

March 26 - 27, 2024 • Pre-Conference Workshop: March 25, 2024 • Virtual Course

23rd Annual Conference



# Managing Your Duty to Accommodate

*Accommodating employees and fostering an effective workplace*

## YOUR FACULTY CONFIRMED PARTICIPANTS INCLUDE:



**Richard D. Sharpe**  
Ontario Public Service



**Keitha Cowie**  
Immigration, Refugees  
and Citizenship  
Canada



**Oliver Lam**  
Williams HR Law LLP



**Joel Smith**  
Williams HR Law LLP



**Adrienne Fanjoy**  
Nelligan O'Brien Payne  
LLP

... and more



The Duty to Accommodate is ever changing. From new developments in areas such as mental health and family accommodations, managing workplace accommodations only gets harder. Don't get left behind. Join us at our annual event on Managing Your Duty to Accommodate so that you can stay up-to-date for your workforce.

### Get expert advice and case studies on:

- The most recent legislation and legal jurisprudence
- Approaching employees about difficult subjects including mental health and substance abuse
- Dealing with difficult accommodations in the workplace
- Collaborating with employees to create effective accommodation strategies
- How to develop best practices for your unique situation
- Case studies on workplace accommodations and interesting initiatives
- Best practices and strategies for return-to-work programs
- Emerging practices in alternative dispute resolution and workplace restoration

### **Pre-Conference Workshop**

March 25, 2024, 13:00 - 16:00 EDT

### **Stress and Mental Health in the Workplace**

*Diane Rudakenga, Senior Human Resources Advisor, Diversity, Equity & Inclusion, Immigration, Refugees and Citizenship Canada*

**REGISTER TODAY!**

Email: [register@infonex.com](mailto:register@infonex.com)

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# Managing Your **Duty to Accommodate**

March 26 - 27, 2024 • Pre-Conference Workshop: March 25, 2024 • Virtual Course

## DAY ONE PROGRAM AGENDA: TUESDAY, MARCH 26, 2024

10:30 - 10:45 EDT



### **Welcome and Opening Remarks from the Chair**

***Diane Rudakenga, Senior Human Resources Advisor, Diversity, Equity & Inclusion, Immigration, Refugees and Citizenship Canada***

10:45 - 11:45 EDT

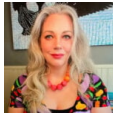


### **Accommodation in the Context of Diversity, Equity, and Inclusion**

***Robert Zhu, Director of Outreach, Diversity, and Inclusion, Liberal Research Bureau of the House of Commons***

- Discuss the intersection between duty to accommodate and DEI work
- Engage in collaborative dialogues with employees to find individualized accommodation plans that lead employees to success
- Assess the needs of employees using intersectional lens
- Highlight the need of effective accommodation to create an inclusive workplace

11:45 - 12:45 EDT



### **New and Notable Cases: A Look at Recent Developments in the Law of Accommodation**

***Margaret-Marie (Meg) Steele, Senior Legal Counsel, City of Ottawa***

- Examine and synthesize recent legal developments in accommodation
- Research and analyze key rulings, distilling complex legal concepts into accessible summaries for a diverse audience, facilitating a nuanced understanding of the dynamic landscape of accommodation law
- Authorize a detailed report highlighting emerging trends and implications from recent cases

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12:45 - 13:30 EDT      Break

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13:30 - 14:30 EDT



### **Accommodating the Embittered Employee Our Next Workplace Challenge**

***Glenn French, The Canadian Initiative on Workplace Violence***

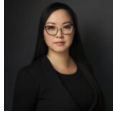
- Implement a proactive conflict resolution strategy, mediating and resolving disputes to foster a more harmonious work environment
- Develop and execute a targeted employee support program
- Spearhead training initiatives for managers and teams

# Managing Your **Duty to Accommodate**

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## DAY ONE PROGRAM AGENDA: TUESDAY, MARCH 26, 2024

14:30 - 15:30 EDT



### **Accommodation and Competing Rights**

**Nhi Huynh, Labour and Employment Lawyer and Workplace Investigator, Williams HR Law LLP**

- Substance abuse in the workplace
- Disability and performance issues
- Rights under the collective agreement that are interfered with by accommodating a worker

