (Program) and Inga Michalek (Program).*

Interesting facts about Ottawa...

- ✿ In 2001, the new City of Ottawa was created with the amalgamation of the Region of Ottawa-Carleton and 11 local municipalities: Cumberland, Gloucester, Goulbourn, Kanata, Nepean, Osgoode, Ottawa, Rideau, Rockcliffe Park, Vanier, and West Carleton.
- ✿ Since amalgamation, Ottawa's population has increased by over 100,000 people. There are currently an estimated 912,000 residents (mid-2010).
- ✿ Ottawa temperatures can range from 33°C (91°F) in summer to -40°C (-40°F) in winter, with average summer temperatures around 20°C (68°F) and average winter temperatures around -10°C (14°F).
- ✿ Families in Ottawa had the highest median incomes of any Canadian city according to the 2006 Census.
- ✿ According to Mercer Human Resources Consulting 2010 worldwide

- survey, Ottawa ranked 14th on the overall quality of living ranking, (2nd in North America), and 3rd in the Eco-City ranking which measures water availability, water potability, waste removal, sewage, air pollution and traffic congestion.
- ✿ The City of Ottawa has again received the highest possible AAA financial rating from Moody Investor Services, a rating it has maintained since 1975, in recognition that the City has performed well financially over the past several years, showing strict fiscal discipline and a commitment to long-range financial planning.
- ✿ 60 per cent of Ottawa residents hold a post-secondary degree, certificate or diploma making residents among the most highly educated in Canada.
- ✿ There were approximately 522,000 jobs in Ottawa when last enumerated. Major sectors are: advanced technology 68,000, federal govern-

- ment 103,000, health and education 79,000, and trade 61,000. (2006 Employment Survey)
- ✿ Ottawa is one of the nation's younger cities, with half of the population under the age of 38.
- ✿ 77 per cent of Ottawa's population speak English at home, while 11 per cent speak French and 12% speak a non-official language, including Arabic, Chinese, Italian, Spanish, and more than 100 others.
- ✿ The Ottawa area has the second-highest percentage of people who speak both French and English of any major Canadian city.
- ✿ One in five of the City's population speaks a language other than French and English.
- ✿ Approximately 25 per cent of Ottawa's residents were born outside of Canada. More than 20 per cent are members of visible minorities.

- ✿ Blessed with more farmland than any other large city in Canada, Ottawa's farming revenues are more than Toronto, Montreal, Vancouver, Edmonton and Calgary combined.
- ✿ As many as 10,000 jobs in the City's overall economy are directly and indirectly associated with agriculture, helping to make Ottawa the agricultural and economic centre of Eastern Ontario.
- ✿ Ottawa hosts more than 35 major festivals per year – including the Tulip Festival, Bluesfest, Ottawa Chamber Music Festival, International Jazz Festival and Winterlude.
- ✿ OC Transpo bus ridership was 95.7 million in 2007, up 19% since the year 2000.
- ✿ Ottawa transit users are getting on board the O-Train (light rail), with an average of almost 10,000 riders per day in 2009.

MESSAGE FROM THE RIMS CANADA COUNCIL CHAIR



On behalf of the RIMS Canada Council (RCC), I welcome you to the 2011 RIMS Canada Conference “Capital ConneXions”. The Canadian Capital chapter and the local organizing committee have put together an exciting line-up of plenary speakers and concurrent session topics certain to meet everyone’s needs. “Capital ConneXions will no doubt be “the Risk Management Conference in Canada”.

If you are reading this newsletter at the conference, I hope that you have had a chance to discover the exceptional all-new Ottawa Convention Centre. Over the next few days, as you attend conference and industry events, Ottawa’s beauty and hospitality is sure to impress. Please

enjoy our nation’s capital city and take this opportunity to connect with your peers and your colleagues from around the world.

As always I remind you that the RIMS Canada Council is a standing committee of The Risk and Insurance Management Society (RIMS). Our mandate is to address Canadian activities, support the strategic initiatives of RIMS and advance risk management in Canada. Each Canadian chapter has a representative on the Council. Our goals are achieved through our three subcommittees, the National Conference Committee, the Communications & External Affairs Committee and the National Education Committee. The goals and objectives of the Council are achieved through the dedication and hard work of our volunteers. I want to thank all the volunteers on the conference Local Organizing Committee (LOC), the RCC subcommittees and the Council for your efforts.

This year we welcome new volunteer members to the RCC, two new subcommittee Chairs and eight new subcommittee members. The influx of new members has brought renewed insight and fresh ideas to the respective committees. I am so pleased with the progress each committee

has made to raise the profile in Canada for RIMS and the RCC. Read more about what each of the subcommittees have been accomplishing lately in the subcommittee updates.

