

DON'T DELAY! THE EARLY BIRD DEADLINE IS JANUARY 31, 2014!



THE INTERNATIONAL CONFERENCE POLICE & LAW ENFORCEMENT EXECUTIVES

“Expect the Unexpected...It’s Not a Matter of If”

Montreal, Quebec - May 4 to 6, 2014



Featured speakers from the following organizations:



CANADIAN
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THE INTERNATIONAL CONFERENCE FOR POLICE & LAW ENFORCEMENT EXECUTIVES

MAY 4 TO 6, 2014 | MONTREAL, QC, CANADA

Dear Police and Law Enforcement Executive,

The annual 'International Conference for Police & Law Enforcement Executives' will be held in Montreal, Quebec from May 4 to 6, 2014. The conference theme is "Expect the Unexpected... It's Not a Matter of If." The conference will be hosted by Director Parent and the Service de police de la Ville de Montréal.

We are increasingly scrutinized for our department's results, actions and effectiveness. We no longer have the luxury of having unlimited budgets, resources or unwavering public confidence.

Expecting the unexpected is now defining how police services are measured by stakeholders, internally and externally. In unpredictable and uncertain times, police services must be a constant source in providing public confidence while continually improving the level of performance. "Expect the Unexpected" has had significant impact on executive careers. Departments that fail to prepare suffer the unenviable consequence.

We have gathered an international panel of police executives to come from the four corners of the world to share their experiences with living "the unexpected." The discussion promises to be dynamic, candid and open.

We look forward to seeing you in Montreal!

Marc Parent
Director
Service de police de la Ville de Montréal

Jim Chu, O.O.M.
President, Canadian Association of Chiefs of Police
Chief Constable, Vancouver Police Department

Mario Laprise
Director General
Sûreté du Québec

Mohamed Doma, M.B.A.
Senior Partner
Canadian Professional Management Services

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388 - 1111 West Hastings Street, Vancouver, BC V6E 2J3
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ABOUT THE HOST DEPARTMENT

The Service de police de la Ville de Montréal (SPVM) serves 16 cities on the island of Montréal, an area of 496 km² with 1,981,672 citizens. The organization includes 4,500 police officers and over 1,500 civilian employees. The mission of the SPVM is to protect the lives and property of the citizens, to maintain peace and public security, to prevent and combat crime, and to uphold the prevailing laws and regulations. In partnership with the institutions, socio-economic organizations, community groups and citizens, the SPVM seeks to enhance the citizens' quality of life by: reducing crime, increasing road safety, improving their sense of security, and developing a peaceful and safe environment

The SPVM's neighbourhood policing model is based on community policing and places quality relations between citizens and police officers at the very heart of police work. Since public safety is a collective responsibility shared among all the community's stakeholders, concerted actions is key for social peace, increased sense of public security and a better community life for everyone. In this regard, the SPVM' view on the place of the police force in society can be found in the following statement:

"At the SPVM, we are all proud to be involved in our community, for everyone to see."

What conference delegates have said:

"Outstanding speakers. Added credibility to the conference as there were some well known or high profile chiefs."

[Ontario Provincial Police](#)

"Formidable. An outstanding tool to improve leadership skills and network with experienced executives and chiefs."

[National Gendarmerie of France](#)

"Excellent and well organized conference. Great leaders with well known reputations attending makes for a very valuable experience."

[Vancouver Police Department](#)

"A fabulous conference with a wide range of outstanding speakers and law enforcement professionals. It should be a day longer!"

[Birmingham Police Department](#)

"Speakers were excellent."

[Federal Bureau of Investigation](#)

"Excellent presentation touching on the issues that all police agencies deal with. Excellent facilities."

[Royal Canadian Mounted Police](#)

"Great speakers. Dynamic. Influential."

