

Protocol & Diplomacy International – Protocol Officers Association
10th Annual International Protocol Education Forum
July 26 – 29, 2011
Four Seasons Hotel • Toronto, Ontario, Canada
Tentative – July 20, 2011

All functions are on the 2nd floor, Four Seasons Hotel (unless noted)

Attire: Business (unless noted)

TUESDAY, JULY 26, 2011

4:00 – 7:00 p.m. **Forum Check In**

Mezzanine, Attire: Business Casual

5:30 – 6:30 p.m. **New Member Orientation**

Truffles, Attire: Business Casual

6:30 – 8:00 p.m. **Welcome Reception & Silent Auction**

Regency Ballroom, Attire: Business Casual

WEDNESDAY, JULY 27, 2011

7:30 – 8:30 a.m. **Continental Breakfast & Check In**

Regency West

8:30 – 9:00 a.m. **Opening Remarks**

Regency East/Centre

Mr. Chris Young

President, PDI-POA

Official Welcome

The Honourable Gerry Phillips, *Minister without Portfolio, Chair of Cabinet, Deputy House Leader, Government of Ontario.*

9:00 – 10:00 a.m. **Protocol through the Lens of Canadians**

Panel discussion:

Ms. Mary Shenstone, *Assistant Deputy Minister, International Relations and Chief of Protocol, Province of Ontario*

Mr. Marc-Andre Ouellette, *Executive Director and Chief of Protocol, Office of Protocol, Intergovernmental Relations, Province of British Columbia*

Mrs. Marie-Claude Francoeur, *Chief of Protocol, Province of Quebec*

Ms. Jennifer Crummey, *Director – Protocol and Corporate Affairs, Province of Newfoundland and Labrador*

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(continued)

10:00 a.m. Refreshment Break
Regency Foyer

10:15 – 11:15 a.m. **East Meets West – Experiencing Protocol during an International Event Held in an Asian Country – China: The Shanghai World Expo 2010**
Mr. Louis Dussault, *Commissioner for the Montreal Pavilion at Expo 2010, former Chief of Protocol for the City of Montreal*

11:30 – 1:00 p.m. **Lunch**
Regency West **Keynote: “The Embassy of Canada in Brasilia in the 1990's & Brazil in the New Century – a Comparison”**
Ambassador L. Richard Kohler, *Ottawa*

1:15 – 2:15 p.m. **Protocol & Technology**
Mr. Morgan Elliott, *Director of Government Relations, Research in Motion (RIM) – The Blackberry People*

2:15 p.m. Refreshment Break
Regency Foyer

2:30 – 3:30 p.m. **Indigenous Protocols**
Ms. Lea Nicholas-MacKenzie, *Chief Operating Officer, Tewane Consulting Group Inc and former Chief of Protocol and Director of Aboriginal Outreach and Participation for the Four Host First Nations Society during the Vancouver 2010 Olympic and Paralympic Winter Games*

3:30 – 4:30 p.m. **Protocol Considerations when Planning Large-Scale Events: A Case Study for the APEC Conference, 2011**
Ms. April Guice, *Events & Venue Chief – APEC 2011 Planning Team, United States Dept of State*

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5:00 p.m. Meet in the Four Seasons Hotel Lobby, 1st Floor, to board buses
Lobby and depart for Toronto City Hall

WEDNESDAY, JULY 27, 2011

(continued)

5:30 – 6:00 p.m. **Briefing about the City of Toronto**
City Council Chamber

6:00 – 7:30 p.m. **Reception hosted by the City of Toronto**
The guest list will include members of the Consular Corps in
Toronto

7:30 p.m. Return to the hotel

THURSDAY, JULY 28, 2011

7:30 – 8:30 am **Continental Breakfast**
Regency West

8:30 – 9:30 a.m. **Flag Protocol – The Do's & Don'ts**
Regency East/Centre
Mr. Paul LeBlanc (invited), *Senior Ceremonial Officer Canadian Symbols*

9:30 – 10:30 a.m. **Protocol & VIP Security**
Mr. C. Calvin Broeker, *United States Department of State, Fraud Prevention Investigator, United States Consulate General Toronto*
Representative from the Royal Canadian Mounted Police (RCMP)
Representative from the United States Customs & Border Protection
Representative from Toronto Police Services