I would like to recognize the members of the RCC and the Subcommittee Chairs as:

Chair Tino Brambilla, Manitoba Chapter

Vice Chair Betty Clarke, Newfoundland & Labrador Chapter

Secretary Sue Mephram, Saskatchewan Chapter

Treasurer Roman Parzei, Ontario Chapter

Past Chair Kim Hunton, Canadian Capital Chapter

Member Jeff Schaafsma, British Columbia Chapter

Member Jacquie Rocheleau, Northern Alberta Chapter

Member Ren Lips, Southern Alberta Chapter

Member Robert Barker, Maritime Chapter

NCC Chair Karin McDonald, Ontario Chapter

NEC Chair Dave Jackson, Saskatchewan Chapter

CEA Chair Steve Pottle, Ontario Chapter

I encourage each of you to learn more about the RCC and its subcommittees. And, if you cannot volunteer at the national level, participate in your local chapter and make RIMS in Canada the best it can be.

The RIMS Canada Council and subcommittee members are available throughout the conference to discuss any aspects of our operations. Please visit RIMS and RCC at our booth in the Exhibit Hall. Enjoy your conference.

Tino Brambilla

More Interesting facts about Ottawa...

- ✦ The City of Ottawa’s official motto is “Advance-Ottawa-En avant”
- ✦ The motto “Advance” is used in many arms and originates from the battle cries of friend or foe from ancient times. A basic original use of arms was to distinguish friend from foe in battles. The motto for any arms is not officially part of the arms, and may be changed at will without reference to higher armorial authority.
- ✦ It is interesting to note that mottos are not usually bilingual but in this case the bilingual motto “Advance-Ottawa-En Avant” was felt appropriate in 1954 because of the bilingual provisions of the British North America Act under which Ottawa remained the capital of the Dominion.

RIMS MEMBERSHIP IN CANADA: NETWORK GROWTH, BENEFITS AND INVESTING IN THE FUTURE

RIMS membership in Canada continues on a growth curve in 2011. Since breaking the 1,000 individual member mark at last year’s RIMS Canada Conference in Edmonton, 84 new members have joined as of the end of July, increasing Canadian membership by 8% in less than a year.

To ensure that all members make the most of their membership, RIMS has developed a “Benefit Spotlight Series” featuring short (under five minutes) podcasts that explain 25 RIMS membership benefits grouped into the areas of Learning, Resources and Connections. Each podcast will show you how the particular membership benefit can help you in your day-to-day business activities, the

challenges that the particular membership benefit may help you overcome, and how you can access the membership benefit. You can find the Benefit Spotlight Series under the “Membership” button on RIMS’ home page at www.RIMS.org.

Although all member categories are growing, many chapters are focusing on recruiting student members and recent graduates. These new members are an investment in the future of the Society and bring new ideas and volunteer energy to chapters. Full-time undergraduate or graduate students working towards a degree in risk management, insurance, business, law or other programs are eligible for free membership in