[Toronto Police Service](#)

Partial list of previous Police & Law Enforcement organizations that have attended:

Los Angeles Police Department, Chicago Police Department, Toronto Police Service, New Zealand Police, Liechtenstein National Police, Sacramento County Sheriff's Department, New Westminster Police Service, Canadian Police College, Hamilton Police Service, Calgary Police Service, Norwegian Police Directorate, Belleville Police Service, Cape Breton Regional Police Department, Peel Regional Police, Delta Police Department, Niagara Regional Police Service, Correctional Service Canada, Saanich Police Department, Canadian Police Knowledge Network, Kingston Police, Regina Police Service, Toronto Police Services Board, Durham Regional Police, Oslo Metropolitan Police, Sault Ste Marie Police Service, Calgary Police Association, Thunder Bay Police Service, Sûreté Du Québec, Canadian Air Transport Security Authority, Victoria Police Department, Fredericton Police Force, Toronto Emergency Medical Services, Department of National Defence, Canadian Coast Guard, Six Nations Police, Orangeville Police Service, West Grey Police Service, Philadelphia Police Department, Lethbridge Regional Police Service, Guelph Police Service, City of Richmond Police Department, Federal Police of Belgium, Ottawa Police Service, Police Executive Research Forum, Canadian Forces Military Police, South Coast British Columbia Transportation Authority Police Service, Norwood Police Division, Saskatoon Police Service, York Regional Police, Medicine Hat Police Service, Embassy of the United Arab Emirates, London Police Service, Royal Canadian Mounted Police, Brantford Police Service, Lokale Politie Antwerpen, Hong Kong Special Administration Region, Federal Bureau of Investigation, Vancouver Police Department, French National Police, Milwaukee Police Department, Maui Police Department, Miami-Dade Schools Police Department, Royal Thai Police, Los Angeles County Sheriff's Department, New Orleans Police Department, Queensland Police Service, Windsor Police Service, Seattle Police Department and more...

Who should attend?

- ▶ Police & Law Enforcement Executives
- ▶ RCMP Executives
- ▶ Military Police Executives
- ▶ Sheriff's Office Executives
- ▶ State Trooper Executives
- ▶ Elected Officials and City Councillors
- ▶ Police Board Members
- ▶ Corporate Security Executives
- ▶ By-law Enforcement Executives
- ▶ Park Ranger Executives
- ▶ Law Enforcement Training Executives
- ▶ Border Security Executives



SPEAKERS



DAVID O. BROWN

Chief of Police
Dallas Police Department

Chief Brown is a twenty-nine year veteran of the Dallas Police Department. As Chief of Police, he commands a department comprised of over 4,200 employees (3,600 sworn) and oversees an annual operating budget of \$410 million dollars. Chief Brown holds a Bachelor of Science degree in Business Administration and a Master of Business Administration degree in Strategic Leadership. Chief Brown is a graduate of the Federal Bureau of Investigation (FBI) National Academy, FBI National Executive Institute, Senior Management Institute for Police, the National Counter-Terrorism Seminar in Tel Aviv, Israel and the United States Secret Service Dignitary Protection Seminar in Washington, DC. He also holds Master Peace Officer and Police Instructor certifications from the State of Texas. At the request of the City Manager, Chief Brown served as an Interim Assistant City Manager for the City of Dallas and directed operations in the areas of Code Compliance, Environmental & Health Services, Equipment & Building Services, Library Services, Park & Recreation, and Cultural Affairs. These departments were comprised of approximately 2,700 employees with a combined annual operating budget of \$233 million dollars.



FRANÇOIS DESCHÊNES

Assistant Commissioner
Commanding Officer, "C" Division
Royal Canadian Mounted Police

After graduating from the Royal Canadian Mounted Police Academy in 1982, Mr. Deschênes began his career in Ontario and, in the late 1990s, was transferred to Quebec. During that period, Mr. Deschênes also acted as a staff relations sub-representative. Mr. Deschênes was commissioned to the rank of Inspector in 2000, joining the "C" Division management team as the Officer-in-Charge of the Montreal Commercial Crime Section. In the wake of the events of September 11, 2001, he was given the mandate to lead the Montreal Integrated National Security Enforcement Team, a position he held for a few years until he was appointed Officer-in-Charge of the Technological Crime Unit. In 2006, he was promoted to the rank of Superintendent and to the position of Officer-in-Charge of the RCMP Financial Integrity Program in Quebec. In August 2007, he was promoted to the rank of Chief Superintendent and appointed "C" Division Criminal Operations Officer. In March 2011, Assistant Commissioner Deschênes became the 29th Commanding Officer of the RCMP in Quebec. Assistant Commissioner Deschênes holds a Bachelor's degree in Business Administration.

