

September 26 – 27, 2017 • Vancouver, BC

22<sup>nd</sup> Annual Event!

# RegPro 2017

*Professional Regulation*

**REGISTER  
NOW FOR THE  
2018 EVENT**  
September 25 – 26, 2018  
Vancouver, BC  
See back page.

## HEAR FROM EXPERIENCED LEADERS



**William Clark**, Partner,  
**HARPER GREY LLP**



**Jennifer Lawrence**, Registrar,  
**COLLEGE OF DENTAL HYGIENISTS  
OF BRITISH COLUMBIA**



**David Martin**, Partner,  
**MILLER THOMSON LLP**



**Heather Hettiarachchi**, Owner/Lawyer,  
**INTEGRITAS WORKPLACE LAW**



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



**Julie Menten**, Employer Counsel,  
**ROPER GREYELL**



**Carol Humphries**, Principal,  
**IDEAL CONSULTING LTD.**



**Julie K. Gibson**, Associate,  
**HARPER GREY LLP**



**Joven Narwal**, Partner,  
**NARWAL LITIGATION LLP**



**Alastair Wade**, Principal,  
**SHIELDS HARNEY**

## Get Expert Advice for Addressing Emerging and Existing Issues Affecting Professional Regulation 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)

**INFONEX**  
*Professional Development*

**REGISTER TODAY!**

CALL 1.800.474.4829

| Fax 1.800.474.4829

| [www.infonex.ca](http://www.infonex.ca)

## CONFIRMED SPEAKERS FOR 2017 INCLUDE:

**William Clark, Partner, Harper Grey LLP**

William Clark is the Chair of Harper Grey's Professional Regulation group and is the Assistant Chair of our Health Law group. He represents clients in both civil and regulatory matters. He has acted as counsel for most types of professionals, including doctors, dentists, psychologists, occupational therapists, physiotherapists, engineers and nurses. Professionals rely on William to provide practical advice on regulatory and disciplinary matters. His experience in and intimate knowledge of how regulations such as the Health Professions Act are typically applied, and how professionals often structure their practice allow for very reliable advocacy.

**Julie K. Gibson, Associate, Harper Grey LLP**

Julie Gibson practices administrative law, professional regulation and health law. She has civil litigation experience at the trial and appellate levels. Julie has successfully represented clients in criminal law proceedings. Julie has broad experience appearing before administrative tribunals including the British Columbia Human Rights Tribunal and professional regulators. For several years, Julie served as Assistant Chair of Harper Grey's Professional Regulation practice group. Julie has lectured and led workshops for health care professionals, law students and lawyers on topics including professional conduct, risk management, dispute resolution, and health law and policy. Julie is co-author of the Interlocutory Practice chapter in Continuing Legal Education's Administrative Law Practice Manual (2012 with update June 2013).

**Heather Hettiarachchi, Owner/Lawyer, Integritas Workplace Law**

Heather is a lawyer practicing exclusively in the area of labour and employment law. Her past career experience includes managing human resources at a large private insurance company as well as at the University of British Columbia, and acting as Labour Relations Advisor to Vancouver Community College. In addition to practicing in all areas of employment and labour law, Heather provides employers with general human resources support. She also conducts workplace investigations and provides mediation services. Prior to founding Integritas Workplace Law Corporation, Heather was a lawyer and former chair of the Labour and Employment practice group of a prominent Vancouver law firm. She articulated with a leading labour and employment boutique firm in Vancouver, and was also an associate of the labour and employment group of an eminent national firm.

**Carol Humphries, Principal, Ideal Consulting Ltd.**

Carol Humphries is an experienced complaint investigator and director having worked in these positions with several Colleges and non-regulated organizations including the Natural Health Practitioners of Canada; the Alberta Dental Association and College, the College and Association of Registered Nurses and the Alberta College of Physicians and Surgeons. She was also Complaints Director of the College of Alberta Denturists. She has served as Executive Director with several organizations including the Canadian Link to Lifelong Learning, the Canadian Reflexologists Association and the Alberta Arbitration and Mediation Society.