15:30 - 16:30 EDT



### **Juggling Minds: Diverse Executive Functions at Work**

**Tara Beaton, Workplace Disability & Learning Solutions Specialist, Tarabeaton.com**

- Assess how different executive functions, such as planning, decision-making, and problem-solving, interact in complex workplace scenarios
- Determine which executive functions are most critical for specific tasks and allocate resources accordingly to optimize productivity
- Continuously adjust and refine executive function strategies to meet evolving demands and challenges in a dynamic work environment

16:30 EDT



### **Closing Remarks from the Chair**

**Diane Rudakenga, Senior Human Resources Advisor, Diversity, Equity & Inclusion, Immigration, Refugees and Citizenship Canada**

## **SPONSORSHIP AND EXHIBITION OPPORTUNITIES**

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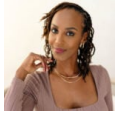
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# Managing Your **Duty to Accommodate**

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## DAY TWO PROGRAM AGENDA: WEDNESDAY, MARCH 27, 2024

10:30 EDT



### **Welcome and Opening Remarks from the Chair**

**Diane Rudakenga, Senior Human Resources Advisor, Diversity, Equity & Inclusion, Immigration, Refugees and Citizenship Canada**

10:30 - 11:30 EDT



### **Navigating Legal Obligations: Duty to Accommodate in the Workplace**

**Brad Hallowell, Associate, Employment & Labour Law, KPMG Law LLP**

- Harmonize Legal Frameworks
- Navigate Legal Challenges
- Promote Inclusivity

11:30 - 12:30 EDT



### **Addressing Workplace Bullying and Harassment: Creating a Respectful Environment**

**Richard D. Sharpe, Director (OPS/EX3), Black Equity Branch, Centre for People, Culture and Talent Treasury Board Secretariat, Ontario Public Service**

- Establish a comprehensive anti-bullying and anti-harassment policy
- Conduct regular awareness and sensitivity training for all employees
- Encourage open communication channels for reporting incidents
- Promptly investigate all reported cases with diligence and fairness
- Enforce strict consequences for perpetrators in line with the policy

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12:30 - 13:15 EDT      Break

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13:15 - 14:15 EDT



### **Disability Management and Accommodation**

**Joel Smith, Partner, Williams HR Law LLP**



**Oliver Lam, Labour and Employment Lawyer & Workplace Investigator, Williams HR Law LLP**

- Consider what the duty to accommodate employee disabilities entails, particularly within a unionized environment
- Highlight legislation and common collective agreement terms relating to disability management
- Discuss what medical information can be requested, and strategies to obtain it
- Explore the topic of mental health accommodation
- Examine real-world case studies demonstrating best practices in disability management

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## DAY TWO PROGRAM AGENDA: WEDNESDAY, MARCH 27, 2024

14:15 - 15:15 EDT



### Case Study

#### **Frustration and the Accommodation Process**

**Zaheer Lakhani, Partner, Lakhani Campea LLP**



**Melissa Mustafa, Associate Lawyer, Lakhani Campea LLP**

- Define the legal doctrine of frustration as it relates to employees who are unable to complete the bona fide occupational requirements of their role
- Describe how the doctrine of frustration intersects with the duty to accommodate
- Detail what employers need to know before relying on the doctrine of frustration
- Identify pitfalls in the process of claiming frustration
- Confirm employer obligations under the Employment Standards Act, 2000 in situations involving frustration

15:15 - 16:15 EDT



#### **Navigating the Boundary: Distinguishing Between Wants and Needs in Accommodation Requests**

**Adrienne Fanjoy, Lawyer, Nelligan O'Brien Payne LLP**

- Assess the legitimacy of accommodation requests through careful evaluation
- Differentiate between essential needs and discretionary wants
- Engage in open dialogue with individuals seeking accommodations
- Prioritize accommodation solutions based on genuine needs
- Educate both employees and employers on the distinction between wants and needs in accommodation requests

16:15 EDT



#### **Closing Remarks from the Chair**

**Diane Rudakenga, Senior Human Resources Advisor, Diversity, Equity & Inclusion, Immigration, Refugees and Citizenship Canada**

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## PRE-CONFERENCE WORKSHOP PROGRAM AGENDA: MONDAY, MARCH 25, 2024

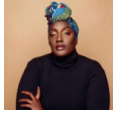
13:00 - 16:00 EDT



### Pre-Conference Workshop

#### **Stress and Mental Health in the Workplace**

***Diane Rudakenga, Senior Human Resources Advisor, Diversity, Equity & Inclusion, Immigration, Refugees and Citizenship Canada***