SERGE AMAR

Partner
Miller Thomson



Mr. Amar is a litigation lawyer and Partner in the Montreal office of Miller Thomson. He specializes in litigation, bankruptcy and insolvency and handles numerous civil and commercial fraud cases. For over twenty years, Mr. Amar has advised clients in various fields including, among others, banking law, insurance, real estate, construction and infrastructure, class actions, debt collection and health. He is especially involved with cases related to fraud, internal theft, investigation and surveillance, as well as, civil and criminal liability of businesses and their managers.

Mr. Amar argued one of the first cases to involve an Anton Piller order in Quebec, related to unfair competition and data theft. This case led to a landmark Court of Appeal judgment. Mr. Amar gave conferences for the Association de planification fiscale et financière and for the Canadian Insolvency Practitioners Association.

Formed in 1957 as Miller, Thomson, Hicks & Sedgewick, Miller Thomson is now one of Canada's leading business law firms.



THIERRY DIERICK

Director

Provincial Police Academy, Belgium

Mr. Dierick has held the position of Director of the Provincial Police Academy Émilien Vaes (province of Hainaut - Belgium) since October 2005. Under the authority of the provincial College and the Inspector General of the Provincial Training Institute, Mr. Dierick plans, directs and oversees all activities related to police training, outreach, organizational development and the management of the Academy. This ensures that the corporate values and quality standards are met. Mr. Dierick assumed the role of Vice President Europe in the steering committee FRANCOPOL. He is also a member of the board of the Centre for the Study of the police, location-independent reflection and debate on the issues surrounding the police. He has been involved in police training as a trainer at the Royal School of Gendarmerie. In the process of the reform of the police in Belgium, Mr. Dierick has actively participated in the working group for the revision of police training. For the sake of continued growth, this has involved many national and international partnerships for the exchange of expertise and best practices. In this context, he helped organize several workshops, seminars and international training.



MOHAMED DOMA, M.B.A.

Senior Partner

Canadian Professional Management Services

Mr. Doma has worked extensively with uniformed service organizations by providing them his expertise, knowledge, and diplomatic approach in such areas as strategic planning, contract negotiations, labour relations, organizational development, and executive coaching. As a facilitator, Mr. Doma is frequently requested to facilitate executive leadership programs to international audiences. Through his ability to combine his knowledge and experience with a unique style, he is able to captivate and motivate audiences of all ranks in police, fire, and uniformed emergency services. In addition, Mr. Doma is a skilled mediator who is able to quickly identify the common ground among the parties to create strategic solutions. Some of these discussions have included regional bargaining associations for the Police Complaints Process, fire jurisdictions, and by order in council, the integration of police departments. Other achievements include the development of a five-year strategic plan for the British Columbia Association of Chiefs of Police, the integration of the Organized Crime Agency of British Columbia with the RCMP, and the development of the strategic plan for the Transit Police Service.



ROBERT FRIEDMANN, PH.D.

Founding Director

**Georgia International Law Enforcement
Exchange (GILEE), Georgia State University**

Dr. Friedmann is the Director of the Georgia International Law Enforcement Exchange and Professor Emeritus of Criminal Justice at Georgia State University. He was the Distinguished Chair of Public Safety Partnerships from 2007 to 2010 and served as Chair of the Criminal Justice Department from 1989 to 2002 at Georgia State University. His research interest and published work focus on community policing, terrorism, and crime analysis. He has authored several books and numerous articles and research reports on crime and criminal justice focusing on policing and public safety. He assisted in security planning and preparation for the 1996 Olympic Games (Atlanta), the G-8 (2004), and the 2012 Olympic Games (London). He served as a chair or member of several blue ribbon commissions and on the advisory board of several professional associations. He works closely with a number of police departments, in Georgia, the U.S. and internationally, on community policing and homeland security. He is the recipient of the Georgia Governor's Public Safety Award (2008) and the J. Edgar Hoover Memorial Scholarship Award (2009).



