

May 31 - June 1, 2022 • Virtual Conference

26th Annual Event!

Best Practices in Professional Regulation and Discipline

New Cases, Legislation, Trends & Best Practices for Regulatory Bodies

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Karl Flecker
World Education Services

Cynthia Johansen
BC College of Nurses and
Midwives



Dean Benard
Benard + Associates



Craig Roxborough
College of Physicians
and Surgeons of
Ontario

Rebecca Durcan
Steinecke Maciura LeBlanc

... and more

Receive information, insights and guidance on key issues from leading experts in the field on:

- What the public expects from professional regulators
- Top cases and legislative developments of 2022
- How to's for promoting diversity – of membership, on boards and on committees
- Removing barriers to internationally educated professionals
- Provide secure, confidential services to clients remotely
- Perform successful remote trauma informed interviews and investigations
- Manage the challenges of test accommodation requests
- Get on board with up-to-date information on risk based management
- Accommodation, mental illness, Incapacity versus misconduct?
- Can a regulatory body provide services to registrants?
- The truth about merging regulatory colleges



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Best Practices in **Professional Regulation and Discipline**

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DAY ONE PROGRAM AGENDA: TUESDAY, MAY 31, 2022

10:00 - 10:15 EDT



Welcome and Opening Remarks from the Chair

Lise Betteridge, MSW, RSW, Registrar and CEO, Ontario College of Social Workers and Social Service Workers

10:15 - 11:00 EDT



New Legislation, Cases and Trends

Richard Steinecke, Counsel, Steinecke Maciura LeBlanc

- Top cases of 2022 involving:
 - Procedural fairness
 - The duty to accommodate
 - Charter challenges
 - Professional misconduct and defences raised
 - Criteria for screening complaints for possible referral to discipline
 - What happens when a member criticizes the profession in social media?
 - What to do about members who are providing misinformation?
- Legislative developments
- Current trends

11:00 - 11:45 EDT



Promoting Diversity in Your Membership, on Your Boards and on Your Committees & Avoiding Discriminatory Adverse Impact

Rebecca Durcan, Co-managing Partner, Steinecke Maciura LeBlanc

Preeya Singh, Director of Professional Conduct and General Counsel & Diversity, Equity and Inclusion (DEI), College of Audiologists and Speech-Language Pathologists of Ontario

- The public interest would suggest that your goal is to have your membership, boards and committees reflect the diverse general population
- How do you accomplish this goal?
- What steps are professional leaders taking?
- What's working and what's not?

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11:45 - 12:30 EDT

The Changing Legislative Landscape: Implications for Regulators & Internationally Educated Professionals

Joan Atlin, Director, Strategy, Policy and Research, World Education Services

Karl Flecker, Associate Director of Policy and Advocacy, World Education Services

This session will outline some recent changes in the federal and Ontario legislative landscape that have the potential to impact a large community of international educated professionals and regulatory bodies. Growing labour and skill shortages, an alarming exodus of workers from some sectors, and the persistent underutilization of newcomers has piqued the public and media interest. An interactive discussion format will allow participants to explore what these developments signal for their community.

12:30 - 13:15 EDT Break

13:30 - 14:15 EDT



Trauma Informed Investigation - It's Time!

Dean Benard, President + CEO, Benard + Associates

Trauma informed investigations is a critical step to managing investigation processes and direct contact in a manner that creates a psychologically safe place for all those involved in an investigation. There are misconceptions, biases, and even poor practices that can create the scenario of a person being twice victimized. This session is a foundational overview of trauma informed investigations, designed as a starting point in one's journey to inclusive, fair, safe, and accessible investigations. The program will cover such topics as:

- What is trauma and who experiences it?
- Concepts of intersectionality
- Understanding and avoid bias in our work
- Interviewing in a trauma informed manner
- Vicarious trauma and how to protect ourselves and maintain our own mental health

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14:15 - 15:00 EDT



Online Communication and the Regulatory Context - Supporting Ethical and Professional Practice in the Age of Social Media

Lise Betteridge, MSW, RSW, Registrar and CEO, Ontario College of Social Workers and Social Service Workers

Do your members reach out regularly with questions about communicating with clients online? Are professional boundaries any different now? Have you had concerns about Council or Board members' use of social media? When and how should regulators step in when social media use brings the profession into disrepute or creates risk? This session will explore:

- Pressure points – how members and Council members can get into trouble using social media and communicating online
- Protecting privacy – how regulators can respond to members breaching clients' privacy and confidentiality online
- Practice Resources and Policies – how practice resources and governance policies can support the maintenance of clear and appropriate professional boundaries