***Bibigi Haile, Strategic Advisor, The Beauvoir Group***

***Faduno Ali, Senior Advisor at Privy Council Office, Government of Canada***



***Keitha Cowie, Senior Project Analyst, Immigration, Refugees and Citizenship Canada***

#### **Embracing Every Mind: A Journey to Advocacy in Mental Health and Inclusion**



Diane Rudakenga's presentation, "Embracing Every Mind: A Journey to Advocacy in Mental Health and Inclusion," promises to be a transformative experience that explores the intersections of identity, mental health, and workplace inclusivity. Through her own narrative as a Neurodivergent African-Canadian woman and mother, Diane will delve into the heart of mental health advocacy, neurodiversity, and Diversity, Equity, Inclusion and Belonging (DEIB). She will share insights from her extensive background in psychoeducation, positive psychology, and human-centric leadership. This empowering session promises to illuminate the complexities of mental health support, advocating for inclusive and supportive environments.

#### **PANEL DISCUSSION: Navigating Workplace Wellbeing: An Intersectional Approach to Stress and Mental Health**

In this session, our esteemed guest speakers will explore the complexities of stress and mental health in the workplace, each contributing their unique expertise. The discussion aims to illuminate the multifaceted nature of these issues, offering attendees a comprehensive understanding from various perspectives. Our goal is to provide practical tools and strategies to foster an inclusive wellbeing culture within organizations.

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### TRADUCTION SIMULTANÉE DISPONIBLE

Nous offrons un service de traduction simultanée pour toutes les sessions de nos événements. Ce service vous permet de lire une traduction écrite de la présentation orale de chaque conférencier directement en Zoom. Alternativement, vous pouvez avoir accès à une traduction orale par un site internet lié à l'événement.

Veillez noter que c'est une traduction automatique et donc comporte quelques erreurs. Le service que nous utilisons cible un niveau de précision de 98%.

Les matériaux écrits ne seront pas traduits et seront disponibles seulement en anglais.

Il y a un frais additionnel de 99\$ pour ce service et vous devez indiquer votre intérêt quand vous vous inscrivez. Le service ne sera pas offert à un événement s'il nous manque de demande.

### SIMULTANEOUS TRANSLATION AVAILABLE

We offer a simultaneous translation service for all sessions at our events. This service allows you to read a live translation of the oral remarks for each event speaker - directly in Zoom. Alternatively, you can listen to an oral translation of the sessions through an external site linked to the event.

Please note that this is a machine translation service and, as such, will contain some errors. The service we use targets an accuracy level of 98%.

Written materials will not be translated and will only be available in English.

There is an additional fee of \$99 for this service and you must indicate your interest when you register. The service will not be offered at a particular event if there is not enough demand.

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

### 1 PRINT YOUR NAME AND CONTACT INFORMATION

Full Name \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_

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

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

Register for  Course  Pre-Conference Workshop

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

Address \_\_\_\_\_

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

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

Simultaneous Translation (CAD \$99)

### 2 SELECT YOUR PREFERRED PAYMENT METHOD

**Early-bird Price Available until March 22, 2024**

Prices subject to GST / HST	Course for 1 Registrant	Course for Groups of 2	Course for Groups of 3 +
Two-day Conference + Pre-Conference Workshop	\$ 2,998	\$ 2,898 each	\$ 2,798 each
Two-day Conference only	\$ 2,399	\$ 2,299 each	\$ 2,199 each
Pre-Conference Workshop only	\$ 599		

#### Regular Full Price

Prices subject to GST / HST	Course for 1 Registrant	Course for Groups of 2	Course for Groups of 3 +
Two-day Conference + Pre-Conference Workshop	\$ 3,098	\$ 2,998 each	\$ 2,898 each
Two-day Conference only	\$ 2,499	\$ 2,399 each	\$ 2,299 each
Pre-Conference Workshop only	\$ 599		

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

**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

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Toronto, ON M5H 2S8

#### VIRTUAL COURSE:

*Managing Your Duty to Accommodate* 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.

#### SPONSORSHIP, EXHIBITION, AND PROMOTIONAL OPPORTUNITIES:

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#### 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.com or fax to 1.800.558.6520 **no later than March 12, 2024**. 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 **March 12, 2024**, will not be eligible to receive any credits and are liable for the entire registration fee.

Confirmed registrants who do not cancel by **March 12, 2024** and fail to attend will be liable for the entire registration fee.

**DISCOUNT CODE: 1453-W**