10:45 a.m. Meet in the Four Seasons Hotel Lobby, 1st Floor, to board buses
Lobby and depart for the Granite Club

11:30 a.m. Welcome by
Mr. Kenneth Hodges, *Director Member Services, Granite Club*

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11:40 a.m. **The Etiquette of Dining: Mind Your Peas & Ques**
 Mr. John G. Robertson, *Protocol and Etiquette Consultant*

THURSDAY, JULY 28, 2011

(continued)

12:30 – 1:30 p.m. **Lunch**

1:30 p.m. **Tour of the Granite Club**

2:00 p.m. Board buses and return to the Four Seasons Hotel

3:15 – 4:15 p.m. **Practical Protocol during Natural/Man-Made Disasters**
Regency East/Centre

Ms. Natalie Jones, *Assistant Chief of Protocol for Ceremonials, United States Department of State*

Ms. Deborah Underhill, *Former Protocol Officer to Admiral Thad Allen, Principal Federal Official for Hurricanes Katrina and Rita*

Mr. Brian J. Adams, *Chief of Protocol, 35th Fighter Wing Department of the Air Force, Japan*

4:15 – 5:15 p.m. **PDI-POA Business Session & Committee Meetings**
Join us as PDI-POA President Chris Young and the PDI-POA officers briefly outline the association's plans for 2011-12.

5:30 p.m. **Connect with Your Colleagues**
Enjoy a free evening to take in the delights of Toronto...
Take a City Tour, attend the theatre, watch a Toronto Blue Jays professional baseball game or dine at one of the hundreds of restaurants showcasing any kind of cuisine you can imagine.

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- 7:30 – 8:30 a.m. **Buffet Breakfast**
Regency West Awards & Announcement of 2012 Forum Host City
- 8:45 – 9:45 a.m. **Protocol when Guests and Principals have Special Needs**
Regency East/Centre
(Speaker to be announced)
- 10:00 – 11:00 a.m. **Order of Precedence & Forms of Address:
How history and culture shaped the protocols of today and will
set the direction for those in the future.**
Mr. Robert Hickey, *Deputy Director, The Protocol School of
Washington*
- 11:00 a.m. Refreshment Break
- 11:15 – 12:30 pm **"Day of Fire: A Protocol Retrospective and Reflection on
September 11, 2001"**
Moderated by **Chris Young**
*Now: Chief of Protocol and Director of International Affairs, State of
Georgia*
Then: Law Student, University of Georgia
- Panellists:
Diane Brown
Now: Principal, Protocol Solutions, LLC
Then: Deputy Chief of Protocol, Office of the Secretary of Defense
- Thomas E. Corcoran OAM**
*Now: Manager, Travel & Visits Liaison, Embassy of the Commonwealth
of Australia in the United States*
Then: Visits Liaison Officer, Australian Embassy
- Leslie Lautenslager**
Now: Executive Assistant to General Colin L. Powell, USA (Ret.)
*Then: Assistant Chief of Protocol for Ceremonials and Special
Assistant to Secretary of State Colin Powell, United States
Department of State*
- Sgt. Jose Camacho**
Now: Toronto Police Service

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- 12:30 – 1:30 p.m. **Lunch**
Regency West Networking opportunity
- 1:45 – 2:45 p.m. **All You Want to Know about Invitations & Seating Arrangements but Were Afraid to Ask**
Regency East/Centre **Ms. April Guice**, *Events and Venue Chief, APEC 2011 Planning Team, US Department of State*
- 2:45 – 3:15 p.m. Refreshment Break
Regency Foyer
- 3:15 – 4:30 p.m. **A Conversation with the Chiefs**
Ambassador Mary Mel French, *Chief of Protocol, the United States of America, Clinton Administration, 1997-2001*
Ms. Margaret Huber, *Chief of Protocol, Canada*

Informal Discussion
- 4:30 – 5:00 p.m. **Closing Remarks**
Mr. Chris Young, *President, PDI-POA*
- 5:30 – 7:00 p.m. Closing reception
Windows West
32nd Floor
Attire: Business Casual