

# Managing Your Duty to Accommodate

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### **Julia Dales**

Counsel

#### ***Dentons LLP Ottawa***

Julia Dales is an associate at the international law firm, Dentons Canada LLP. Based in Dentons' Ottawa office, Julia specializes in both commercial litigation and employment law. As employer-side counsel, she provides strategic advice with respect to all aspects of the employment relationship, including wages, work hours, leaves, and terminations. Julia also conducts workplace investigations and acts for clients in a wide-range of claims, including with respect to wrongful dismissal and human rights breaches.



### **Tiffany O'Hearn Davies**

Associate

#### ***Norton Rose Fulbright LLP***

Tiffany O'Hearn Davies practises in all areas of employment and labour law, including wrongful dismissal, human rights, pay equity, employment standards, labour and employee relations, grievance arbitration, and occupational health and safety matters. She has a particular focus on litigation and dispute resolution, and has appeared as counsel before the Ontario courts, the Federal Court of Appeal, and various administrative tribunals. Tiffany also provides legal and strategic advice to employers regarding workplace issues and labour relations.

Before joining us, Tiffany was an associate at a leading boutique litigation firm, where she had a broad civil litigation practice. She also completed a clerkship at the Court of Appeal for Ontario, and articulated at a full-service regional firm.

Education summary:

J.D., Dalhousie Schulich School of Law, 2013

M.A., University of Alberta, 2007

B.A.H., Queen's University, 2006



### **Céline Delorme**

Lawyer

#### ***Emond Harnden LLP***

Celine is a Partner at Emond Harnden, having joined the firm in 2008. She serves federal and

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provincial clients in the public, parapublic and private sectors.

Celine is a proud graduate of the French Common Law Program of the Faculty of Law at the University of Ottawa.

Working in partnership with her clients, Celine provides legal and policy advice as well as representation in the context of union certification, collective bargaining, grievances, employment contracts and workplace policies, risk management strategies related to dismissals and restructuring, complaints of harassment and discrimination filed with the Canadian Human Rights Tribunal and the Ontario Human Rights Tribunal as well as complaints or applications with the Canadian Industrial Relations Board and the Ontario Labour Relations Board.

Celine also regularly advises on workplace investigations into allegations of harassment, discrimination, bullying, violence, sexual violence, failure to accommodate, allegations of misconduct or policy violations, allegations of poisoned work environments. She also provides training to managers and human resources professionals on emerging issues and trends in human resources.

Before embarking on her legal career, Celine worked at the Treasury Board of Canada, Secretariat and the Public Service Human Resources Management Agency of Canada as a Program Officer in the Employment Equity Division where she assisted various governmental departments and agencies in developing tools to attract and retain a more diverse workforce.

Celine is a member of the Canadian Bar Association, the County of Carleton Law Association, l'Association des juristes d'expression française de l'Ontario and le Regroupement des gens d'affaires.



### **Dr. Monique Gignac**

Scientific Co-Director & Senior Scientist, Professor

***Institute for Work and Health, Dalla Lana School of Public Health, University of Toronto***

Dr. Monique Gignac is Scientific Co-Director and a Senior Scientist at the Institute for Work and Health and a Professor at the Dalla Lana School of Public Health at the University of Toronto. Dr. Gignac's research expertise is in the areas of health and social psychology. Her research examines psychosocial factors like stress, coping, and adaptation and their importance in understanding the impact of chronic conditions on the lives of adults across the life course. Of particular interest is research on workplace communication, privacy, support and accommodation needs among individuals living with chronic, episodic conditions. Dr. Gignac has a strong collaborative program of research and study designs in her research program span community health surveys, qualitative research, intervention studies, measurement design and evaluation, and analyses of population health datasets.

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### **Nancy Gowan**

#### ***Gowan Health***

Nancy Gowan is an Occupational Therapist and Certified Disability Management Professional working in Stay at Work/Return to Work. As President of Gowan Consulting she has assisted employers with the development of disability management strategies. She has presented at forums on accommodation and disability management. She is also involved with and chairs various committees addressing work-health issues. Among her many publications, dating back to 1990, Nancy coauthored “Ergonomics in Disability Management” in Ergonomics for Therapists, 3rd edition, 2007. She has written “A Human Resource Managers Guide to Managing Disability in the Workplace” with Carswell, Thomson Reuter’s publications in 2010. The second edition of “Human Resource Guide to Managing Disability in the Workplace” with Carswell was published in 2016. Nancy provides training and support for employees in distress and is passionate about reducing the stigma around disability and particularly mental illness in the workplace.



