

## YOUR FACILITY

**CONFIRMED PARTICIPANTS INCLUDE:**



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



**Heather Hettiarachchi,**  
**INTEGRITAS WORKPLACE LAW**



**Joven Narwal,**  
Barrister & Solicitor,  
**NARWAL LITIGATION LLP**

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

**Thomas Lutes,** General Counsel for  
and Deputy Chief Executive Officer,  
**ARCHITECTURAL INSTITUTE OF  
BRITISH COLUMBIA**

**Casey Macaulay,** Registrar & Director  
of Act Compliance, **ASSOCIATION  
OF BRITISH COLUMBIA FOREST  
PROFESSIONALS**

**Darrell Dalton,**  
Alberta Veterinary Association,  
**ALBERTA VETERINARY ASSOCIATION**

**Craig Bavis,**  
Lawyer,  
**VICTORY SQUARE LAW OFFICE**

**David Volk,**  
Lawyer,  
**JENKINS MARZBAN LOGAN LLP**

**Farah Ismail,**  
Director, Professional Conduct,  
**COLLEGE OF NURSES OF ONTARIO**

September 24-25, 2019 • Vancouver, British Columbia

# Professional Regulation and Discipline

*The Latest Information on Standards and Requirements in Regulation  
and Discipline*

- ✓ 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!**  
Email: [register@infonex.ca](mailto:register@infonex.ca)

CALL 1.800.474.4829 or  
[www.infonex.ca](http://www.infonex.ca)

# Professional Regulation and Discipline

September 24-25, 2019 • Vancouver, British Columbia

## DAY ONE PROGRAM AGENDA: TUESDAY, SEPTEMBER 24, 2019

7:30 – 8:30 Registration and Continental Breakfast

8:30 – 8:40

### Welcome and Opening Remarks from the Co-Chairs

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

8:40 – 9:40

### Public Policy & Shared Regulation - The Professional Governance Act of BC

*Thomas Lutes, General Counsel for and Deputy Chief Executive Officer, Architectural Institute of British Columbia*

- What does this mean for regulated professionals going forward
- The impacts on discipline, labour mobility, privacy
- Removal of advocacy roles from professional regulatory bodies as their job is to regulate, not promote

9:40 – 10:00

Networking Break



10:00 – 11:00

### Cross-Canada RegPro Survey - What's Keeping You Up at Night?

*Carol Humphries, Principal, Ideal Consulting Ltd.*

- What are your current issues in professional regulations and complaints?
- Hear the results of the survey in which you participated before the conference
- Give us your feedback on the results - are you surprised?

11:00 – 12:00

12:00 – 1:15

Luncheon Break

1:15 – 2:15

### Mediating Harassment/Sexual Harassment Complaints

*Heather Hettiarachchi, Integritas Workplace Law*

- Why mediation?
- Setting the stage for mediation
- Mediating the dispute
- Post-mediation steps

2:15 – 2:30

Networking Break



2:30 – 3:15

CASE STUDY

### How Professionals Get in Trouble

*Casey Macaulay, Registrar & Director of Act Compliance, Association of British Columbia Forest Professionals*

- Overview of the role of professionals in natural resources
- The role and mandate of the ABCFP
- Common ways that professionals get in hot water
- Procedural fairness
- Advice for staying out of trouble

3:15 – 4:00

PANEL DISCUSSION

### Duty to Accommodate - Lesson Learned & Best Practices

- Today's environment has rapidly evolved when it comes to the requirements surround duty to accommodate.

4:00

End of Day One

# VANCOUVER, BC

EVENT LOCATION: VANCOUVER, BRITISH COLUMBIA

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

# Professional Regulation and Discipline

September 24-25, 2019 • Vancouver, British Columbia

## DAY TWO PROGRAM AGENDA: WEDNESDAY, SEPTEMBER 25, 2019

7:30 – 8:30 Registration and Continental Breakfast

8:30 – 8:40

### Welcome and Opening Remarks from the Co-Chairs

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

8:40 – 9:40

### Responding to Public Pressure in Self Regulation & Discipline

*Darrell Dalton, Registrar, Alberta Veterinary Association*

- Public outcry across the country is putting a stop to animal cosmetic surgery
- Implementing new policy in response to public pressures
- Lesson learned in enforcing new rules over old attitudes
- Convincing the public of positive outcomes
- Raising awareness of new policies in your organization