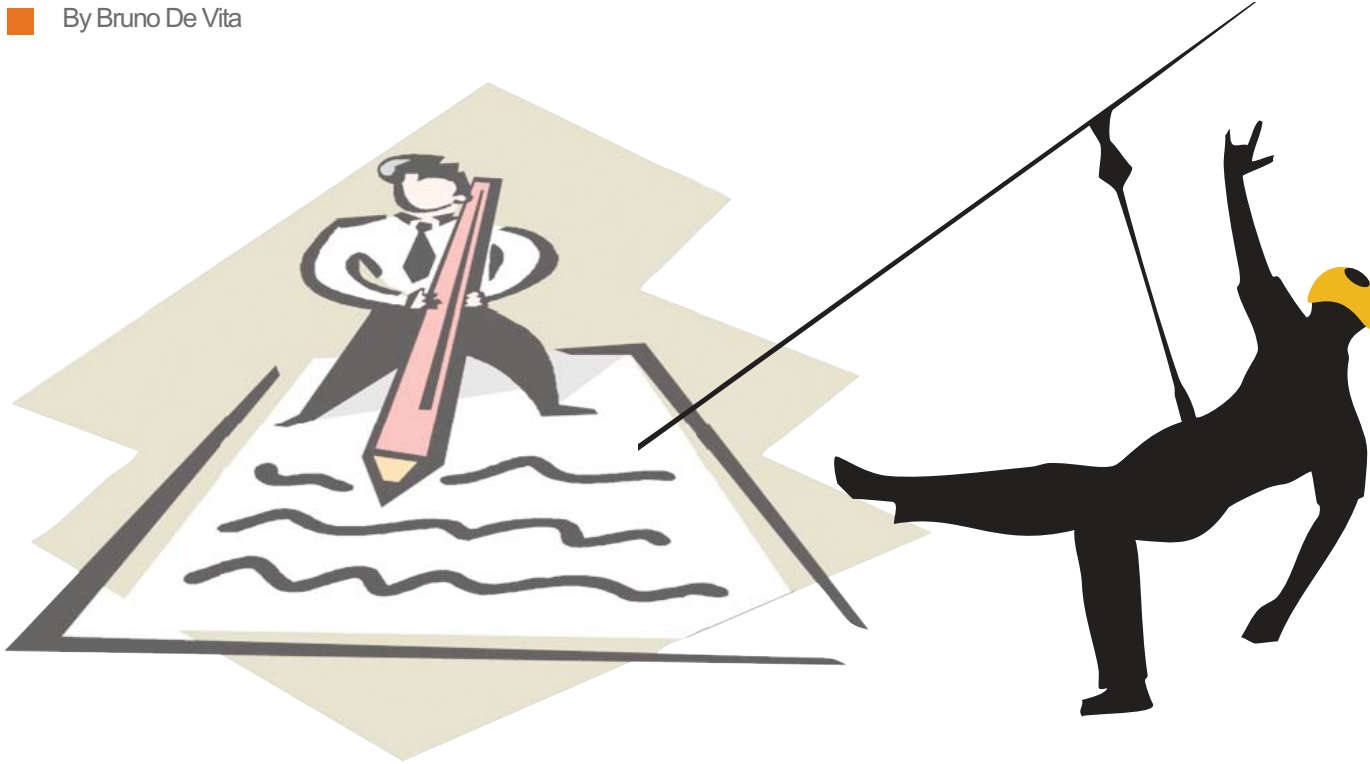


RIMS. Recent graduates can join RIMS at a reduced rate on a sliding scale. For more information about students and recent graduates, visit the “Categories and

Dues” page under “Membership on the RIMS website”.

THE POWER OF THE WAIVER: HOW FAR CAN IT BE STRETCHED?

By Bruno De Vita



I have written in this space in the past about the use of waivers as a risk management tool. A recent British Columbia Supreme Court decision demonstrates just how powerful a tool they can be and, when properly drafted, how resilient they are to challenges of unfairness and unconscionability. However, the jury may still be out on whether, in the long term, this case is good news or bad news for the risk management industry.

In *Loychuk v. Cougar Mountain Adventures Ltd.*, 2011 BCSC 193, two plaintiffs, Loychuk and Westgeest, sued Cougar Mountain, the operator of a zipline at Whistler, B.C. The plaintiffs were injured when Westgeest was allowed to be sent down the zipline by Cougar Mountain employees at a time when Loychuk, who immediately preceded her, was suspended on the line before reaching the bottom. Although the guides employed by the operator were in communication by walkie-talkie, the individual directing Westgeest was not advised that Loychuk was suspended. Westgeest proceeded to go down the zipline at considerable speed and without the ability to stop herself, came into collision with Loychuk resulting in injury to both. The operator's employees were clearly negligent, leaving the defendant with no choice but to make an admission of negligence. The only defence was the waiver of liability signed by both plaintiffs immediately prior to the commencement of the activity.

The waiver was a one page document. At the top of the document was a box in large print which included the following:

RELEASE OF LIABILITY, WAIVER OF CLAIMS AND ASSUMPTION OF RISK AGREEMENT

BY SIGNING THIS DOCUMENT YOU WILL WAIVE CERTAIN LEGAL RIGHTS, INCLUDING THE RIGHT TO SUE OR CLAIM COMPENSATION FOLLOWING AN ACCIDENT

PLEASE READ CAREFULLY!

Immediately next to that warning was a space for the initials of the participants in order to show that the release was brought to their attention and the legal effect of the waiver made clear. Both plaintiffs also signed at the bottom of the release under the wording, "I have read the Release Agreement above, and I agree to be bound by its terms."

In the body of the Release there was a description of the activity involved and a detailed description of the various risks and hazards associated with the zipline activity. This made clear to the participants the kinds of risks they would be undertaking so that it could not be asserted later that they were unaware of same.

Finally, the agreement contained a specific waiver and release, wherein the plaintiffs agreed:

TO WAIVE ANY AND ALL CLAIMS that I may have or may in the future have against the RELEASEES AND TO RELEASE THE RELEASEES from any and all liability for any loss, damage, expense or injury, including death, ... as a result of my participation in the (activity) DUE TO ANY CAUSE WHATSOEVER, INCLUDING NEGLIGENCE, BREACH OF CONTRACT, OR BREACH OF ANY STATUTORY OR OTHER DUTY OF CARE ... INCLUDING THE FAIL-

URE ON THE PART OF THE RELEASEES TO TAKE REASONABLE STEPS TO SAFEGUARD OR PROTECT ME FROM THE RISKS, DANGERS AND HAZARDS OF PARTICIPATING IN THE ACTIVITIES REFERRED TO ABOVE.

It was argued by the plaintiffs that in cases of this nature, where the participant's safety is placed almost entirely in the hands of the operator, the reasoning in previous decisions upholding waivers should be distinguished. This argument was rejected on the basis that the case precedents are of general application and their reasoning applies to all contracts, regardless of the activity in question.

The plaintiffs also argued that the Release was unconscionable and relied on a dated Law Reform Commission Report which recommended that commercial recreational operators should not be able to exclude or limit liability for personal injury or death with respect to operator-controlled incidents. This argument was also rejected. In this case, the plaintiffs were advised beforehand that a waiver was a requirement of participation in the activity. There was no evidence of duress, coercion or unfair advantage resulting from economic or psychological need. The court noted that "absent legislative intervention" it was bound by the previous case authorities.