**Jennifer Lawrence, Registrar, College of Dental Hygienists of British Columbia**

Jennifer Lawrence joined the College of Dental Hygienists of British Columbia as CEO/Registrar on May 7, 2007. She has worked for several years for the BC Government and has expertise in a variety of areas including communications, strategic planning and policy development, review and implementation. Prior to joining CDHBC Jennifer served in a variety of roles in the BC government, including the Ministerial Assistant for the Minister Responsible for Child Care and the Executive Assistant to the Minister for Health Planning. Jennifer currently serves as the Chair of the Health Regulatory Organization of BC as well as the Chair for the Federation of Dental Hygiene Regulatory Authorities.

**David Martin, Partner, Mathews Dinsdale LLP**

David Martin's practice focuses on self-governing professions and governing statutes and regulations in disciplinary action taken to disciplinary tribunals. David has extensive experience in court when appeals arise on all issues that affect these bodies of professionals before all levels of court in Canada.

**Paul McLean, Partner, Employment Law and Litigation Practice Group, Mathews Dinsdale LLP**

Paul has been recognized as a leading litigator by Best Lawyers in Canada. Working in our Vancouver office, Paul advises clients throughout Western Canada on all aspects of the employment relationship and is also an Adjunct Professor at the UBC Faculty of Law, where he teaches employment law. Paul has significant experience in wrongful dismissal litigation, injunctions, CCAA proceedings, occupational health and safety, workplace class actions and executive compensation, including retention and incentive plans. He regularly appears before courts, administrative tribunals and commercial arbitrators.

**Julie Menten, Employer Counsel, Roper Greyell**

Julie practices in all areas of workplace law, including employment, labour, human rights, occupational health and safety and privacy law. Combining her legal expertise with more than a decade of professional experience counselling people with mental health issues, she brings a unique skill set and perspective when advising employers who are addressing complex issues in the workplace, particularly those relating to workplace misconduct, bullying and harassment, mental health disabilities and drug and alcohol problems. When it comes to helping clients, Julie uses her broad skill-set to provide trusted guidance when navigating complex problems and to skillfully represent clients when complaints and allegations arise.

**Joven Narwal, Partner, Narwal Litigation LLP**

Joven Narwal is the founder of Narwal Litigation LLP, an adjunct professor at UBC Law and the President of the Vancouver Bar Association. His practice is devoted primarily to complex criminal litigation, professional discipline and administrative hearings before regulators such as the BC Securities Commission. He received a Bachelor of Arts and a Bachelor of Laws from the University of British Columbia where he earned many awards for academic achievement and a Master of Laws from Columbia University in New York City. He began his career as Crown Counsel, prosecuting a wide variety of criminal offences, before founding Narwal Litigation LLP, a boutique downtown Vancouver law firm. He is an Adjunct Professor at the University of British Columbia, Faculty of Law, where he teaches an upper-level seminar of his own design entitled "White Collar Crime". He is also President of the Vancouver Bar Association.

**Alastair Wade, Principal, Shields Harney**

Alastair Wade is a trial and appellate counsel in civil and commercial litigation and acts in a broad range of matters, including professional regulation and administrative law, shareholder and director disputes, defamation, real estate and construction disputes, personal injury litigation and sports law. He is also a civil mediator and arbitrator. Alastair has appeared before all levels of court including the Federal Court and Supreme Court of Canada. He provides advice on the governance and discipline procedures of self-governing professions. He conducts discipline and other regulatory hearings for a variety of professions under the Health Professions Act as well as statute specific professions. He is a frequent lecturer on administrative law issues and provides training on the investigation and resolution of complaints, conducting discipline hearings and writing reasons for decision.

