

GINETTE A.M. SOULIERES

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AREAS OF EXPERTISE **Program / Project / Corporate Management** **In**

**CRISIS / RISK / DISASTER / EMERGENCY MANAGEMENT & BUSINESS CONTINUITY MANAGEMENT
RESOURCES / SUPPLY CHAIN MANAGEMENT
PANDEMIC PLANNING / EDUCATION / TRAINING / EXERCISES
EMERGENCY MANAGEMENT ACCREDITATION PROGRAM ASSESSOR**

SPECIALIZED IN

*Program Development • Program Review • Program Evaluation
Leading Practices • Benchmarking • Performance and Quality Improvement
Project Management • Project Charter Development • Work Plan
Corporate Leadership • Mentorship • Coaching • Recruitment
Governance Framework • Incident Management System (IMS) • Emergency Operation Centres ((EOC)
Prevention • Mitigation • Preparedness • Response • Recovery
On-Scene Incident Response • Recovery Activities
Information Management & Technology Disaster Recovery Plan
Education / Teaching / Training • Tabletop Exercise / Drills / Mock Simulation
Conference / Seminar • Symposium • Workshop
Research / Case Studies • Survey • Data Analysis • Tool Kit and Template Design*

PROFILE

Ginette Soulieres is a dynamic, pro-active successful seasoned and innovative leader, strategic planner, recruiter, mentor, coach and motivator, inspiring and empowering people and organization with confidence, a senior expert with more than 19 years of experience. With a team of professionals at her disposal, she can design and implement multiple and complex programs and projects that simultaneously align incentives and improve true business outcomes and needs. She has extensive experience at all levels and phases across a wide spectrum of responsibilities.

Being successful in her career working with public (all levels), private, and front line responders, healthcare, cultural and educational sectors, Ginette has been instrumental in significant achievements, demonstrating a high level of competencies, commitment and business acumen. She possesses strong capacity for leading, prioritizing, managing, recruiting and coordinating concurrent multi-disciplinary programs. She is able to work with various organizations, sectors, professional teams and stakeholders building regional, organizational and community engagement and resilience. She excels at strategic planning, change management and identifying increased efficiency opportunities while taking into account organization's and community needs and priorities with regards to capacities and capabilities building sustainability.

Currently, in her role and capacity as Manager, Centennial College, School of Community and Health Studies, Emergency Management and Public Safety Institute (EMPSI), Ginette has established the EMPSI Steering Committee, held a Strategic Planning Session. Recently launched the EMPSI Institute and developed a four year's 2011 – 2015 EMPSI Strategic Plan.

Under the CRTI Project 08 – 0180TD, currently, Ginette Soulieres is the Director French Language Adaptation and Public Sector Engagement.

Prior, she has exercised a regional leadership role working with the Southeastern Ontario healthcare, social service and municipal partners and stakeholders to create a unique and dynamic approach to regional planning. Her contribution and subject matter expertise combined with her strong leadership have moved the region into a better position enhancing collective response preparedness to any wide-scale critical incident.

She has had a successful career working with the federal public service included positions with the Library and Archives Canada (formerly the National Archives of Canada and National Library of Canada.) namely as the corporate nationwide Disaster and Emergency Management Administrator (also acting on occasion as Director, Accommodation and Security Services).

Her professional areas of expertise require to successfully exercising a wide range of research on different subject matters meeting all international, federal, provincial and local regulations, standards, best practices while building programs and projects.

