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Melisse Willems,
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Chantal Belisle, Director,
Investigations and Hearings,
ONTARIO COLLEGE OF TEACHERS



Irwin Fefergrad, Registrar,
**ROYAL COLLEGE OF DENTAL
SURGEONS OF ONTARIO**



Nancy Awwad, Director,
**IMMIGRATION CONSULTANTS OF
CANADA REGULATORY COUNCIL**



Claude Balthazard, Vice-President,
Regulatory Affairs and Registrar,
**HUMAN RESOURCES PROFESSIONALS
ASSOCIATION**



Justice **Anne Molloy**,
ONTARIO SUPERIOR COURT OF JUSTICE



Benjamin Alarie, CEO and Founder,
BLUE J LEGAL; Osler Chair in Business
Law, **UNIVERSITY OF TORONTO**



Dean Benard, President,
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HUM LAW



Patricia Harper, Partner,
KEEL COTTRELLE LLP



Jordan Glick, Partner,
WEIRFOULDS LLP



Jasmeet Kala, Associate,
KEEL COTTRELLE LLP



Natasha Danson, Associate,
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- Get tips for managing a discipline hearing: examine evidentiary issues, rules of procedure, and how to deal with self-represented practitioners
- Examine the complexities of fit-to-practice issues: how to deal with practitioners suffering from short- or long-term incapacity
- Understand the importance of transparency and the impact of disclosure during investigations and proceedings
- Clarify your obligations when assessing "good character" and explore related case-law examples
- Learn how to design a resolution process that works for your organization: key elements to successful alternative dispute resolution (ADR)

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DAY ONE PROGRAM AGENDA: TUESDAY, APRIL 10, 2018**8:00 – 9:00** Registration and Continental Breakfast**9:00 – 9:10****Welcome and Opening Remarks from the Chair**
*Melisse Willems, Registrar and Executive Director, College of Dietitians of Ontario***9:10 – 10:10****Human Rights in Professional Regulation: Sexual Harassment and Discrimination***Lai-King Hum, Principal, Hum Law*

- When action needs to take place, but complainant remains anonymous
- Regulatory roles and the duty to protect: a public, wider context
- Overcoming unconscious biases in regulatory hearings



After years of practice at top-tier national firms in Montreal and Toronto, in 2014, Lai-King Hum, founded Hum Law Firm, a boutique employment law firm in downtown Toronto. Lai also practices in the areas of administrative law and litigation. Lai provides her expertise to businesses, non-profit organizations, and individuals for matters across Canada. She writes and presents in these areas, as well as leadership and diversity, and has appeared in various levels of court and tribunals.

10:10 – 10:30**Networking Break****10:30 – 11:30****Off-Duty Conduct: Responses to Current Events in Professional Regulatory Discipline***Jasmeet Kala, Associate, Keel Cottrelle LLP**Patricia Harper, Partner, Keel Cottrelle LLP*

- Cases that are defining the landscape
- Best practices to avoid negative conflict
- Overview of the law: Discussion of cases pertaining to off-duty conduct of regulated professionals
- Parameters for disciplining off-duty conduct



Jasmeet Kala has appeared before the Tax Court of Canada, the Ontario Court of Justice and the Ontario Superior Court of Justice (Civil), and has been engaged in several private Arbitrations with respect to Insurance Law matters. She has also participated in various human rights law, administrative law and civil litigation matters. In addition to legal practice, she actively assists with Keel Cottrelle's Student Program and contributes to writing for the firm's newsletters.



Prior to attending law school, Patricia Harper enjoyed a five-year career as a teacher at a private high school in Toronto, teaching senior level humanities and social science courses. A broad civil litigation and administrative law practice, serving both private and public sector clients, she acts for both plaintiffs and defendants in a wide range of litigation matters and have represented clients before various levels of the Superior Court of Justice.

11:30 – 12:30**Practical Strategies of Performance Measurement***Claude Balthazard, Vice-President, Regulatory Affairs and Registrar, Human Resources Professionals Association*

- Review of current models and best practices
- Strategies for implementing a measurement of performance
- Demonstrate to stakeholders that your professional regulatory body is effective in promoting and protecting public interest



Claude Balthazard, PhD, has over 20 years of professional experience in Human Resources in academia, government, consulting, and business. He is charged with making sure HRPAs is compliant with acts for which the organization is subject to as a professional regulator, for maintaining HRPAs' Public Register in compliance with the Act, and for implementing the relevant Association By-laws, policies, and procedures.

12:30 – 1:30**Luncheon Break****1:30 – 2:30****Decision Writing: Making a Case Impenetrable to Appeals***Justice Anne Molloy, Superior Court of Justice, Ontario Courts*

- Achieving clarity to maintain public trust
- Write to preserve integrity of your discipline decisions
- Structure a decision to maintain regulatory authority



The Honourable Madam Justice Anne Molloy has been a judge of the Ontario Superior Court of Justice since 1995. Called to the Ontario Bar in 1980, her practice was initially concentrated in the fields of civil and commercial litigation, with a strong side interest in human rights law. In 1988, while a partner in the litigation department of MacMillan Binch, she took a leave of absence to become Legal Director of the Ontario Human Rights Commission. Thereafter she decided to concentrate entirely on public law.

2:45 – 4:00**Discipline: Effective Decision-Making and Reason**
Irwin Fefergard, Registrar, Royal College of Dental Surgeons of Ontario

- Creating, investigating, and generating alternatives
- Exploring, selecting, and evaluating your plan
- Communicating effectively and taking action



Irwin Fefergard, CS, BA, BCL, LLB, has the distinction of being the first lawyer in the history of the Law Society of Upper Canada to achieve a double specialty in civil litigation and in health law. He is also the first Ontario lawyer to receive a specialty in the practice of health law. In private practice for nearly 30 years, in 2000 he was appointed the Registrar/Chief Executive Officer of the Royal College of Dental Surgeons of Ontario. Mr. Fefergard also served as the Executive Director of the Canadian Dental Regulatory Authorities Federation until December 31, 2015.