**REGISTER NOW FOR THE 2018 EVENT**  
September 25 – 26, 2018  
Vancouver, BC  
See back page.

**DAY ONE PROGRAM AGENDA: TUESDAY, SEPTEMBER 26, 2017**

8:00 – 9:00 Registration and Continental Breakfast

9:00 – 9:10

**Welcome and Opening Remarks from the Chair**  
**Jim Humphries, Principal, Ideal Consulting Ltd.**  
**Carol Humphries, Principal, Ideal Consulting Ltd.**

9:10 – 10:10

**Professional Regulation in Canada: Latest Developments, Decisions and Changes**

**Paul McLean, Partner, Mathews Dinsdale LLP**

- Current trends in professional regulation
- Recent, relevant, key court decisions
- Effect of provincial legislation on regulatory bodies
- What are the most important recent cases that impact regulators?
- How regulators can pro-actively respond to trends



*Paul has been recognized as a leading litigator by Best Lawyers in Canada. Working in our Vancouver office, Paul advises clients throughout Western Canada on all aspects of the employment relationship and is also an Adjunct Professor at the UBC Faculty of Law, where he teaches employment law.*

*Paul has significant experience in wrongful dismissal litigation, injunctions, CCAA proceedings, occupational health and safety, workplace class actions and executive compensation, including retention and incentive plans. He regularly appears before courts, administrative tribunals and commercial arbitrators.*

10:10 – 10:30

Networking Break



10:30 – 12:15

**Your Complaint Process: How Does It Rank?**

**Jim Humphries, Managing Partner, Ideal Consulting Ltd.**  
**Carol Humphries, Principal, Ideal Consulting Ltd.**

- Value of having an effective and efficient complaint process
- Results of a cross-Canada survey about efficiency and effectiveness for complaints processes
- Factors that make a sterling complaint process
- Ways to use feedback from all involved in the complaint process
- Applying this information to your complaint process



*Carol Humphries is an experienced complaint investigator and director having worked in these positions with several Colleges and non-regulated organizations including the Natural Health Practitioners of Canada; the Alberta Dental Association and College, the College and Association of Registered Nurses and the Alberta College of Physicians and Surgeons. She was also Complaints Director of the College of Alberta Denturists. She has served as Executive Director with several organizations including the Canadian Link to Lifelong Learning, the Canadian Reflexologists Association and the Alberta Arbitration and Mediation Society.*

12:15 – 1:30

Luncheon Break

1:30 – 2:30

**Interviewing: Techniques, Guidelines, and Cautions**

**William Clark, Partner, Harper Grey LLP**

- Preparing for the interview
- How to frame questions
- Notes, tape recording, video recording, sworn statements
- Analyze common interviewing mistakes, and learn how to avoid
- Reporting on the results



*William Clark is the Chair and is the Assistant both civil and regulatory of professionals, including therapists, physiotherapists, etc. to provide practical advice on regulatory and intimate knowledge of how regulatory typically applied, and how professional reliable advocacy.*

2:30 – 2:45

Networking Break



2:45 – 3:45

**Wrongful Dismissal Case Study**

**Julie Menten, Employer Counsel, Roper Greyll**

- Regulatory body's duty to accommodate before dismissal
- Focus mental illness and addiction
- Case studies to illustrate principles of regulatory body's duty to accommodate



*Julie practices in all areas of workplace law, including employment, labour, human rights, occupational health and safety and privacy law. Combining her legal expertise with more than a decade of professional experience counselling people with mental health issues, she brings a unique skill set and perspective when advising employers who are addressing complex issues in the workplace, particularly those relating to workplace misconduct, bullying and harassment, mental health disabilities and drug and alcohol problems.*

3:45 – 4:45

**Running a Fair and Effective Discipline Hearing**

**Heather Hettiarachchi, Owner/Lawyer, Integritas Workplace Law**

- The principles of Natural Justice
- what is the charge; right to a fair hearing; and duty of good faith
- Dealing with self-represented litigants
- Evidentiary issues
- Deliberation and decision



*Heather Hettiarachchi is a lawyer, workplace investigator and mediator with extensive hands-on human resources management and labour relations experience. Heather is also an entrepreneur and small business owner and founder of Integritas Workplace Law. Heather's 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. Heather also provides coaching and training on a wide range of workplace related matters and general human resources support to employers.*