9:40 – 10:00

Networking Break



10:00 – 11:00

CASE STUDY

### The Mount Polley Mine Disaster & The Geo-Engineers

*Craig Bavis, Lawyer, Victory Square Law Office*

11:00 – 12:00

### But everyone does it this way: Discipline of Conduct that is Widespread in a Profession

*David Volk, Lawyer, Jenkins Marzban Logan LLP*

- The difficulties associated with disciplining conduct which is widely engaged in by members of a profession
- When an “industry standard” defence may be successfully established
- The importance of articulating a clear standard of conduct and how to do so
- The role of expert evidence in establishing the breach of a standard of conduct

12:00 – 1:15

Luncheon Break

1:15 – 2:15

### The Nurses’ Health Program of Ontario

*Farah Ismail Director, Professional Conduct, College of Nurses of Ontario*

- describe the development and implementation of the OPSP and the new NHP
- compare these programs for the future of regulation to other approaches for dealing with regulated professionals with mental health and/or substance use disorders in a variety of different professions;
- identify the advantages and challenges of various approaches; and
- discuss the law regarding fitness to practise and how to be mindful of human rights issues.

2:15 – 2:30

Networking Break



2:30 – 3:15

PANEL DISCUSSION

### The Changing Role of Advocacy for Regulatory Agencies

- Professionally regulated organizations are no longer allowed to advocate for their members in BC
- Their role now is restricted to good governance, discipline and administration
- What becomes of the advocacy role?

3:15 – 4:00

### Best Practices - Investigative Interviewing

*Joven Narwal, Barrister & Solicitor, Narwal Litigation LLP*

4:00

End of Conference

### SPONSORSHIP AND EXHIBITION OPPORTUNITIES

Increase your visibility with senior business strategy, technology, analytics, and business intelligence professionals at *Professional Regulation and Discipline*. A limited number of sponsorship options are available.

For more information or to check availability, contact our sponsorship department by telephone at 1.800.474.4829, ext. 224, or by email at [sponsorship@infonex.ca](mailto:sponsorship@infonex.ca).

# Professional Regulation and Discipline

September 24-25, 2019 • Vancouver, British Columbia

## WHO SHOULD ATTEND THIS EVENT

- Executives, Directors, CIOs, CDOs, VPs, Directors, Managers, and Senior Advisors of Digital Service, Open Data, Digital Government
- Policy, Planning, and Program Analysts
- Deputy Ministers
- Strategic Policy Analysts
- Civic Innovation Officers
- Digital Communications Managers
- Business Intelligence Analysts
- Data Analysts

## REGISTER BY PHONE, ON-LINE, OR IN THESE 3 EASY STEPS!

### 1 PRINT YOUR NAME AND CONTACT INFORMATION

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

Organization \_\_\_\_\_

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

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

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

Address \_\_\_\_\_

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

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

### 2 SELECT YOUR PREFERRED PAYMENT METHOD

Prices subject to HST.	FULL PRICE	Register by June 14
Course for Groups of 3 +	\$2,099 each	<b>\$1,699 each</b>
Course for Groups of 2	\$2,199 each	<b>\$1,799 each</b>
Course for 1 Registrant	\$2,299	<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: \_\_\_\_\_ / \_\_\_\_\_

CVV/CSC: \_\_\_\_\_ Signature: \_\_\_\_\_

Please check box if you are GST/HST exempt Exemption # \_\_\_\_\_

### 3 SEND US YOUR REGISTRATION

GST/HST No. R134050012

@ EMAIL: register@infonex.ca

🌐 WEBSITE: www.infonex.ca

☎ TELEPHONE: 1.800.474.4829

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

## LOCATION:

Professional Regulation and Discipline will be held at a convenient location in Vancouver, British Columbia. 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 senior business strategy, technology, analytics, and business intelligence professionals at *Professional Regulation and 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 10, 2019**. 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 10, 2019**, will not be eligible to receive any credits and are liable for the entire registration fee.

Confirmed registrants who do not cancel **by September 10, 2019** and fail to attend will be liable for the entire registration fee.

**DISCOUNT CODE: 1342-W**

**INFONEX**  
Professional Development