

September 25 – 26, 2018 • Vancouver, BC

23rd Annual Event!

RegPro 2018

Professional Regulation & Discipline

YOUR FACULTY HEAR FROM EXPERIENCED LEADERS



Dean Benard, CEO,
BENARD GROUP OF COMPANIES



Dr. J. Galt Wilson, Senior Deputy
Registrar, COLLEGE OF PHYSICIANS
AND SURGEONS OF BC



Roy Dias, Investigator,
ALBERTA INSURANCE COUNCIL



Heather Hettiarachchi, Owner/Lawyer,
INTEGRITAS WORKPLACE LAW



Paul McLean, Partner, Employment
Law and Litigation Practice Group,
MATHEWS DINSDALE LLP



David Cane, Owner and Principal
Consultant, CATALYSIS CONSULTING



Brenda Benard, Vice-President,
BENARD GROUP OF COMPANIES



Luisa Hlus, CEO and Registrar,
COLLEGE OF VETERINARIANS OF
BRITISH COLUMBIA



Joven Narwal, Partner,
NARWAL LITIGATION LLP

Get Expert Advice for Addressing the Most Pressing Issues Affecting Professional Regulatory Bodies

- ✓ Hear about the practical impact of new cases, latest developments, decisions, and changes
- ✓ Rank your complaints process against the results of a cross-Canada survey about efficiency and effectiveness for complaints processes
- ✓ Improve your interviewing techniques: analyze common mistakes, and learn how to avoid them
- ✓ 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, SEPTEMBER 25, 2018**8:00 – 9:00 Registration and Continental Breakfast****9:00 – 9:10****Welcome and Opening Remarks from the Co-Chairs****Dean Benard, CEO, Benard Group of Companies****Brenda Benard, Vice-President, Benard Group of Companies****9:10 – 10:10****Mandatory Continuing Education (CE) and Compliance**

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10:10 – 10:30**Networking Break****10:30 – 11:30****Off-Duty Conduct: Responses to Current Events in Professional Regulatory Discipline****Dr. J. Galt Wilson, Senior Deputy Registrar, College of Physicians and Surgeons of BC**

- 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

11:30 – 12:30**Best Practices for Investigations - Part 1
Ensuring the Investigator and the Process Survive Scrutiny****Dean Benard, CEO, Benard Group of Companies**

The work of investigators continues to be carefully scrutinized and for investigators working in the field of regulation there are many pitfalls and mistakes that can easily be made. Recently there have been some high-profile cases that have potentially far reaching consequences from which all regulators can learn. This session will utilize important and influential cases from a variety of jurisdictions where investigative errors, oversights, or questionable judgement have resulted in challenges that put the outcome in jeopardy.



Dean has earned a reputation as an expert in investigations and mediation. He is a highly recognized figure in professional regulation throughout Canada and the United States. Dean has been awarded for his exceptional skills and abilities and is routinely sought after for speaking engagements, mentoring and training. In addition, Dean has had an equally impressive impact in the sensitive area of workplace harassment and discrimination. He holds certificates in Strategic Intervention Coaching and Neuro-Linguistic Programming. Dean is a Chartered Mediator with the Alternative Dispute Resolution Institute of Canada.

12:30 – 1:30**Luncheon Break****1:30 – 2:30****Best Practices for Investigations - Part 2****Dean Benard, CEO, Benard Group of Companies**

- Avoiding accusations of discrimination, bias, or conflict of interest
- Staying within scope
- Common and not so common weaknesses in investigations
- Important practical tips to apply to your investigation work
- Policy development considerations that ensure consistency

2:30 – 2:50**Networking Break****2:50 – 3:50****An Inclusive Approach to Professional Competence****David Cane, Founder, Catalysis Consulting**

- Exploring the increased emphasis on quality improvements
- Moving towards pan-profession colleges (regulating more than one profession)
- Developing a framework of Career-Span Competencies that speak to core, career-long professional expectations, which apply across practice settings
- Examples of how the Career-Span Competencies can influence standards of practice and quality assurance programs



Dr. David Crane has an extensive background in postsecondary education and administration. For many years David was involved in governance of the Canadian Medical Association Conjoint Accreditation Service. He served as an advisor and facilitator to the Canadian Labour Mobility Coordinating Group, which assists the federal-provincial Forum of Labour Market Ministers in the implementation and interpretation of the Labour Mobility Chapter of the Agreement on Internal Trade. In 2006 David received the President's Award of the British Columbia Association of Clinical Counsellors for "distinguished contributions to the profession of counselling".

3:50 – 4:50**Concurrent Criminal and Civil Proceedings to Professional Discipline****Joven Narwal, Founder, Narwal Litigation LLP; Adjunct Professor at UBC Law**

- How findings made in other proceedings can impact professional discipline matters, including the use of testimony from other matters and findings made in parallel proceedings
- Disclosure and Implied undertakings of non-disclosure
- Tactical considerations



Joven Narwal is the founder of Narwal Litigation LLP, an adjunct professor at UBC Law and the Past President of the Vancouver Bar Association, and a former Crown prosecutor. Motivated by the highest standards of professionalism and an ambition to succeed, Joven Narwal has a proven track record of success providing effective, forceful and sensible representation at all levels of Court and before provincial regulators such as the BC Securities Commission and professional disciplinary bodies on a wide-variety of criminal, administrative and regulatory matters.