PROFESSIONAL STRENGTHS AND ASSETS

Maximizer, Learner, Achiever, Connectedness, Arranger

- Fluent in both French and English, and is able to deliver services to individuals and groups in both official languages
- Proficient in the use of Internet search engines, Window's Operating System, Microsoft suite software (Word, Excel, PowerPoint, Outlook) and other productivity applications
- Possess high security clearance with the Federal Government of Canada at the "Secret Level"

LEADERSHIP, MANAGEMENT, RESEARCH SKILLS AND EXPERIENCE

- Establish Steering Committee, hold strategic planning session, develop strategic plan, business plan and build an sustainable Institute
- Assess the need for, conceive, design and implement program, work plan, project outline, budget, initiative, education and training plan
- Direct and lead full time personnel, contractors and consultants, as well as providing coaching, mentoring and training, ensuring high standards performance, ensuring a continuous learning environment and quality improvement
- Recruit, build on and lead high levels performing teams
- Manage day to day operation including scheduling, assigning and review of work, approval of vacation and overtime, setting goals, objectives, performance indicators, evaluating performance, approving salary increment, taking and recommending disciplinary action when necessary
- Develop, recommend and administer annual budget for the unit, expenditures and training plan
- Research, develop, implement and manage the review of national policies, systems, guidelines, procedures, contingencies and communication strategies and plans
- Promote and assist with the maintenance of a positive and productive workplace through effective leadership, management of staff and the tasks
- Provide expert strategic advice, direction and guidance to deputy heads, senior administrators, directors, managers and staff on areas of responsibility, including interpretation and application of legislative, regulatory and policy frameworks
- Administer multiple government projects and programs, each with varying scale, resource availability, staffing requirements, and goals
- Write briefing notes, policies, procedures, incident reports, correspondence, reports, letters for Deputy Heads signature, presentations, business cases, technical manuals and other documents
- Chair inter-ministerial committees, regional working groups, internal emergency preparedness committee and business continuity planning working Group
- Represent the interests of organizations at meetings, consultations and negotiations
- Negotiate contracts, Memorandum of Understanding, joint ventures, mediate resolution of complex claims/incidents, develop business cases for claims for damage with lawyers, adjusters, landlords and insurance companies
- Seek or consolidate partnership and strategic alliances
- Write curriculum design, lead organizer, schedule and deliver training, education session, workshop, symposium, conference, seminar and exercises

CAREER HIGHLIGHTS

Centennial College Ontario School of Community and Health Studies Emergency Management and Public Safety Institute

Establish an Emergency Management and Public Safety Institute (EMPSI)
Develop 2011 – 2015 EMPSI Strategic Plan

Defence Research and Development Canada (DRDC) – CBRNE Research and Technology Initiative (Project CRTI 08 – 0180TD) – Senior Consultant

Director, Public Sector Engagement and French Language Adaptation
CRTI Project Charter Development and signed off by all participants and CRTI Secretariat
Development of the Statement of Work (SOW)

Quinte Health Care – Senior Consultant

Design, facilitate and stage, a *Blood Shortage* tabletop exercise

Youthab Habilitation Quinte Inc. (Youthab) – Senior Consultant

Hazard, risk assessment (HIRA), mitigation processes, develop an integrated Emergency Management and Business Continuity Plan, training and education, Board Members, Management Team and Personnel
Pandemic Influenza tabletop exercise, design, facilitator, debriefing report

Pembroke Regional Hospital – Senior Consultant

Code Orange mass casualty tabletop and mock simulation exercises curriculum design, facilitator, debriefing report

Halton Healthcare – Senior Consultant

One day training Incident Management System (IMS) for Senior Administrators

Centennial College Ontario School of Community and Health Studies – Professor, Senior Consultant

Professor, Incident Management System (IMS) course within the College Emergency Management Certificate Program

Health Care Network of Southeastern Ontario – Regional Incident Management Coordinator

(Seven hospitals, three public health units, SE Community Care Access Centre and Queen's Faculty of Health Sciences) – **Senior Consultant**