LOUISE LAFRANCE

Chief Superintendent

**Commanding Officer, "Depot" Division
Royal Canadian Mounted Police**

Prior to the RCMP, Chief Superintendent Lafrance was the first woman officer to join the Mont-Laurier Quebec Police Department. In 1985, after her training at Depot, she was posted in Ontario where she worked in various sections including traffic, general investigations, VIP security and major events. Chief Superintendent Lafrance was promoted to the rank of Inspector in 2004 and served as a senior advisor in strategic planning at National Headquarters. She then transferred to "A" Division (now National Division) as the Executive Assistant to the Commanding Officer and Management Support Officer. In 2007, when Recruiting was at its peak, she led the Central Region Recruiting team through a very successful campaign. In early 2009, Chief Superintendent Lafrance was promoted to the rank of Superintendent as the Director of the National Recruiting Program. In August 2010, she was transferred to Regina Depot Division as the Training Officer and in December 2011, Chief Superintendent Lafrance was promoted to the rank of Chief Superintendent. In June 2013, she became the 56th Commanding Officer of Depot Division.



SPEAKERS



NICK METZ

**Assistant Chief
Seattle Police Department**

Assistant Chief Metz commands the Investigations Bureau. He also oversees the Department's Peer Support Program. Assistant Chief Metz has been with the Seattle Police Department for over 28 years. He spent four years as a Patrol Officer in the downtown corridor and Rainier Valley before becoming an Undercover Detective in Narcotics. He was promoted to Sergeant in 1989 before being assigned to work in Internal Investigations, the East Precinct Anti-Crime and Community Police Teams and the Washington State Criminal Justice Training Center (WSCJTC). After being promoted to Lieutenant in 1991, he worked again at WSCJTC, then as Watch Commander at the South Precinct. He was then selected to be the Executive Assistant to the Chief of Police. Upon his promotion to Captain in 1995, he was assigned as the Director of Human Resources, Commander of both South and East Precincts and the Internal Investigations Section. Assistant Chief Metz was promoted to his role in October 2001. Chief Metz graduated from City University with a Bachelor of Science in Law Enforcement Administration. He is a graduate of the FBI National Academy, the Senior Management Institute for Police at Boston University and a 2013 graduate of the Department of Justice/FBI's National Executive Institute Leadership Class of XXXV.



MARIO LAPRISE

**Director General
Sûreté du Québec**

Mr. Laprise has been the Director of the Sûreté du Québec since October 2012. He was a police officer with the Sûreté du Québec for 26 years, up to 2005. During his tour of duty, he was assigned to different functions, such as patrol, investigations and ranking officer. Amongst these different assignments, he was captain in charge of the Carcajou unit from 1996 to 1998 and responsible for the Joint Investigation Projects Service from 1998 to 2005 with the rank of Inspector. In that role, he was the provincial coordinator for the fight against organized crime and contributed to the implantation of seven mixed regional units, symbols of police partnership. He was also one of the key players in the coordination of the police operation.

Approached by Hydro-Québec in 2005, Mr. Laprise accepted new challenges that were presented to him and took charge of the Industrial Security Unit, until his return to the Sûreté du Québec as Director. He made his mark then with his strategic vision of a security concept for enterprises. During those years, he went on to complete a public administration Master's degree in the field of management, as well as diverse studies in specialized police functions.