### **Ludmilla Jarda**

Lawyer

#### ***Nelligan O’Brien Payne LLP***

Ludmilla Jarda is an associate lawyer with Nelligan Law, and a member of the Employment Law, Personal Injury and Litigation practice groups. Her employment law practice focuses on a variety of workplace issues including human rights issues, wrongful dismissal, constructive dismissal, disability insurance claims as well as negotiating employment contracts. She is fluently bilingual and represents her clients in both English and French.



### **Jill Lewis**

Lawyer

#### ***Nelligan O’Brien Payne LLP***

Jill Lewis is a senior Employment Lawyer at Nelligan Law. Originally from cottage country, Jill moved to Ottawa to receive her J.D. from the University of Ottawa. She currently sits as Vice-Chair for the Ontario Bar Association – Young Lawyers Division. Jill has always been known as a people-person and she applies that approach to her practice. Jill works with both employers and employees to find fair and reasonable solutions to their employment concerns.



### **Ed Mantler**

VP Programs and Priorities

#### ***Mental Health Commission of Canada***

A highly motivated visionary and an expert at building partnerships, fostering stakeholder engagement, and aligning strategic objectives, Ed has led innovation and improvement in both health care and mental health for over two decades.

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As Vice-President of Programs and Priorities at the Mental Health Commission of Canada, Ed is dedicated to promoting mental health in Canada and changing the attitudes of Canadians toward mental health problems and illnesses.

Ed is a Registered Psychiatric Nurse, holds a Master of Science Administration degree, and is a Certified Health Executive.



### **Caroline Richard**

Partner

#### ***Bird Richard LLP***

Caroline is the Managing Partner of the Firm. Fluently bilingual, she provides legal representation and advice to employers in both official languages in respect of all labour and employment matters, including wrongful dismissal actions, labour arbitration matters, human rights complaints, collective bargaining, occupational health and safety work refusals and prosecutions, and workers' compensation claims.

Caroline has appeared before the Federal Courts, the Ontario Provincial Court, the Ontario Divisional Court, the Ontario and Canadian Human Rights Tribunal, the Public Service Labour Relations Board, the Workplace Safety and Insurance Appeals Tribunal, the Occupational Health and Safety Tribunal Canada and labour arbitrators in Ontario, Quebec, and New Brunswick. She has provided labour and employment law services for more than 10 years.

Called to the Bars of Ontario in 2002 and Nunavut in 2009, Caroline provides advice and guidance to public and private sector employers in both jurisdictions.



### **Jeff Willbond**

Director General, Proactive Compliance

#### ***Canadian Human Rights Commission***

With over 25 years of diverse experience in the areas of policy development, human resources, communications, and community development, Jeff is committed to the areas of social development and inclusion. He has served as a media advisor to CTV news on the subject matter of disability rights and accessibility for Ontario. His professional work experience has been in the areas of employment, social services, health care, housing and human resources. He is also active in his community, and volunteers his time to serve on several boards and advisory committees.

As a consultant, Jeff was responsible for the City of Ottawa's 2004/2005 Municipal Accessibility Policy Plan and was appointed to Ontario's Accessibility Standards Advisory Committee to assist the Ministry of Community and Social Services to implement accessibility standards. In 2006, he received one of Ottawa's Community Builder Awards for advancing accessibility for people with disabilities. Following his career in municipal and provincial government, Jeff joined the Federal Public Service in 2006 and has worked for different departments. Most recently he was responsible for leading the development and implementation of an accessibility strategy at Canada Post Corporation. Jeff has now joined the team at the Canadian Human Rights Commission at an historic time in Canada, in which we are seeing a transformational shift in approach to diversity, disability

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inclusion, accessibility, pay equity and gender equality. As the Commission's first Director General of Proactive Compliance, Jeff will lead the implementation of their expanded mandate.