- Develop and execute three years strategic 2004 – 2007, 2008 – 2011 report and work plans
- Design, organize and stage a regional "Heat Wave" tabletop exercise (over 102 organizations, 261 participants) for the Southeastern Ontario, issue debriefing report with recommendation
- Design, organize and deliver ten Southeastern Ontario Emergency Preparedness Workshops within the Hastings Prince Edward, Kingston Frontenac Lennox & Addington, Lanark, Leeds and Grenville Districts
- Design, organize and deliver two Annual SEO Emergency Preparedness Symposiums
- Develop a Business Continuity Planning (BCP) Template
- Develop and implement risk assessment hazard, identification guidelines, templates, mitigation processes and issue reports with recommendation
- Initiate the IMS Model with the Health Care Network partners organizations
- Establish and coordinate the Incident Management System (IMS) development and implementation for the Network organizations
- Provide IMS training, education to senior administrators and personnel
- Exercise IMS model and EOC with each HCNSEO organization
- Design and survey the emergency preparedness regional readiness level
- Coordinate the regional pandemic planning with the Health Care Network of SEO Organizations
- Deliver Ontario Hospitals Association (OHA) – Incident Management System (IMS) Workshops within the Southeastern Ontario
- Coordinate with the SEO Hospitals the implementation of the CBRNE Program
- Develop and Implement a Regional Incident / Emergency Management Framework
- Establish and chair three Regional Emergency Preparedness Working Groups (Hospitals, PHs, CCACs)
- Design and conduct a SEO Regional Emergency Preparedness Quick Scan Survey

Canada – Parliamentary Precinct Directorate

- Develop a *Joint Heritage Collections Emergency Management Governance Framework* for the care of Canada's parliamentary heritage collections responsibility shared by The Senate of Canada, the House of Commons, the Library of Parliament, and the Department of Public Works and Government Services

Library and Archives Canada (Formerly the National Archives of Canada and National Library of Canada) – Nationwide Disaster & Emergency Management Administrator

- Administer and lead all corporate emergency programs, 24/7 on call, response and recovery activities for the safety, protection of occupants, safeguard/preservation of contents, assets and business continuity planning for over 27 buildings across Canada including seven Regional Operations Centers from Halifax to Vancouver consisting of over 220 Emergency Response Team members nationwide
- Develop, implement the Corporate Business Continuity Planning Program, act as the Corporate Nationwide BCP Coordinator
- Develop, implement the *LAC Integrated Disaster Management Governance Framework*, administering all emergency programs

RELEVANT EXPERIENCE

Centennial College Ontario School of Community and Health Studies Emergency Management and Public Safety Institute – Currently

July 2010 –

Manager, Emergency Management and Public Safety Institute (EMPSI), Manager

- Establish the Emergency Management and Public Safety Institute (EMPSI)
- Build a Centre of Excellence, knowledge exchange and research through education and community engagement
- Build the Institute Infrastructure and sustainability
- Establish and recruit EMPSI Steering Committee Members
- Develop, lead, guide, implement and report on program, initiatives, projects
- Conduct Strategic Planning Session
- Develop 2011 – 2015 Strategic Plan, goals, objectives, operationalize the plan and budget
- Develop educational curriculum description (degree, certificate, professional development, training)
- Establish collaborative partnerships with ministries, industries, front line responders, health sectors, municipalities

Defence Research and Development Canada (DRDC) – CBRNE Research and Technology Initiative (CRTI 08 – 0180TD)

January 2010 –

Project: Establish an integrated National CBRNE Training System for Health, Psychosocial and Communication Responders

Director, Public Sector Engagement and French Language Adaptation

- Lead participants to contribute contents, review, rank of materials, recruit participants from government based organizations to take part in program development
- Offer content and subject matter expertise
- Provide input on sustainability and methods to obtain both local and international sanctions of programs
- Work towards a cross level (municipal-regional-federal-international government approval of program and implementation strategies)
- CRTI Project Charter Development and signed off by all participants and CRTI Secretariat
- Contributing to the financial management and resources planning
- Development of the Statement of Work (SOW)

Quinte Health Care

March 2010

- Design, organize, facilitate and stage, a *Blood Shortage* tabletop exercise

Youthab Habilitation Quinte Inc. (Youthab)

June – January 2010

- Risk Assessment / Hazard Identification Risk Assessment (HIRA)
- Develop an integrated Emergency Management and Business Continuity Plan
- Training and education, Board Members, Management Team and Personnel
- Pandemic Influenza tabletop exercise, design, facilitator, debriefing report