Finally, the plaintiffs' argument that the Release was void pursuant to the provisions of the *Business Practices and Consumer Protection Act* was also rejected. The Act prohibits deceptive and unconscionable acts or practices. Here, it was argued that the operator mislead, overtly and by omission, the safety risks involved

and failed to warn customers that the most common accident on ziplines was person to person collision such as occurred in this case. The court found that there was sufficient disclosure by the operator (including the fact that speeds of up to 100 km/hr could be reached) to make it abundantly clear to any participant that the activity was not free of risk. No person was forced to participate and a refund would have been provided if the plaintiffs did not want to sign the Release.

While this case demonstrates the power of the Release as a risk management device, in my view it also sends a glaring signal to those who advocate reform in this area. One can certainly understand the public policy argument in favour of prohibiting waivers, particularly where the safety of the participant is left entirely in the hands of the operator. If a waiver is enforced strictly in cases of obvious negligence, operators may lower their safety standards because they face no risk of liability. It is noteworthy that most, if not all, of the previous decisions in this area of law involved situations where the negligence of the defendant was at least in some doubt and the contributory fault of the plaintiff a live issue. No doubt, there have been cases of clear negligence where a choice was made not to rely on the waiver so as to avoid the concern expressed above, namely that if the enforcement of waivers is perceived as unjust, there may be calls for legislative reform. From a risk manager's perspective, one must always think ahead to the next case and consider carefully whether success in the battle might lead to loss of the war.

Bruno De Vita is a partner in the Vancouver law firm of Alexander Holburn Beaudin & Lang LLP and practices in the area of civil litigation with an emphasis on insurance law, municipal liability and personal injury litigation. He is recognized in Lexpert and The Best Lawyers in Canada as a leading lawyer in the field of insurance law. Alexander Holburn Beaudin & Lang LLP is a member of The ARC Group of Canada.

RCC SUBCOMMITTEE

NATIONAL EDUCATION COMMITTEE (NEC)

■ By Dave Jackson, NEC Chair

The National Education Committee (NEC) met in Toronto March 4th-6th and reviewed a number of strategic goals and objectives to increase the profile of education in risk management. The areas of education delivery that the committee identified included an assessment of the current educational programs (Canadian Risk Management (CRM), RIMS Fellow (RF)); course delivery options; designation requirements for the CRM and RF programs; funding for chapter education programming; instructor engagement; workshops/webinars; and education program development at the undergraduate level. The committee then identified a number of measurement criteria that will be used in the reporting of committee activities. Three new members joined the NEC and were present at the March meeting. They are Jean-François Baril, Concordia University, from the Quebec Chapter, David Beal,

Ontario School Board Insurance Exchange, from the Ontario Chapter, and Darius Delon, Tonko Realty Advisors, from the Southern Alberta Chapter.

One of the key tools that the NEC is using to move forward with its strategic objectives is the results of a survey that was conducted in October of 2010. The survey results revealed many strong opinions from the RIMS membership in Canada on issues that the committee has been debating for some time. Overall the respondents were able to provide some excellent suggestions on how to improve on the CRM program. The NEC has submitted a number of recommendations to the RIMS Canada Council (RCC) for approval.

The RF designation and course requirements are currently being examined by RIMS' Professional Development Advisory Committee (PDAC). Lynda Lyttle from the NEC is chairing the PDAC and will be reporting back to

the NEC on recommended changes to the program.

The NEC is also looking at ways to engage instructors of the education courses and is working on a communication strategy with them. We are interested in their feedback. The NEC will be reaching out to Canadian chapters for assistance in recommending qualified instructors and ensuring program offerings are following standardized learning objectives.

The committee will also be communicating with the Canadian chapters again this year to encourage and promote the financing and development of education related workshops and webinars. The committee will facilitate joint funding options between chapters that are not interested in the entire cost. A \$2,000.00 per chapter allowance is still available for education promotion of RIMS Fellow workshops or any other

professional development initiative related to risk management.

Finally the committee will be in touch with educational institutions throughout the year looking for opportunities to promote risk management learning opportunities at the post secondary level. Two new institutions will be offering the CRM program in the fall of 2011. British Columbia Institute of Technology (BCIT) and Bow Valley College have been approved by the RCC to offer all of the CRM course requirements.

NATIONAL CONFERENCE COMMITTEE (NCC)

■ By April Savchuk, Member At Large

The 2011 National Conference Committee (NCC) has been busy at work since the annual RIMS Canada Council Subcommittee Meetings held in March.