MARC PARENT

**Director
Service de police de la Ville de Montréal**

Director Parent joined the Service de police de la Ville de Montréal (SPVM) in 1984, and has been the Director of the SPVM since September 2010. Director Parent graduated from the FBI National Academy at the University of Virginia in 1998. He also holds a Bachelor of Business Administration degree and a Master's degree in Public Administration. He has held different roles varying from police officer to a member of the SWAT team as a Sergeant. The different management positions he has held since obtaining the rank of Commander in 1996 have allowed him to direct high-level strategic operations and act as SPVM's counter-terrorism spokesman with the Northeast Regional Homeland Security Directors. As Chief of Community Service for the South region, in 2005, and then of Community Service for the North region, from 2005 to 2010, he took an innovative approach to such sensitive issues as racial profiling, drug addiction, homelessness, conjugal and intrafamily violence, prostitution, mental health, street youth and safety for the elderly. As a Director, he relies on values based leadership, promoting respect, integrity, and a culture of performance within teams.



EMILE PEREZ

Director, International Cooperation, Ministry of the Interior, France
 President, Francopol

Since September 2010, Mr. Perez has held the position of Director of International Cooperation, which is the first joint active direction of the French police and gendarmerie. He has to his credit more than 32 years of experience in the field of police and holds the rank of Inspector General of the assets of the National Police Service. Having completed a degree in mathematics and physics, Mr. Perez holds a law degree from the University of Saint-Etienne. He is also a graduate of the National Police Academy (NPHS) Saint-Cyr-au-Mont-d'Or and the Institute for Advanced Studies in the internal security of Paris. During his career, Mr. Perez has held various management positions within general information, education and training. He was also Secretary General of the Union of Commissioners and senior officials of the National Police and police attaché to the United States and Canada at the Embassy of France in Washington. Mr. Perez is involved in a variety of professional activities in addition to being the founding president of FRANCOPOL since 2008. In 2008, Mr. Perez was awarded the title of Officer of the National Order of Merit and made a knight of the Legion of Honour in 2004. He was also awarded the Medal of Honour of the National Police in 2001.

JEAN PHANEUF

Industrial Psychologist
 Founding President, ANALYS

Analys :: Coppenrath

Mr. Phaneuf has acquired nearly twenty years' experience in the field of organizational psychology and is especially interested in matters related to the evaluation and development of the potential of middle and high-level executives as well as management in an organizational context.

After completing his doctoral degree in industrial and organizational psychology at the University of Montreal in 1980, he worked in the private sector, both with Société Pierre Boucher, a consulting firm in this field, and with Autopro Inc. as Vice-President, Finance and Administration.

During this same period, from 1981 to 1986, he held positions as a course lecturer at the École des hautes études commerciales (HÉC), the University of Montréal and the University of Québec at Montréal.

Since 1989, Mr. Phaneuf has been President of ANALYS, a consulting firm specializing in potential and management evaluation and organizational efficiency.



PETER SLOLY

Deputy Chief of Police
 Toronto Police Service

Deputy Chief Sloly is in his 25th year with the Toronto Police Service. Prior to his policing career, he played professional soccer and was a member of the Canadian National Soccer Team. He has a Criminal Justice Education Certificate from the University of Virginia, Incident Command System Certification from the Justice Institute of British Columbia, a Bachelor of Arts in Sociology from McMaster University and a Masters in Business Administration from York University's Schulich School of Business. He is a graduate of the Federal Bureau of Investigation (FBI) National Academy and the University of Toronto Rotman Police Executive Leadership Program.

Deputy Chief Sloly is presently in charge of the Divisional Policing Command (DPC) which has 4,084 police officers, 221 civilian members and a budget of \$447 million. DPC includes 17 Police Divisions and the Divisional Police Support Unit (with the TAVIS Rapid Response & Community Mobilizations functions).

WHY ATTEND?

Learn from others' experiences:

Hear from the personal experiences of esteemed law enforcement executives. Learn what they don't teach you in the classroom.

Build your network:

Senior executives say "it's **what** you know, but also **who** you know."

Develop your executive team:

Your success depends on your ability to manage outcomes through your executive team. Build your team's foundation by inviting them to attend with you.

Career advancement:

One component of career advancement is about creating opportunities through your networks.

Create a legacy:

Every great leader is remembered by how they managed through a crisis. 'Create the future in the present' by learning strategies today that will enhance the future.



