

Unique expertise, proven service delivery



“

“Thirty-five years in business, more than 60 consecutive profitable quarters and counting. No company achieves this track record without a sound strategy and a clear understanding of its strengths.”

Protecting ‘life, property, environment’



Training Services with Douglas Grant, Senior Emergency Management Analyst

Calian delivers training solutions, teaching individuals or large groups. Engagements range from DND personnel about to deploy overseas for high-intensity combat operations, to emergency preparedness and response. Contract wins in the latter category include Emergency Management British Columbia, the Vancouver Airport, the City of Kingston, the National Research Council and Bruce Power.

Douglas Grant, a former member of the CAF and a Certified Emergency Manager, worked with Atomic Energy Canada Ltd as the Manager of Emergency Preparedness before coming to Calian in 2016.

“People talk about protecting assets, people, technology, or ‘life, property, environment,’” he said. “This is my background and the order of priority for any organization.”

Grant and his team assist clients with every conceivable scenario: from cyber threats and natural disasters, to fire, theft and even terrorism. Their work can extend beyond the initial event into the after action review aspects of recovery and the associated updates to business continuity planning. Calian is unique in the market in that it can leverage the resources of its other business lines to secure the IT/technology side of the equation as well.

Grant is quick to make the distinction between a policy document that sits on a shelf gathering dust and a truly actionable response plan that articulates clear roles and responsibilities at every level of an organization.

He works with clients to help them understand and develop a response plan tailored to their organization, and implement appropriate policies, procedures and staff training. His role is to facilitate, not dictate.

The pitfall he finds many organizations fall into is focusing too much on the tactical, front-line response to an event. There is often too little emphasis on what action must be taken and by whom at an executive or senior level. For example, who will deal with regulatory or environmental authorities in the event of a chemical spill, or serve as the official media spokesperson?

“The first step is to determine your needs in a broad, regulatory sense,” Grant said. “Then start small, with the lowest level of responsibility. Decide who should be tasked to do what and work up. The goal is to avoid duplication of tasks or assigning the wrong responsibility to the wrong person.”

A comprehensive and effective response plan isn’t something that can be cobbled together quickly, nor should it be a “side of desk” project assigned to an individual who may or may not have emergency management training or experience.

“It must be gradually built up over time, practiced and refined,” Grant said. “Appropriate training must be provided to those individuals with specialized roles to play. Organizations are beginning to understand that this is a strategic project like any other. It requires planning, timelines and resources to be successful, along with the counsel of an objective and qualified consultant.”