Current members of the NCC serving a two year term (2011-2013) include:

Karin McDonald Hydro One
Chair

Patrick Ryan .. Newfoundland Power
Secretary

Roman Parzei, City of Brampton
Treasurer, ExOfficio/RCC

Kim Hunton City of Ottawa
RCC Liaison

Barbara Carscadden Retired
Ottawa 2011, Co-Chair

Doug Brown City of Regina
Co-Chair Saskatoon 2012

April Savchuk Catlin Canada
Member at large

Steve Matterson BC Ferries
Co-Chair BC 2013

Bev Duthoit MTS Allstream
Co-Chair Manitoba 2014

The overarching objective and role of the NCC is to ensure the quality of the RIMS Canada Conference as it moves from host Local Organizing Committee (LOC) to the next LOC as the conference venue changes from year to year. The LOC's role is to bring the local flavour and logistics to fruition in the form of the annual conference, however the NCC is in the background ensuring that an adequate governance structure and framework is in place so that the LOC has the proper toolkit ("How To Build A Conference") available to them.

The NCC ensures that the LOC plans their local conference in keeping with:

- RIMS Canada Conference Planning Manual
- Minimum Standards for Conference Sites
- Sponsorship Guidelines
- Space Selection For Exhibitors

The NCC meets via teleconference monthly and in person bi-annually at both the Subcommittee meetings held each Spring and also at the annual RIMS Canada Conference. The outsourced (yet very integral) third pillar to the conference planning portfolio comes in the form of the contracted professional event planner selected by the NCC to offer their expertise and management

skills rendering the conference world class. "POP Kollaborative" (POP) is a special events firm with Kenneth Kristoffersen as their President & Creative Director and Charlene Roth-Didams and Nathan Gauld being the expert team assisting the NCC and LOC with everything from registration planning to housing as part of the Conference Planning process. POP acts as a liaison between the LOC and NCC ensuring that all standards are adhered to in keeping with professional conference planning protocols. The provision of feedback on past and future conferences is always encouraged and can be fed to the NCC members as indicated as part of our continuous quality improvement process.

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UPDATE



Canada Night at the RIMS 2011 Annual Conference in Vancouver. Photos courtesy of Canadian Underwriter magazine.

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As we work behind the scenes in anticipation of the upcoming 2011 Ottawa Conference, matters at hand and topics of interest being worked upon by the NCC include:

- Reviewing each area of responsibility (from the Conference Planning Manual).
- Development of a Post Conference Delegate Survey
- Development of a Focus Group Survey for industry participants
- Finalized Hotel Contracts for 2013 Conference/Victoria

- Reviewing Minimum Conference Standards
- Undertook 2011 Conference Program Peer Review

So far the NCC is off to a very busy start this term.

Looking forward to seeing you all at the 2011 RIMS Canada Conference - Ottawa in September!

COMMUNICATIONS AND EXTERNAL AFFAIRS COMMITTEE (CEA)

■ By Steve Pottle, CEA Chair

The Communications and External Affairs Subcommittee (CEA) has worked on several initiatives in an effort to keep the Canadian risk management community informed and engaged.

Over the spring and summer months, the CEA worked with the National Conference Committee and the Ottawa Local Organizing Committee to create a more standardized look in signage and registration and assisted in their collective efforts to promote the RIMS Canada Conference as THE Risk Management Conference in Canada. Putting together a national conference is no easy task and requires many hours of hard work by a dedicated group of volunteers. The CEA gratefully acknowledges the Ottawa Chapter and its LOC for all their support.

Improving the flow of communication among the Canadian RIMS chapters is an on-going initiative of the CEA. During the summer, the CEA solicited the input of the Canadian RIMS chapter presidents to identify strengths, weakness and opportunities for improvement at the chapter level. By actively soliciting the resource needs of each chapter, the CEA hopes to create greater ties amongst the chapters and allow them to learn from one another

for the collective benefit of all our Canadian members.

You can read about some of the accomplishments of the Canadian chapters in this edition of the RIMS Canada Newsletter. The CEA congratulates them for all their hard work.

The CEA has also worked with Rogers Media to create "The Executive Guide to Enterprise Risk Management". Many Canadian RIMS members contributed to this supplement and you can find the feature in the current edition of Canadian Insurance Risk Manager.

Finally, I would like to take this opportunity to thank all the members of the CEA for their efforts throughout 2011 and I look forward to great things to come in 2012!

Preparedness is a Competitive Advantage.

Make the advantage yours. Become a qualified Risk Management Professional.

Enroll in a RIMS Designation Program:

Canadian Risk Management (CRM)

RIMS Fellow (RF)

To learn more about these programs and other learning opportunities, visit: www.rimscanada.ca



The Risk and Insurance Management Society (RIMS) is the world-leading risk management professional association. RIMS offers educational programs that can help you manage the load.





William H. Mc Gannon
Foundation

McGANNON FOUNDATION STUDENT MENTORSHIP PROGRAM

By Wayne Hickey

The McGannon Foundation had another successful year in 2010. Our Student Involvement Program was a big hit. This past fall, the RIMS Canada Conference was in Edmonton, we were able to sponsor four students from Calgary to attend the conference.