SPEAKERS



ROB WAINWRIGHT



**Director
Europol**

Mr. Wainwright graduated in 1989 from the London School of Economics, University of London with a Bachelor of Science degree. He worked for the following ten years as an intelligence analyst in the United Kingdom in the fields of counter-terrorism and organized crime. Between 2000 to 2003, Mr. Wainwright was the Head of the UK Liaison Bureau at Europol, and was also responsible for the Europol National Unit in London. The Liaison Bureaux is a key link in Europol's cooperation with the EU member states.

In 2003, Mr. Wainwright was promoted to the position of Director International of the National Criminal Intelligence Service (NCIS), where he was responsible for its international operations and for developing and implementing the UK strategy against facilitated illegal immigration. Between 2006 to 2009, he was Chief of the International Department of the UK Serious Organized Crime Agency. In this leading role, he was overseeing 20,000 law enforcement cases each year as well as establishing the international strategy and operational capabilities of the newly formed agency. Mr. Wainwright was appointed Director of Europol in April 2009. He is also currently an active member of the World Economic Forum, primarily on cyber issues.



JAMES L. VANCE, USMC

Lt. Col. (Ret.)

FBI National Academy

**Adjunct Faculty, University of Virginia &
University of Richmond**

A graduate-level instructor and trainer in media relations, leadership communications and organizational marketing to the international, national, state and local law enforcement, legal, business and military communities, an adjunct faculty member of both the University of Virginia and the University of Richmond, and a consultant on high visibility communications issues, Mr. Vance's career in public information and education spans nearly four decades. Prior to becoming an educator in 1992, Mr. Vance retired from the Marine Corps following over 21 years of active duty, 16 years of which were spent in both the national and international public affairs arena. He retired as head of the Media Branch at Headquarters, Marine Corps in Washington D.C., where he was the Corps' chief spokesman and media strategist. Since his retirement, Mr. Vance has served as communications advisor on a host of high-visibility events from the terrorist attacks of 9/11 to the Washington D.C. area sniper shootings to working with the New Orleans Police Department during post-Hurricane Katrina stabilization efforts. Today, Mr. Vance travels extensively conducting workshops and seminars in venues both national and international.



GIULIANO ZACCARDELLI

**Director, Strategic Planning Directorate
INTERPOL, France**

In October 2009, Mr. Zaccardelli was appointed the Director of Strategic Planning Directorate for INTERPOL. In April 2008, Mr. Zaccardelli was appointed as the Director of INTERPOL's OASIS Africa. Prior to this, in September 2000, Mr. Zaccardelli was appointed as the 20th Commissioner of the Royal Canadian Mounted Police (RCMP). In this role, Commissioner Zaccardelli was responsible for all aspects of the management and operations of the RCMP and its roughly 23,000 employees. Mr. Zaccardelli was honored with several high distinctions and is the recipient of the Principal Commander of the Order of Merit of the Police Forces, 2002; Commander of the Order of St. John of Jerusalem; the Canada 125 Medal; the Queen Elizabeth II Golden Jubilee Commemorative Medal, 2002; the RCMP Long Service Medal; the Officer of the French Legion of Honor, 2003; the Saskatchewan Centennial Medal, 2005 the Alberta Centennial Medal, 2005 and Grand Officer, Order of Merit of the Italian Republic, 2005.

AGENDA

SUNDAY, MAY 4

4:00 PM to 6:00 PM

Registration

6:00 PM to 8:00 PM

Welcome Reception

MONDAY, MAY 5

7:00 AM to 8:00 AM

Breakfast Buffet & Networking

8:00 AM to 8:20 AM

Official Opening

8:20 AM to 8:30 AM

Conference Overview

- ▶ **Mr. Mohamed Doma, M.B.A.**
Senior Partner
Canadian Professional Management Services

8:30 AM to 9:00 AM

Expecting the Unexpected

Keynote Presentation

- ▶ **Mr. Emile Perez**
Director, International Cooperation, Ministry of the Interior, France
President, Francopol

The events in Boston, London, Newtown, Santa Monica, New York and others around the world are teaching us one thing... expect the unexpected! Police and law enforcement agencies are now tasked with getting ready for those events that cannot be anticipated or predicted. How do you get your organization prepared for these eventualities? And how do you defend against those that will find new options to cause mass terror?