**REGISTER NOW FOR THE 2018 EVENT**  
 September 25 – 26, 2018  
 Vancouver, BC  
 See back page.

**DAY TWO PROGRAM AGENDA: WEDNESDAY, SEPTEMBER 27, 2017**

8:00 – 9:00 Continental Breakfast

9:00 – 9:15

**Opening Remarks from the Chair****Lisa Freeman, Former Practice Lead, Discipline Counsel, Law Society of Upper Canada**

9:15 – 10:10

**Fitness to Practice: Dealing with Practitioner Incapacity****Lisa Freeman, Former Practice Lead, Discipline Counsel, Law Society of Upper Canada**

- Legislative schemes
- Goals and process of regulating incapacity
- Rehabilitation v. discipline

*Lisa Freeman practices administrative law, professional regulation and criminal law. For 16 years, Lisa was a Discipline Counsel with the Law Society of Upper Canada, prosecuting complex professional regulation matters. Prior to that Lisa was a criminal trial and appellate lawyer.*

10:10 – 10:30 Networking Break



10:30 – 11:30

**Best Practices for Transparency****Julie K Gibson, Associate, Harper Grey LLP**

- What measures demonstrate transparency?
- Transparency versus member privacy
- Disclosure - how much and when:
  - of information to professional regulators during professional discipline investigations
  - to the public of professional discipline investigations/decisions
  - to the public of criminal charges against members
  - to accused member of information from investigations
- Impact of disclosure on the profession and professional relationships
- Inter-jurisdictional sharing of information



*Julie Gibson practices administrative law, professional regulation and health law. She has civil litigation experience at the trial and appellate levels. Julie has successfully represented clients in criminal law proceedings. Julie has broad experience appearing before administrative tribunals including the British Columbia Human Rights Tribunal and professional regulators. For several years, Julie served as Assistant Chair of Harper Grey's Professional Regulation practice group.*

11:30 – 12:30

**Respecting Human Rights in Professional Regulation****Jennifer Kwok, Lawyer, Overholt Law**

- Discussion of the legal implications
- How to determine if acts are discriminatory
- Practical advice on maintaining discriminating standards without breaching human rights

12:30 – 1:45

Luncheon Break

1:45 – 2:45

**Regulatory Obligations in Assessing Good Character****Jennifer Lawrence, Registrar, College of Dental Hygienists of British Columbia****Alastair Wade, Principal, Shields Harney**

- What is "good character"?
- Problems with the application of a mutable good character standard,

- as reflected in non-criminal
- Issues of human rights
- Case law discussion



*Jennifer Lawrence joined as CEO/Registrar of the BC Government and has extensive experience in regulatory matters, strategic planning and public relations. Prior to joining CDHBC Jennifer worked for the BC Government including the Ministerial Assistant for the Executive Assistant to the Minister for Health Services and the Chair of the Health Regulatory Organization of BC and the Chair for the Federation of Dental Hygiene Regulatory Authorities.*



*Alastair Wade is a trial and appellate counsel in civil and commercial litigation and acts in a broad range of matters, including professional regulation and administrative law, shareholder and director disputes, defamation, real estate and construction disputes, personal injury litigation and sports law. He is also a civil mediator and arbitrator. Alastair has appeared before all levels of court including the Federal Court and Supreme Court of Canada. He provides advice on the governance and discipline procedures of self-governing professions. He conducts discipline and other regulatory hearings for a variety of professions under the Health Professions Act as well as statute specific professions.*

2:45 – 3:00

Networking Break



3:00 – 4:00

**Best Practices in Decision Writing****Joveen Narwal, Partner, Narwal Litigation LLP**

- Assigning accountability for discipline order enforcement and compliance
- Implications of inadequate tracking and enforcement
- How an appeal might affect implementation of the discipline order
- Communication issues in discipline order compliance
- What can be done when a practitioner fails to comply



*Joveen Narwal is the founder of Narwal Litigation LLP, an adjunct professor at UBC Law and the President of the Vancouver Bar Association. His practice is devoted primarily to complex criminal litigation, professional discipline and administrative hearings before regulators such as the BC Securities Commission. He received a Bachelor of Arts and a Bachelor of Laws from the University of British Columbia where he earned many awards for academic achievement and a Master of Laws from Columbia University in New York City. He began his career as Crown Counsel, prosecuting a wide variety of criminal offences.*