These students were:

Mr. Kyle Johnson
Mount Royal University

Ms. Connie Vu
University of Calgary

Mr. Miles Wong
University of Calgary

Ms. Meera Padamsey
University of Calgary

As well as being able to attend the educational sessions, the students were invited and welcomed by several companies to attend the various dinners and the Gala celebration.

Once again I would like to take this opportunity on behalf of the McGannon Foundation to thank the companies whose financial contribution makes this effort and all the work of the McGannon Foundation possible. The students learn about risk management from the 'best in class'. Thank you also to the risk management mentors attending the conference who gave some of their valuable time to meet and share their experience with the upcoming generation of risk managers. As you can see from the quotes below, the students really learn from and appreciate the conference ex-

perience. We are very excited about the program for the students and are looking forward to welcoming another group of students at this year's conference in Ottawa and in future conferences.

Each year the McGannon Foundation accepts applications from students to take part in this great educational opportunity. We encourage any risk manager who has plans to attend the conference to volunteer as a mentor. For risk managers, participation in this program only requires a handful of your time at the conference to meet and mentor the students. It's a great opportunity for you to talk about your career as a risk manager and showcase all that the risk management profession has to offer. If you would like to participate in this program at future conferences, please contact Wayne Hickey at (604) 661-2677 or by email at whickey@methanex.com.

From our 2010 McGannon Scholars:

"As a student, this was an invaluable experience. Not only was I introduced to many professionals within our industry, but they were more than willing to speak to me about their career, as well as answer any questions that I had. I would also like to extend a thank you to the very generous companies and individuals who have provided the funding necessary for this opportunity to exist." – **Kyle Johnson**

"The Mentorship program was great. It was a great way to meet different people with different backgrounds in the industry. Our mentors were very enthusiastic and approachable, a great way to learn more about industry... Overall, we felt very welcome which really made the experience."

– **Meera Padamsey**

"Thank you for all your help in arranging the mentors for the RIMS Canada Conference and being our mentor for the trip. The conference went very well and I got the opportunity to meet a lot of industry profes-

sionals, also it was a good learning experience." – **Connie Vu**

"The conference was a life changing opportunity for me. It let me meet countless industry professionals, attend amazing events and has shaped my career for many years to come. I know that I will be a very different person the next time I attend it, whether it is a year or a decade from now. I am very grateful for such exposure at such a young age and the McGannon program has made a significant impact on my career and my life." – **Miles Wong**



Participants in the mentorship program, from left to right: Ashley Becker - McGannon Foundation, George Simpson - McGannon Foundation, Connie Vu - University of Calgary, Joe Restoule - McGannon Foundation, Meera Padamsey - University of Calgary, Kyle Johnson - Mount Royal University, Calgary, Miles Wong - University of Calgary, and Mark Robertson - McGannon Foundation

Photo courtesy of Canadian Underwriter Magazine



A few things you may not know about Ottawa!

1827: The name Bytown is first used to identify the community growing up around the Rideau Canal construction.

1857: Queen Victoria chooses Ottawa as the capital of the Province of Canada

1881: Ottawa's population exceeds 25,000.

1885: Electricity comes to Ottawa

1900: A terrible fire decimates much of Hull and many buildings in Ottawa

1912: Chateau Laurier and Union Station open for business

1960: Prime Minister John Diefenbaker opens the new Ottawa International Airport.

1965: Prime Minister Lester B. Pearson raises the new red maple leaf flag on February 15 at Parliament Hill.

1988: The National Arts Centre sells 16,408 seats for the British musical CATS, the largest single-day sale of tickets for a musical in Canada.

1990: The first world ice hockey tournament for women is held in Ottawa.

2005: Ottawa celebrates its 150th anniversary.

ACROSS CANADA: WHAT YOUR FELLOW CANADIAN CHAPTERS HAVE BEEN UP TO OVER THE LAST YEAR.

Newfoundland and Labrador

Our AGM, held in February past, was successfully attended. Our AGM speaker was from the Canadian Red Cross and presented on that organization's efforts in meeting the impact from Hurricane Igor and the devastation to the eastern portion of the island of Newfoundland in the fall of 2010.

Our chapter has undertaken a new education initiative in conjunction with the local Insurance Institute and Broker Association offices. This initiative will see the chapter subsidize the costs for chapter members to attend education sessions offered by these groups, which are of interest to individual members.

Finally, the chapter will recognize its 30th anniversary in September of this year. This event will be celebrated in conjunction with our annual Christmas Social in early December. It will be an opportunity for present and past members to socialize and connect.

Maritime Chapter

The past year has been quite busy for the Maritime Chapter. On April 13, 2011, the annual meeting and election of officers was held in Halifax at the Art Gallery of Nova Scotia. We are fortunate indeed to be in such a strong financial position and there are many to thank for this major accomplishment. This enables us to provide high quality programs and events for the membership, such as the RIMS Fellow Workshop scheduled for Halifax in November.

As of April we had 41 Corporate Members, 3 Associate Members, and 25 Associates. We are once again very pleased to be the recipient of the RIMS Super Star Award for Chapter Membership, for the third straight year. This continuing trend of membership growth speaks well for the efforts of the Maritime Chapter and its continuing success.