9:00 AM to 10:00 AM

High Risk: You are Only One Headline Away

Panel Presentation

- ▶ **Mr. Christophe Marietti***
Assistant Deputy Director, National Gendarmerie, France
- ▶ **Mr. Giuliano Zaccardelli, O.O.M.**
Director, Strategic Planning Directorate
INTERPOL, France

More so than ever, public opinion is shaped by a single snap shot or a 15 second video clip that is taken by a citizen reporter. You,

your members, and in fact your entire department are under scrutiny 24/7. Misconduct on and off the job is now exposed on YouTube and Facebook at the speed of a tweet. Loss of public confidence is at the core of why Police Chiefs lose their jobs. How do you maintain public confidence and trust knowing that you or your department cannot make a single poor decision? It is inevitable that Police Chiefs will face a crisis of confidence from which they must resurrect their career or their department.

10:00 AM to 11:00 AM

Refreshment Break & Networking

11:00 AM to 12:00 PM

The Problem with Stats – The New Reality

Panel Presentation

- ▶ **Dr. Robert Friedmann, Ph.D.**
GILEE Founding Director, Georgia State University
- ▶ **Mr. Mark Potter***
Director General, Policing Policy, Public Safety Canada

We ask our statisticians to produce our crime statistics, and we are showing a steady decline in all areas. Leveraging more resources during times of low crime rates is typically very difficult. Politicians and community members ask why they need to spend more during periods when crime is low. Good question! But are crime rates really low or are our measures just outdated? How do you prove your department's value in tough budgetary times when your department needs more from the public purse?

12:00 PM to 1:00 PM

Lunch Buffet & Networking

1:00 PM to 1:45 PM

Developing Your Media Strategy – Protecting Public Confidence

Panel Presentation

- ▶ **Assistant Commissioner François Deschênes**
Commanding Officer, "C" Division
Royal Canadian Mounted Police
- ▶ **Lt. Col. James L. Vance, USMC (Ret.)**
FBI National Academy

Getting a handle on your media strategy can be the difference between success and failure for a Police Chief. Today it's all about speed, positioning and messaging. Successful Chiefs know that they need to protect the "image and brand" of their police service and they work tirelessly to do so. With even the smallest departments making the national and international front pages, what does a successful media strategy look like? Can you or your department afford not to have one?



AGENDA



1:45 PM to 2:30 PM

Having the Right Team in the Right Seats – Frontline Leadership

Keynote Presentation

- ▶ **Mr. Thierry Dierick**
Director, Provincial Police Academy, Belgium

Throughout our careers, we have all had to report to poor supervisors. Remember what you thought about that supervisor or about your agency? If you believe that your frontline supervisors are the backbone of your organization, then what are you doing to empower them as leaders who can make critical decisions in the face of the scrutiny that is sure to follow? How does your promotional system and mentorship practice assist in finding legitimate leaders? What are the best practices that can help us avoid the typical promotional mistakes?

2:30 PM to 3:30 PM

Refreshment Break & Networking

3:30 PM to 4:15 PM

Dealing with a Line of Duty Death – Case Study

Panel Presentation

- ▶ **Chief David O. Brown**
Dallas Police Department
- ▶ **Director General Mario Laprise**
Sûreté du Québec
- ▶ **Assistant Chief Nick Metz**
Seattle Police Department

When the worst happens, regardless of the manner of the death, will you and your organization be ready to provide guidance and support to those who are left behind? No one wants to discuss these issues openly, but the fact is there needs to be a plan. How will your organization provide the assistance that is required for the family, the frontline and for those who were there? What is the role of the leader and how do you convey

your message? What are the immediate and long term issues that other organizations have had to face? When the chips are down, can your organization step up?

