

Dan Krefting

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BUSINESS PROFILE

Accomplished Support Services Professional with proven success as a Corporate Manager within the Health Care and Post-Secondary sectors that works closely with executives, management, teams, and other key stakeholders to review, develop and enhance services so they are aligned with corporate needs, industry standards and business best practices.

Provide Risk and Vulnerability Assessments, Risk Mitigations, Emergency Management Planning, Security and Life Safety Systems Project Management and Process Reviews in alignment with corporate needs to meet industry regulations.

Designs and provides Leadership based Presentations, Education, Training, Performance Planning, and Employee Recognition, Mentoring and Coaching services and programs.

CAREER HIGHLIGHTS

- o 25 year's supervising and managing programs and services with 4-250+ staff that includes: planning and leading program transitions, job/role description writing, and staff recruitment, selection, coordination, performance management, training, mentoring, and coaching
- o 12 years providing internal and external consultations, training and presentations on leadership, culture, respectful workplace, emergency management, security, fire/life safety, and workplace safety
- o 15 years completing industry standard assessments, investigations, audits, reviews and reports
- o 12 years preparing, implementing and monitoring multimillion dollar labor, operating, and revenue budgets
- o 10 years preparing executive summary reports that include risk based cost pressure, variance and cost control plans
- o 12 years preparing risk prioritized multimillion dollar Security and Safety Technology business cases and capital requests
- o 12 years preparing multiyear multi-million dollar security and Safety Service Agreements, and Contracts Selection, Tender and Award processes with stakeholders, consultants and suppliers
- o Managed Security Call Center for 9 years that received over 18,000 alarms, alerts and calls for service annually
- o Created best practice security and workplace safety performance metrics and dashboards and reported them on time, 95% of the time for 3 years
- o Completed Campus Lock & Key Management Project on time and to budget which: replaced 2200 locks and 7000 keys, reduced the key requisition process time for clients by 15% and electronically track every key issued
- o Initiated and completed exterior Emergency Phone Towers Project to increase campus safety
- o Trained Project Manager that uses industry standard processes for projects
- o Drafted and championed security, fire safety and workplace safety policies for organizations with 1,200-18,000 employees

CAREER EXPERIENCE

LANGARA COLLEGE, Vancouver, BC, **Manager - Safety & Security**

PROVINCIAL HEALTH SERVICES AUTHORITY, Vancouver, BC, **Regional Manager-Protection Services**

PROVINCIAL HEALTH SERVICES AUTHORITY, Vancouver, BC, **Corporate Manager-Protection Services**

BC'S CHILDREN'S & WOMEN'S HEALTH CENTRE, Vancouver, BC, **Manager-Fire Safety & Security**

BC'S CHILDREN'S HOSPITAL, Vancouver, BC, **Senior Supervisor, Fire Safety Officer-Security Services**

BC YEAR OF MUSIC SOCIETY, BC, **Road Show Security Supervisor**

INTREPID SECURITY, Vancouver, BC, **Security Supervisor, Operations Manager**

EDUCATION

2005 ROYAL ROADS UNIVERSITY, Victoria, BC, **MA (Leadership & Training)**
1990 UNIVERSITY OF BRITISH COLUMBIA, Vancouver, BC, **BA (English)**

PROFESSIONAL DEVELOPMENT

- o Instructors Skills Workshop Certificate
- o Integrated Project Management Workshop
- o IMPROVE/LEAN (value for customers) Leader Training
- o Aggression Assessment & Management Certificate
- o Non-Violent Crisis Intervention Instructor
- o Managing Contracted Security Course
- o Supervisor Accident Investigation and Safety Committee Training
- o Progressive Discipline in a Unionized Environment
- o Human Resources Management Course
- o Behavioral Based Interviewing Skills Workshop
- o Critical Infrastructure Protection – Risk and Vulnerability Workshop
- o Managing Corporate Security Programs
- o The Neuroscience of Engagement.
- o Leading Systematic Inquiry in Organizations.
- o Resolving Conflict in Organizations
- o Incident Command System Training
- o Hospital Emergency Incident Command System Training
- o Security Systems Course
- o Digital & Video Security Recording.
- o Security Management in Healthcare Environment
- o Biological & Chemical Threats
- o Visual Evidence & Internet for Investigators
- o Transit Go Green Program Administrator Training
- o Critical Incident Stress Management, Training
- o Advanced Writing for Business and the Arts Course

MEMBERSHIPS & CERTIFICATIONS

AMERICAN SOCIETY FOR INDUSTRIAL SECURITY (ASIS), Alexandria, Virginia, USA 1999-Present
CPP (Board Certified Protection Professional), ASIS, Alexandria, Virginia, USA 2002-2014
INTERNATIONAL ASSOCIATION FOR HEALTHCARE SECURITY & SAFETY, Glendale Heights, IL, USA 1996-2013
CHPA (Board Certified Healthcare Protection Administrator), IAHS, Glendale Heights, IL, USA 2008-2013

CAREER APPOINTMENTS & AFFILIATIONS

LANGARA COLLEGE, Vancouver, BC, **Joint Safety Committee** 2012-2014
KWANTLEN POLYTECHNIC UNIVERSITY, Surrey, BC, **Criminology Committee Chair** 2008-2014
PROVINCIAL HEALTH SERVICES AUTHORITY, Van., BC, **Aggression Management Committee Chair** 2008-2009
BC'S CHILDREN'S & WOMEN'S HEALTH CENTRE, Van., BC, **Joint Safety Committee Chair** 2001-2008
INTERNATIONAL ASSOCIATION FOR HEALTHCARE Security & Safety, **Member, BC/Regional Chair** 1997-2012

PUBLICATIONS

- (2008). Off-Campus Security & Safety. Advanced Training Manual for Healthcare Security Personnel. Chapter 6, pp. 6-1 to 6-12, Glendale Heights Illinois, USA: International Association for Health Security and Safety.
- (2005). The Knowledge Seeking Practices of Healthcare Leaders in a Learning Organization. Canada: Royal Roads University.
- (2002). A Food Services Security Survey. Journal of Healthcare Protection Management, Vol. 18, No. 2, summer 2002, pp. 99-107. USA: IAHS.