The annual P.E.I. retreat was held on June 16 & 17 in P.E.I. We received strong support for the business meeting and the presentations were excellent. And, the lobster dinner is worthy of special mention. Thanks to Gary and Pat Ellis who keep

hosting this annual event.

Our annual Christmas Meeting and Reception was held at the World Trade and Convention Centre on December 9, 2010 and we had 35 members in attendance. The speaker session was conducted by Karen McWilliam who spoke about the ins and outs of a risk management audit.

Quebec Chapter

Tout au long de l'année, l'Association des Gestionnaires de Risques et d'Assurance du Québec (AGRAQ) a continué de progresser en s'appuyant sur la force et l'engagement de ses bénévoles. Nous avons élargi le conseil d'administration pour favoriser la planification de la relève et le mentorat. Le Comité du programme a fait appel à un nombre croissant de partenaires de l'industrie pour participer à la programmation et l'organisation d'activités spéciales, en particulier notre Soirée Quiz. Une de nos plus belles réussites a été notre Dîner de Noël avec comme invité d'honneur Terry Fleming, président de RIMS.

La force de l'AGRAQ réside dans le dynamisme de ses membres et le dévouement de ses bénévoles. L'Association ne cesse de se développer grâce à leurs accomplissements et leur recrutement de nouveaux membres. À la Conférence 2011 de RIMS à Vancouver, notre section régionale a reçu une Étoile pour l'adhésion; Daniel Desjardins s'est mérité une place au Tableau d'honneur de la Gestion de risques et d'assurance des entreprises pour 2011, en reconnaissance de ses nombreuses réalisations chez Bombardier Inc. et Janice McGraw a reçu le prix Ron Judd « Heart of RIMS » qui souligne et encourage la participation des Chapitres de RIMS.

Sous la direction de Michel Pontbriand, vice-président de l'AGRAQ, le sous-comité de la Ville de Québec continue d'offrir une solide programmation sur la gestion de risques dans le secteur de la Ville de Québec entre la section du Québec d'autant plus que la Ville de Québec sera l'hôte de la Conférence 2015 de RIMS Canada.

This past year, the Québec Risk and Insurance Management Association (QRIMA) continued to build upon the strength and



commitment of its volunteers. We expanded the Board of Directors to encourage succession planning and mentoring. The Program Committee involved more industry partners to assist in programming and event planning, particularly our Quiz Night fundraiser. Our largest draw was the Christmas luncheon where RIMS President, Terry Fleming, was a guest speaker.

QRIMA's strength is its membership and the commitment of its volunteers. We continually build upon their accomplishments in order to appeal to and encourage new recruits. The chapter was recognized at the 2011 RIMS Vancouver Conference for a RIMS Membership Star Award; Daniel Desjardins earned a place on the Business Insurance Risk Management Honour Role for 2011 recognizing his many accomplishments at Bombardier Inc.; Janice McGraw was awarded the Ron Judd Heart of RIMS Award which positively encourages RIMS Chapter involvement.

The Chapter's Québec City Subcommittee under QRIMA's 1st Vice-President, Michel Pontbriand, continues to offer strong risk management programming to the Québec City region particularly as we will host the 2015 RIMS Canada Conference in Québec City.

Canadian Capital Chapter

The Canadian Capital Chapter has been hard at work with the preparation of the upcoming RIMS Canada Conference. Being a small chapter we had our challenges to pull together a volunteer force to support the Co-chairs in putting together what we hope will be a great conference. We held educational topics and

finished off the year with a very soggy golf tournament. We already started to organize the program for our appeal to the private and the large public sector contingent of risk managers that is present in Ottawa.

Ontario Chapter

Perhaps the biggest highlight for ORIMS in the past year was the 50th anniversary celebration. A special committee was struck to address this issue, and a formal Gala evening was held to commemorate the event, which was attended by more than 560 guests. Past presidents were honoured and memorabilia was displayed to celebrate the history of our chapter.

In addition to the 50th anniversary celebrations, ORIMS continued with its tradition of high quality workshops and professional development programs during the year. In 2010 a risk management wall calendar was developed and circulated to all members focusing on risk management issues, tips and best solutions for common issues faced by the membership. The membership feedback was very positive, making this an ongoing resource to be distributed annually – another way to keep the ORIMS name top of mind to our members!

During 2010-11, ORIMS continued to expand its reach to the student sector as a strategy to look ahead at attracting future members. This initiative was greeted with enthusiasm at the educational institutions who were involved, and led to ORIMS increasing its student membership, which

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was recognized by a RIMS chapter award at the RIMS 2011 Annual Conference in Vancouver.

It is difficult to include all of the activities that took place during the past year, and the hard work of our team of volunteers continues to pay dividends to our members of ORIMS, and to the continued success of our chapter.

Manitoba

In 2011 we had twenty graduates in the CRM Program.