6:00 PM to 9:30 PM

Official Dinner Banquet

TUESDAY, MAY 6

7:00 AM to 8:00 AM

Breakfast Buffet & Networking

8:00 AM to 9:00 AM

Preparing for Mass Incidents – Lessons Learned

Panel Presentation

- ▶ **Director Marc Parent**
Service de police de la Ville de Montréal
- ▶ **Mr. Rob Wainwright**
Director, Europol

Natural or manmade disasters like Sandy Hook, Columbine, Oslo and the Dorner shootings are situations that you may find your department needing to respond to. These situations will garner national and international news coverage, and will require immediate response. Are your personnel trained and prepared for rapid intervention? Do you have the necessary systems set up to ensure a coordinated inter-agency response? Do you have a community strategy in place, and are you ready to face the media? Preparation is the key to maintaining public trust...will you be ready to face the inquiry?

9:00 AM to 10:00 AM

The Chief's Contract – Your Life Line

Keynote Presentation

- ▶ **Mr. Serge Amar**
Partner, Miller Thomson



The Chief's contract is the most important document that you will sign in terms of career success. Does your contract afford you the protection you require? What should go into a Chief's contract and how do you negotiate your exit from the organization while negotiating your entrance? Do you happen to have a Good Samaritan Clause? When should you negotiate your own contract and when do you hire someone to negotiate it for you? This is the session that you don't want to miss if you are ready to make your next move.

10:00 AM to 11:00 AM

Refreshment Break & Networking

11:00 AM to 12:00 PM

Handling Sensitive Issues – The Achilles Heel

Panel Presentation

- ▶ **Mr. Jean-Pierre Boesch***
Director, Swiss Police Institute, Switzerland
- ▶ **Deputy Chief Peter Sloly**
Toronto Police Service

Every organization has its own sensitive issues; immigration, border security, race, religion, ethnicity...and the list goes on! Any one of these issues, at any time, can ignite bringing a Chief's career to an abrupt end. The news headlines are filled with stories of miscalculations, missed steps and just out and out blunders. Learning how to handle these sensitive issues is an art that every Police Chief should be exposed to. These are real life case studies of how to handle these issues and the lessons learned... can you afford not to attend?

12:00 PM to 1:00 PM

Lunch Buffet & Networking

1:00 PM to 2:00 PM

Taking Care of Your Troops – When Things Go Wrong

Panel Presentation

- ▶ **Chief Superintendent Louise Lafrance**
Commanding Officer, "Depot" Division
Royal Canadian Mounted Police
- ▶ **Ms. Lola Vallès***
Director of Research and International Cooperation,
Institute of Public Security of Catalonia, Spain

The reality is that things will go wrong. Critical incidents are the norm. You handle them on a daily basis, but what are the long term effects on the individual officer? There are too many stories about how stress and anxiety are affecting officers on the frontline. While suicide, alcoholism and drug addiction intern more of our troops, we are slowly reducing resources that can be used for assistance programs and employees' health. The job is not getting simpler...it's getting more complicated. We are consistently asking more of our officers while they're running on empty. How are we taking care of our troops?

2:00 PM to 2:45 PM

Chief Selection – Increasing your Chances

Keynote Presentation

- ▶ **Mr. Jean Phaneuf, Industrial Psychologist**
Founding President, ANALYS

This is it! This is the opening that you have been waiting for. Everything has to go right...everything from research, resume, interview, references, contract negotiations and the list grows... will you be ready? The board will scrutinize every process, every conversation, every document presented. It will be a slow and arduous process involving consequences...lots of consequences! How will you inform your own organization that you want to leave, and if you do get the job, could it be the WRONG job for you? What are the lessons learned and how do you increase your chances of getting the right job in the right community?

2:45 PM to 3:00 PM

Closing Remarks

Note: This agenda was developed in cooperation with the Canadian Association of Chiefs of Police, the Service de police de la Ville de Montréal, and Canadian Professional Management Services.

**Bios will be available on the conference website*



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4. HOW DID YOU HEAR ABOUT US?

- Mail E-mail Colleague Other: _____

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