4:00 – 5:00

**Best Practices for Alternative Dispute Resolution (ADR)****David Martin, Partner, Miller Thomson LLP**

- How to design a resolution process that works for your organization
- ADR options: mediation, arbitration or something different?
- Using ADR in regulation: managing complaints, discipline
- Timing and techniques: keys to successful ADR
- Publication issues and concerns



*David Martin's practice is focused on administrative law relating to self-governing professional bodies. David advises these bodies on their governing statutes and is regularly called upon to make revisions to the bodies' statutes, regulations, and bylaws. He also acts for professional associations in disciplinary action taken against members, and as independent counsel to disciplinary tribunals. David represents self-governing professional associations in court when appeals are taken from disciplinary action, and in litigation on all issues that affect these bodies, such as registration issues. David has appeared before all levels of court in British Columbia and the Supreme Court of Canada.*

**REGISTER NOW FOR THE 2018 EVENT**  
September 25 – 26, 2018  
Vancouver, BC  
See back page.

**RegPro2018** – Professional Regulation & Discipline

September 25 - 26, 2018 • Vancouver, British Columbia

**REGISTER FOR THE 2018 EVENT!**

Take advantage of early-bird savings.

Substitutions can be made at any time — save a spot today and choose a team member to send later!

**REGISTER BY PHONE, ON-LINE, OR IN THESE 3 EASY STEPS!****1** PRINT YOUR NAME AND CONTACT INFORMATION

Mr./Ms./Mrs. \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_

Name of Approving Manager \_\_\_\_\_ Title \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ Postal Code \_\_\_\_\_

Telephone ( ) \_\_\_\_\_ Ext \_\_\_\_\_ Fax ( ) \_\_\_\_\_

Email address \_\_\_\_\_

Company's main line of business \_\_\_\_\_ Number of Employees: \_\_\_\_\_

**2** SELECT YOUR PREFERRED PAYMENT METHOD

<i>Prices subject to GST.</i>	FULL PRICE	Register by May 11
Course for Groups of 3 +	\$2,199 each	<b>\$1,699 each</b>
Course for Groups of 2	\$2,299 each	<b>\$1,799 each</b>
Course for One Registrant	\$2,399	<b>\$1,899</b>

\*Groups must register together at the same time to be eligible for group rates.

 **Method of Payment:**  VISA  MasterCard  Cheque enclosed, payable to INFONEX Inc.

Cardholders Name: \_\_\_\_\_

Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ / \_\_\_\_\_

Signature: \_\_\_\_\_

 Please check box if you are GST/HST exempt Exemption # \_\_\_\_\_**3** SEND US YOUR REGISTRATION

GST/HST No. R134050012

FAX: 1.800.558.6520

EMAIL: register@infonex.ca

TELEPHONE: 1.800.474.4829

WEBSITE: www.infonex.ca

MAIL: INFONEX INC.  
360 Bay Street, Suite 900  
Toronto, Ontario M5H 2V6**LOCATION:**

Professional Regulation &amp; Discipline will be held at a convenient downtown location in Vancouver. Detailed venue information will be forthcoming as it becomes available.

**YOUR REGISTRATION INCLUDES:**Registration fees include all course materials, continental breakfast, lunch, and refreshments. **Parking and accommodation are not included.****SPONSORSHIP, EXHIBITION, AND PROMOTIONAL OPPORTUNITIES:**Increase your visibility with representatives from professional organizations and regulatory bodies at *Professional Regulation & Discipline*. A limited number of sponsorship options are available.

Contact our sponsorship department by telephone at 1.800.474.4829, ext. 224, or by email at sponsorship@infonex.ca.

**CANCELLATION POLICY:**Substitutions may be made at any time. If you are unable to attend, please make cancellations in writing and email to register@infonex.ca or fax to 1-800-558-6520 **no later than September 11, 2018**. A credit voucher will be issued to you for the full amount, redeemable against any other INFONEX course and which is valid for twelve months (one year) from the date of issue.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.**DISCOUNT CODE: 1298-W****INFONEX**  
Professional Development