Halton Healthcare – Hospitals

November 2009

- Incident Management System (IMS) Senior Management - one day training

Pembroke Regional Hospital

July – October 2009

- Mass Casualty Tabletop Exercise - Code Orange curriculum design, planning, facilitator, delivery and debriefing report (Incident Management System Team and Emergency Dept.)
- Mock Mass Casualty Trauma Simulation Exercise – curriculum design, planning, facilitator, delivery and debriefing report

Centennial College, School of Community and Health Studies, Ontario Spring 2008 / Fall 2008

- Professor and course design, Incident Management System Module, Centennial College Emergency Management Certificate Program

Health Care Network of Southeastern Ontario

December 2004 – December 2009

Regional Incident Management Coordinator (IMC)

- Lead the *Regional Emergency Management and Business Continuity Planning*, a risk-based integrated comprehensive program, all hazards, (prevention, mitigation, preparedness, response and recovery, education, training, evaluation, performance targets) and business continuity management, creating resiliency, redundancy and sustainability through integration
- Provide leadership and strategic direction, program and work plan development, facilitate, coordinate the implementation, design and delivery of education and training, for 9 hospitals, SE Community Care Access Center and 3 Public Health units, working closely with municipal, county and regional key stakeholders
- Foster and promote regional collaboration, facilitation and coordination, standardize systems, processes, best practices, enhancing the capacity and capabilities of local and regional authorities
- Develop, manage and execute the HCNSEO Incident Management Committee Work Plan that identifies more specifically comprehensive strategic planning based on goals, objectives, tasks, timelines and resource involvement; serving as a roadmap and benchmark measuring progress
- Chair three Regional Emergency Preparedness Working Groups address and raise awareness of issues and opportunities that impact on the planning, progress and results
- Build and coordinate linkages between regional healthcare organizations, first line responders, counties, municipalities, the Ministry of Health and Long-Term Care Emergency Management Unit (EMU), Emergency Management Ontario (EMO), public and private sectors
- Provide regional leadership, direction, and expert advisory/consultative services to the HCNSEO Incident Management Committee (IMC), Regional Emergency Preparedness Working Groups, Districts Emergency Management Planning Committees, all level of executives, directors, managers and staff bridging with provincial, regional and municipal public and private sectors
- Implement collaborative solutions to challenges encountered from response and recovery to emergency incidents, implementing changes, solving problems of mutual concern
- Develop, organize, lead and deliver emergency preparedness workshops, annual symposium, regional tabletop exercises, training and education awareness sessions contributing in building a regional culture of emergency preparedness
- Recommend to the Health Care Network of Southeastern Ontario Incident Management Committee, and through the Health Care Network of Southeastern Ontario, to the Ministry of Health and Long Term-Care regarding critical issues, new opportunities, and the allocation/re-allocation of resources involved in advancing the regional level of readiness, response and recovery
- Evaluate annually the level of regional readiness and capacity to respond and recovery from scaleable emergencies for partners through survey, training, district and regional tabletop exercises

Senior Associate with Competitive Insights Inc.

Summer 2005

Developed a "Joint Heritage Collections Emergency Management Governance Framework" for the care of Canada's parliamentary heritage collections responsibility shared by The Senate of Canada, the House of Commons, the Library of Parliament, and the Department of Public Works and Government Services Canada – Parliamentary Precinct Directorate (PWGSC-PPD) which includes:

- Program Management
- Guiding Principles for Heritage Collections Emergency Management Governance Framework
- The 'Framework'
- Emergency Management Principles and Elements
- Parliamentary Precinct Heritage Collections Framework – Planning and Preparedness
- Implementation Strategy
- Input to Findings, Recommendations and Next Steps

PREVIOUS AND RELATED POSITIONS - Public Sector – Employment

Library and Archives Canada, Ottawa

(Formerly National Archives of Canada and National Library of Canada)

Acting Director, *Accommodation and Security (Occasional)*

2002 – 2004

- Supervised a staff of up to twenty-two employees and managed the Accommodation, Real Property, Safety, Security and Disaster and Emergency programs