Last year the Manitoba Chapter held six lunch meetings, a two-day workshop in November 2010, an Appreciation Reception evening in April 2011 as well as the AGM evening meeting and the golf day event in June.

We are beginning to plan for the RIMS Canada Conference to be held in Winnipeg, Manitoba in 2014 and have begun to assemble our "Spring Board" team. The core group of organizers will be led by two past chapter presidents, who have a wealth of knowledge and experience. We have also recruited volunteers to be in charge of various committees during the planning stages of the conference.

The Manitoba Chapter, albeit a smaller province, continues to field a contingent of volunteers at the national level. Our long-term dedicated members contribute on the RCC and its subcommittees.

Saskatchewan

During the last year the Saskatchewan Chapter held four meetings. Due to our membership being split between the cities of Saskatoon and Regina, chapter meetings alternate between the cities. Chapter meetings are day long meetings and include an opportunity for the members to meet and mingle, a brief business session and one or more professional development sessions. The chapter hosted 2 PERK sessions as well as other PD sessions during the past year.

Our AGM and elections were held in May.

The chapter is well into planning the 2012 RIMS Canada Conference being held in Saskatoon September 9 – 12, 2012 and members of the Saskatchewan LOC and volunteers will be in Ottawa to speak to interested parties about the 2012 RIMS Canada Conference and about Saskatchewan.

The Saskatchewan Chapter continues to support RIMS and the RIMS Canada Council with several chapter members volunteering on RIMS, the RCC and various RCC sub-committees.

The Saskatchewan Chapter will celebrate its 30th anniversary this fall. Plans are being made to recognize this milestone at an upcoming chapter meeting.

Northern Alberta

The last year has been a very busy time as NARIMS hosted the 2010 RIMS Canada Conference. The Local Organizing Committee's hard work and creative efforts guaranteed a successful conference that delivered on its promise of first-class speakers, engaging sessions, and spectacular events. It was a primary driver in NARIMS being awarded the RIMS Membership Star Award for 2010. This was done in conjunction with the regular ses-

sions and events and we had a great program year with increased participation. The 2011 to 2012 chapter year is in full swing and the upcoming program year will present a variety of noteworthy topics including the environment, safety, and construction risks.

Southern Alberta

The last year has been great for our Southern Alberta Chapter, both at the board and the chapter levels. We donated in excess of \$14,000 to McGannon Foundation and an additional \$4,000 to Aventa Addiction Treatment Centre for Women from the proceeds of our golf tournament. By the time this goes to print, we'll have held our 18th Annual Golf Tournament with proceeds this year going to the McGannon Foundation again. Our Christmas Reception was a great success with about 150 attendees and we hope to see everyone again on December 1 this year. The Board is putting together the program for the 2011-2012 breakfast season and we are looking to kick off with a session on the Japan disaster in October. For full event details and chapter information, please check <http://southernalberta.rims.org/>

British Columbia

Vancouver was the proud host of 25,000 attendees for the RIMS 2011 Annual Conference in May. The feedback from the conference was very positive; as a result there is a push to have RIMS come back to Vancouver.

The British Columbia chapter continues to grow. In fact this year the chapter won the RIMS Award for membership growth of 18%, fuelled by the interest in the conference.

Our Executive jointly reached out in strengthening membership to various groups - Internal Auditors Association; BC Health Regions and new software firms, mining and transportation entities.

Preparations for the RIMS Canada Conference in Victoria are underway. This event is being chaired by Dan Heaman and Steve Matterson with a composition of Vancouver Island and mainland volunteers to bring this event to the Victoria Conference Centre in September 2013.

Our 2010/2011 luncheons were very well attended with the highest luncheon total being 118. The Christmas luncheon was held at the Terminal City

Editorial Policy

The RIMS Canada Newsletter is a publication of the RIMS Canada Council and is published periodically throughout the calendar year. The opinions expressed are those of the writers and volunteer members of the RIMS Canada Newsletter Editorial Committee. Articles submitted to the RIMS Canada Newsletter for publication are subject to the approval of the RIMS Canada Newsletter Editorial Committee. Approval of such articles is based on newsworthiness, and perceived benefit to the readership. All decisions of the RIMS Canada Newsletter Editorial Committee are final and not subject to appeal. Individuals submitting articles to the RIMS Canada Newsletter hereby acknowledge their acceptance of the RIMS Canada Newsletter Editorial Policy.

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THANK YOU to all of our newsletter contributors!

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Club for a first time and we decided to use that facility again for 2011.

The British Columbia Chapter Website was updated during the year reflecting the new refreshed logo and colours of the chapter.

We are looking forward to another great year!

RIMS PROFESSIONAL DEVELOPMENT CALENDAR

Harnessing ERM to Tap Risk Appetite

Ottawa, ON
September 22 – 23, 2011

Enterprise-Wide Risk Management: Developing and Implementing

Edmonton, AB
October 17 – 19, 2011

Enterprise-Wide Risk Management: Developing and Implementing

Richmond, BC
November 21 - 23, 2011

For further information or to register, visit www.rims.org/education