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DAY TWO PROGRAM AGENDA: WEDNESDAY, SEPTEMBER 26, 2018**8:00 – 9:00 Registration and Continental Breakfast****9:00 – 9:10**

Welcome and Opening Remarks from the Co-Chairs
Dean Benard, CEO, Benard Group of Companies
Brenda Benard, Vice-President, Benard Group of Companies

9:10 – 10:30

Audit, Compliance and Organizational Effectiveness
Roy Dias, Investigator, Alberta Insurance Council

- Compliance policies, documentation and risk-based audits
- Policies and procedures in action
- Hear from experience of conducting audits
- Fostering an environment of compliance



Roy is an investigator at the Alberta Insurance Council. Roy has held many roles with regulators across Canada in compliance, regulatory policy and enforcement. In his current role Roy conducts complex investigations, works on auditing licensees and speaks to stakeholders on various insurance matters. Roy has experience conducting investigations on trading on financial exchanges as well as conduct matters that breach securities laws and insurance laws in Canada.

10:30 – 10:50**Networking Break****10:50 – 12:00****Dealing with Ungovernable Registrants**

Jessica Taylor, Associate, Singleton Urquhart Reynolds Vogel LLP

- Addressing failure(s) to respond to discipline requests
- How traditional procedures and communications can fail
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Jessica Taylor is a civil litigator experienced in commercial and business litigation. In addition to trial experiences at both the provincial and superior court levels, Jessica has appeared before a number of tribunals, and has participated in multiple mediations and arbitrations. She has also represented clients in foreign jurisdictions seeking the enforcement of foreign judgments in British Columbia, and clients in this jurisdiction seeking to resist the enforcement of foreign judgments. In addition to general civil litigation, Jessica has extensive experience in health law, and has represented health care professionals, as well as private health care business owners.

12:00 – 1:00**Luncheon Break****1:00 – 1:50****Communicating with Complainants and Subject Members: What to Do and What Not to Do**

Luisa Hlus, CEO and Registrar, College of Veterinarians of British Columbia

- Enabling, responding, and learning to be accountable to complainants
- Ensuring competency, effectiveness, and professionalism in responding to complaints
- Effectively handling complaints from receipt to completion

1:50 – 2:40**Human Rights in Professional Regulation: Sexual Harassment and Discrimination**

Heather Hettiarachchi, Owner/Lawyer, Integritas Workplace Law Corporation

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



Heather Hettiarachchi, LL.B., M.Sc., C.P.H.R., is a lawyer, workplace investigator and mediator with extensive hands-on human resources management and labour relations experience. Her practice focuses on all aspects of employment and labour law arising in unionized as well as non-union, provincial and federal workplaces. She has extensive expertise in conducting workplace investigations, resolving workplace conflicts, preventing and addressing bullying and harassment WorkSafeBC compliance, accommodation and human rights, workplace restructuring and developing human resources policies.

2:40 – 3:00**Networking Break****3:00 – 4:00****Interactive Session - Part 1**

Dean Benard, CEO, Benard Group of Companies
Brenda Benard, Vice-President, Benard Group of Companies

This session will be an exercise in professional regulation, as participants will be given a fictitious scenario of a case that requires investigation. We will take the group through each phase of the case including initial intake, investigation, and committee review. A variety of obstacles that come up in cases will be presented, so the group can work through them.

4:00 – 5:00**Interactive Session - Part 2**

Dean Benard, CEO, Benard Group of Companies
Brenda Benard, Vice-President, Benard Group of Companies

With the second half of this session, the group will break into smaller working groups to discuss and answer questions. Following, each small group will report back to the larger group to discuss experience and outcomes.



Dean has earned a reputation as an expert in investigations and mediation. He is a highly recognized figure in professional regulation throughout Canada and the United States. Dean has been awarded for his exceptional skills and abilities and is routinely sought after for speaking engagements, mentoring and training. In addition, Dean has had an equally impressive impact in the sensitive area of workplace harassment and discrimination. He holds certificates in Strategic Intervention Coaching and Neuro-Linguistic Programming. Dean is a Chartered Mediator with the Alternative Dispute Resolution Institute of Canada.



Brenda has a passion for helping people and organizations resolve and prevent issues that can be harmful to individual and organizational health. She has nearly two decades of investigation experience including criminal, insurance, regulatory, workplace, and human rights investigations. Brenda uses her strong investigative background to coach and mentor newer investigators and as they navigate the sometimes confusing, and complex world of investigations. She has certificates in Strategic Intervention Coaching and Neuro-Linguistic Programming, which have served to further increase her ability to inspire positive change.

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WHO SHOULD ATTEND THIS EVENT:

- Registrars and Deputy Registrars
- Complaint Committee Members
- Discipline Committee Members
- Investigation Officers and Professionals
- Licensed Professionals
- Staff of Professional Bodies
- Associations Seeking Self-Regulatory Status
- In-House Counsel
- Lawyers Specializing in Professional Regulation
- Consultants

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Organization _____

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Professional Regulation & Discipline will be held at:

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YOUR REGISTRATION INCLUDES:

Registration fees include all course materials, continental breakfast, lunch, and refreshments. **Parking and accommodation are not included.**

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Registrants who cancel after **September 11, 2018**, will not be eligible to receive any credits and are liable for the entire registration fee.

Confirmed registrants who do not cancel **by September 11, 2018**, and fail to attend will be liable for the entire registration fee.

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