15:00 - 15:15 EDT Break

15:15 - 16:00 EDT



Testing Accommodations - Exam Policies and Perils

John Hosterman, Chief of Accessibility and Disability Services, Paradigm Testing

- Goals of accommodation
 - Levelling the playing field
 - Ensuring access (which is different from success)
 - Ensuring accommodations are individualized
- Challenges for testers when reviewing accommodation requests
- Engaging with candidates in an interactive process
- Ensuring a valid exam
- Considering the use of extra time
- Conditions vs disabilities
- Ensuring test integrity and test security
- Operational impacts

16:00 EDT

End of Day One

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DAY TWO PROGRAM AGENDA: WEDNESDAY, JUNE 1, 2022

10:00 - 10:15 EDT



Welcome and Opening Remarks from the Chair

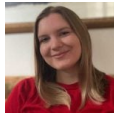
Lise Betteridge, MSW, RSW, Registrar and CEO, Ontario College of Social Workers and Social Service Workers

10:15 - 11:00 EDT



What Risk-Based Regulation Looks Like at the Human Resources Professionals Association (HRPA)

Mara Berger, Associate Registrar, Human Resources Professional Association



Emily Sully, Policy Analyst, Human Resources Professional Association

HRPA is the regulatory body for Human Resources (HR) professionals in Ontario. Recently, HRPA has undergone a shift towards risk-based regulation. From this session, attendees will learn:

- What risk-based regulation entails,
- How HRPA identifies risks that the practice of HR poses and determines the severity of each risk,
- Ways that HRPA responds to high-risk areas of practice, and
- How success in implementing risk-based regulation is monitored through a practice-based assessment tool.

Attendees will be provided with practical resources they can use in their own organizations, including a risk roster, risk-based regulation practice-based assessment tool, and a FAQ about risk-based regulation

11:00 - 11:10 EDT Break

11:10 - 12:00 EDT



Human Rights - Registrants, Accommodation, Addiction and Mental Illness

Malcolm Mercer, Chair, Law Society Tribunal

- Legislative and policy approaches to capacity and conduct
- Human Rights Law, disability and accommodation
- Alleged incapacity without misconduct
- Alleged incapacity or misconduct
- Alleged misconduct with unrecognized capacity issues
- Capacity orders as opposed to conduct orders
- Diversion
- Openness and disability

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12:00 - 13:00 EDT Break

13:00 - 14:00 EDT



Conducting Remote Investigations - Keeping it Real

Dean Benard, President + CEO, Benard + Associates

The pandemic of 2020 and 2021 changed the way investigations were managed for many regulators and those they serve. This session covers the highlights of what is different in a remote investigation and addresses a number of questions and important points about the way we investigate, now and in the future:

- Does the investigation approach need to change?
- Gathering and managing evidence
- Interviewing considerations - can we still get what we need?
- Managing the technology challenges
- Privacy issues
- Advantages of remote investigations

14:00 - 14:45 EDT



Can Regulatory Bodies Provide Services to Members? - Where Do You Draw the Line? Are We Seeing the End of Dual Mandates?

Joy Peacock, Chief Executive Officer (CEO) and Registrar, College of Registered Nurses of Alberta

The College and Association of Registered Nurses of Alberta (CARNA) was recently split into two organizations- a college and an association - pursuant to Alberta Bill 46

- Why? What was the problem?
- Can a college provide any services to its registrants?
- Where do you draw the line?

14:45 - 15:00 EDT Break

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15:00 - 16:00 EDT



Why So Many Merging Colleges?

Moderator: Julie Maciura, Partner, Steinecke Maciura LeBlanc

Cynthia Johansen, Registrar & Chief Executive Officer, BC College of Nurses and Midwives



Chris Hacker, Registrar and CEO, College of Dental Surgeons of BC, Interim Registrar of BC's new oral health regulatory college

British Columbia has considerable experience with regulators amalgamating (e.g., nurses and midwives) and the BC Ministry of Health has just announced that it is proceeding with amalgamation of the oral health colleges. Our panelists will discuss their first-hand experience with amalgamation and regulating more than one profession, including:

- What was the impetus behind amalgamation?
- What are the advantages and disadvantages?
- Unintended consequences
- Issues in the complaints and discipline process
- Special challenges when one profession has very few members

16:00 - 16:45 EDT



Public Expectations for Professional Regulators: CPSO's Approach to Engagement and Our Learnings

Craig Roxborough, Director, Policy, College of Physicians and Surgeons of Ontario

- Why is patient and public engagement important to regulators?
- What can meaningful engagement with patients and the public look like?
- What can we learn from this engagement and how can we use it to help inform our

16:45 EDT

End of Day Two

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Best Practices in Professional Regulation and Discipline will be held as a virtual on-line event. Details on how to access and participate in the event will be sent to all confirmed delegates prior to run date.

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Registrants who cancel after **May 17, 2022**, will not be eligible to receive any credits and are liable for the entire registration fee.

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