Acting Manager, *Safety, Security and Emergency Management (Occasional)*

2002 – 2004

- Managed the delivery of safety, environmental, occupational safety and health (OSH), fire prevention, emergency evacuation, emergency management (all hazards), recovery, and business continuity planning, emergency preparedness and security programs and services

Administrator, *Disaster and Emergency Management*

2000 – 2004

- Nationwide corporate management and delivery of emergency evacuation, fire safety and prevention, emergency preparedness, response, recovery and business continuity programs, an integrated risk management framework, all-hazards approach
- Ensured compliance with all levels of safety legislation and regulations, codes and standards
- Developed project charters, identified and negotiated resource requirements while managing multiple concurrent projects, human and financial resources
- Led and managed project teams comprised of departmental staff, consultants and contractors in the development and implementation of programs
- Designed and delivered training, awareness programs; conceived and managed exercises to test emergency preparedness and evaluated results; identified and implemented improvements to plans, systems and processes
- Chaired of the LAC Prevention Committee, Emergency Preparedness Committee and Business Continuity Planning Working Group
- Sought or consolidated partnership and strategic alliances with other cultural institutions, PWGSC, central agencies and other government departments
- Represented the Library and Archives Canada at meetings, consultations, negotiations and mediations with multiple national and interdepartmental committees and working groups,
- Represented the Department on interdepartmental Business Continuity Committees and working groups

Environmental and Facilities Planning Coordinator

1999 – 2000

National Archives of Canada & National Library of Canada, Ottawa

Manager, Newspapers, Official Publications and Periodical Collections

1992 – 2000

National Library of Canada, Ottawa

EDUCATION / COACHING

Queen's School of Business, Executive Coaching Development

Dec. 2006 – May 2007

DESS in Public Administration (Master Program)

Feb. 2002 – June 2005

École nationale d'administration publique (ENAP), Université du Québec

PostGraduate in Governance and Crisis Management

2002 – 2004

L'École nationale d'administration publique, Université du Québec

- *Crisis Management*
- *Business Continuity Planning*
- *Risk Management*
- *Leadership in Time of Crisis*
- *Management in the Public Sector*
- *Principles of the Public Administration*

Emergency Management Accreditation Program Assessor Training
(Qualified Assessor)

July 6 - 7, 2007

PROFESSIONAL SKILLS AND APTITUDES

Strong leadership, coaching, mentoring and great motivator

Strong Recruiter

Strong in project, program, policy development, planning, implementation and management

Strong organizational skills

Major interpersonal relationship skills and problem solving

Strong in political acuity

Excellent management and team building skills

Seek and adapt to new challenges

Strong analytical skills

Creativity and Innovation

Outstanding team leader in times of planning and response

With Excellent coordination and communication skills

Committed to teamwork and team learning

Work efficiently, effectively independently, and as part as part of a team

Strong in creating effective relationships at all levels, through influence, building consensus

Stress resistance, energetic, work well under pressure

Juggle multiple priorities, projects and deadlines

Research, case studies and development

PROFESSIONAL INVOLVEMENT

Canadian Risk and Hazards Network (CRHNet)

Ontario Association of Emergency Managers (OAEM)

Disaster Recovery Information Exchange (DRIE)

Healthcare Security and Emergency Measures Management Network

Provincial Emergency Services Coordinators Network

Canadian Society for Industrial Security, inc. (Csis, Inc.) - Member of the Board of Directors (2004 – 2005)

- Chaired the Speakers Committee for the 2004 CSIS, inc. Annual Conference and Trade

(2002-2004) Member of the Federal Association of Security Officials (FASO)

(2002-2004) Member of the Treasury Board/Public Safety and Emergency Preparedness Canada Business Continuity Planning Working Group

(2000-2004) Member of the Public Safety and Emergency Preparedness Canada, Quebec Regional Operations

Committee on Risk Preparedness

(2000-2004) Member as Chair and Secretary of the Interdepartmental Committee on Risk Preparedness for the Federal Cultural Institutions in the National Capital Region

References will be provided upon request