2:45 – 3:00**Networking Break****4:00 – 5:00****REGTECH: The Future of Registration and Compliance***Benjamin Alarie, CEO and Founder, Blue J Legal; Osler Chair in Business Law, University of Toronto*

- Greater efficiency, insight and agility in decision-making
- Advancing compliance through surveillance and reporting
- Risk management and intelligence



Benjamin Alarie is an expert author in taxation law and in constitutional law with respect to issues of taxation and fiscal federalism, as well as a scholar of judicial behaviour and politics. Main research interests include tax law, tax policy, judicial decision-making, law and economics. As Associate Dean of the law school (2011-2015), he co-chaired reform of first year of the JD program, including curriculum development and design of new courses in legal methods and legal research and writing.

DAY TWO PROGRAM AGENDA: WEDNESDAY, APRIL 11, 2018

8:00 – 9:00

Continental Breakfast

9:00 – 9:10

Opening Remarks from the Chair**Melisse Willems, Registrar and Executive Director, College of Dietitians of Ontario**

9:10 – 10:30

Maintaining Public Trust in the Evolution of Transparency**Chantal Belisle, Director, Investigations and Hearings, Ontario College of Teachers**

- Changing landscape of professional regulation and increased public scrutiny and expectations of access to information
- Increased transparency through legislation: Protecting Students Act, 2016
- Balancing transparency and maintaining public trust



Chantal Belisle was first employed by the College in 2008 as a bilingual Investigator and she has held other positions in the organization including that of a secondment to the Complaint Resolution Program, and that of a bilingual Program Officer in Accreditation. Chantal holds Principal's Qualifications as well as a Master of Laws degree, through York University's Osgoode Hall Law School, and has advanced certification in dispute resolution and mediation through York University. Prior to arriving at the College, Chantal was a teacher for 16 years in Simcoe County with the Catholic as well as the public French language school boards.

10:30 – 10:45

Networking Break

10:45 – 12:00

The Power of Regulation Investigations**Dean Benard, President, Benard + Associates**

- Defining the powers of investigation
- When do you use them, how to implement them
- Specifications of an ethical framework
- Fair and effective decision-making



Dean Benard has been an investigator for over 20 years in the areas of regulatory, workplace, and criminal investigations. He has investigated hundreds of matters involving allegations of professional misconduct, harassment, and discrimination. His eclectic background includes positions as a Registered Nurse, Police Officer, and Manager of Investigations. Dean Benard founded Benard + Associates in 2004 with a vision to integrate his expertise in investigations and mediation, and develop unique and effective approaches for all his clients. Dean has been an investigator for over 20 years and has established himself as an expert in his field.

12:30 – 1:30

Luncheon Break

1:15 – 2:15

Labour Mobility: Registration and Licensing**Nancy Awwad, Director, Immigration Consultants of Canada Regulatory Council**

- Case-study approach to regulating an unpredictable landscape
- Lessons learned from a relatively 'new' regulated discipline (2011)
- Challenges in regulation and discipline
- Q&A period



Nancy Awwad is a seasoned finance and management professional with over fourteen years of rich experience in developing and evolving organisational strategy. Her resume reflects the magnitude of this experience; through expertise in: finance planning, strategic vision/ tactical implementation, project management excellence and revenue growth and management. An expert in architecting bespoke client experience programs/ strategy to deliver major client experience improvements. Nancy is accredited as a Regulated Canadian Immigration Consultant (RCIC).

2:15 – 3:45

Risk-Management-Based Approaches for Vetting Committee Members**Jordan Glick, Partner, WeirFoulds LLP**

- Identifying and planning for potential risk
- Mitigating detected risks
- Foster risk-averse strategies



Jordan Glick acts in defence of those charged with business crimes and assists clients facing regulatory proceedings before the Ontario Securities Commission and other financial regulators. Jordan acts as part of the Ontario Securities Commission's Litigation Assistance Program, which provides pro bono representation to individuals facing enforcement proceedings. Jordan acts as external counsel for a variety of self-regulating colleges and organizations where he conducts discipline, incompetence and fitness to practice proceedings, and provides litigation support in areas including registration, privacy, proceedings administered under the Provincial Offences Act and civil litigation.

3:45 – 4:00

Networking Break

4:00 – 5:00

Internal Communications of Investigation**Natasha Danson, Associate, Steinecke Maciura LeBlanc (SML)**

- What to share and what not to share
- Privacy rights of the individual
- Internal conflicts of interest



Natasha Danson advises and represents clients in all areas of professional regulation, with a focus on matters related to complaint investigation, discipline and unauthorized practice. Danson also advises regulators on employment and human resources matters and has a particular interest in human rights. She volunteers as amicus counsel at the Divisional Court for Pro Bono Ontario. She sits on the University Health Network's Research and Ethics Board and is an editorial board member for Health Law in Canada, published by LexisNexis.

PROFESSIONAL DEVELOPMENT CREDIT HOURS:This program contains 12 hours and 30 minutes of **substantive** content.**TORONTO, ONTARIO**
EVENT LOCATION: TORONTO, ONTARIO

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- Complaint Committee Members
- Discipline Committee Members
- Investigation Officers and Professionals
- Licensed Professionals
- Staff of Professional Bodies
- Associations Seeking Self-Regulatory Status
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