

April 16 - 17, 2024 • Virtual Course

27th Annual Event!



Professional Regulation and Discipline

Best Practices and Innovation for Regulatory Organizations

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

YOUR FACULTY

CONFIRMED PARTICIPANTS INCLUDE:



Jean-Francois Schaan
Ontario College of Teachers



Patricia Harper
Keel Cottrelle LLP



Denitha Breau
Ontario College of Social Workers and Social Service Workers



Flora Vineberg
Rubin Thomlinson LLP

... and more



Leading experts in Professional Regulation will assist you with key challenges including:

- Staying on top of emerging trends, new legislation and novel cases.
- A practical guide to the duty to accommodate in all regulatory processes
- Drawing the line on when you must discipline a registrant for conduct outside the workplace.
- Determining when a professional's right to free speech conflicts with the public interest you must protect.
- Manage challenges and apply a trauma-informed approach in sexual abuse cases
- Right Touch Regulation at College of Registered Nurses of Alberta
- Understand the impact cost decisions will have on your college.
- Discover the technologies that hold the most promise for your organization.

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Professional Regulation and Discipline Best Practices and Innovation for

Regulatory Organizations

April 16 - 17, 2024 • Virtual Course

DAY ONE PROGRAM AGENDA: TUESDAY, APRIL 16, 2024

10:00 - 10:15 EDT



Welcome and Opening Remarks from the Chair

Lisa Braverman, Barrister and Solicitor

10:15 - 11:00 EDT



Don't Be Left Behind! Stay on Top of New Developments

Richard Steinecke, Writer and Educator, Retired Lawyer, Steinecke Maciura LeBlanc

Erin MacQuarrie, Associate, Steinecke Maciura LeBlanc



- The tapering off of self-regulation and the ramping up of accountability
- Proactively including the balancing of "Charter values" into regulatory decision making
- Expanding compassionate regulation beyond the complaints process
- Implementing lessons from recent, significant, court cases

11:00 - 11:45 EDT



Human Rights Applied: A Practical Guide to the Duty to Accommodate in Registration, Disciplinary, Quality Assurance and Incapacity Processes

Lisa Feinberg, Lawyer, GlickLaw

Human Rights play into every process in the regulatory context. This session will cover:

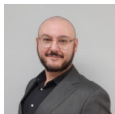
- Key human rights principles and laws that apply to regulators
- How the duty to accommodate furthers a regulator's public protection mandate
- How to reconcile any tensions between the duty to accommodate and this public protection mandate
- New developments in the human rights jurisprudence involving regulators
- How to address human rights issues proactively and cost effectively

11:45 - 12:30 EDT



Essential Guidance on Where to Draw the Fine Line: Reacting to Registrant Conduct Outside the Workplace

Moderator Patricia Harper, Partner, Keel Cottrelle LLP



Dr. Tony DeBono, Registrar, College of Psychologists of Ontario

Zimra Yetnikoff, Director, Investigations and Hearings, College of Psychologists of Ontario

- From registrants who bad-mouth the profession or other professionals, to comments on gender identity, sexual orientation, race, or religion, to expressions of support for one side or the other in the war, this is a difficult area for regulators.
- Where should you draw the line?
- How should you approach situations where a professional's right to free speech may conflict with the public interest regulators must protect?
- The Jordan Peterson case on social media.
- New cases.
- What's the difference between political and discriminatory speech?

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DAY ONE PROGRAM AGENDA: TUESDAY, APRIL 16, 2024

12:30 - 13:30 EDT Break

13:30 - 14:15 EDT



Law Society of Ontario's Discrimination and Harassment Counsel Program: Addressing Discrimination and Harassment in the Profession

Lai-King Hum, Discrimination and Harassment Counsel, DHC Program, Law Society of Ontario / Founder, Hum Law Firm

- What is the Discrimination and Harassment Counsel Program and its purpose?
- How does it contribute to the regulation of member professionals?
- What services are provided by the Discrimination and Harassment Counsel?
- How does the Discrimination and Harassment Counsel Program support the regulatory mandate of the LSO?
- What are other profession regulators doing?

14:15 - 15:00 EDT



Right Touch Regulation At College of Registered Nurses of Alberta

Elisha Vadnais, Governance Policy Lead, College of Registered Nurses of Alberta



Andrew Douglas, Executive Director, Governance, Regulation and Standards, College of Registered Nurses of Alberta (CRNA)

- Decision Making and Measuring
- Lessons learned
- How to demonstrate right touch regulation principles in practices and operations;
- Becoming aligned with right touch principles
- Systemic issues and challenges
- Decision Making and Measuring

15:00 - 15:15 EDT Break

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DAY ONE PROGRAM AGENDA: TUESDAY, APRIL 16, 2024

15:15 - 16:00 EDT



Update on Privacy and Cyber Security for Regulated Professional Bodies

Constantine Karbaliotis, Counsel, nNovation LLP

As a series of recent incidents, the highly-publicized ones and those not-so-well-known, have demonstrated, the consequences of a privacy or security breach are dire. This session examines the steps organizations are taking to try to stay ahead of the attacks that are coming at them from all directions, with a special focus on the responsibilities of regulated professionals:

- Regulatory considerations affecting privacy and cyber security.
- Preventing the threats: awareness and protection.
- Responding to the incidents: best practices for incident response.
- The role of employees and contractors.
- Insurance: Ensuring you have, and have available, the right Insurance.

16:00 EDT

End of Day One

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DAY TWO PROGRAM AGENDA: WEDNESDAY, APRIL 17, 2024

10:00 - 10:15 EDT **Welcome and Opening Remarks from the Chair**

10:15 - 11:00 EDT



Regulator's Guide to Complaints, Disciplinary Hearings & the Issue of Costs

Jamie Robertson, Deputy Registrar, Ontario College of Teachers



Jean-Francois Schaan, Professional Conduct Manager, Ontario College of Teachers

- The process and stages prior to a disciplinary hearing.
- When does a complaint go to a hearing?
- Who hears the case?
- Powers of the Disciplinary Committee.
- Witnesses and evidence.
- New issues in costs – impact on regulators.

11:00 - 11:45 EDT



Handling Challenges Related to Reinstatement

Lisa Braverman, Barrister and Solicitor

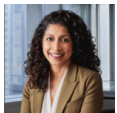
- Introduction: reinstatement vs restoration vs readmission
- Timing and nature of reinstatement application
- Burden of proof and standard of proof
- Procedure at reinstatement hearing
- Reinstatement without a hearing
- Test for reinstatement and relevant court decisions
- Practical fact scenarios

11:45 - 12:30 EDT



Technological Advances: AI and More - What Will Benefit Your Organization?

Jordan Glick, Founder and Partner Lawyer, GlickLaw



Denitha Breau, Registrar and CEO, Ontario College of Social Workers and Social Service Workers

- What technologies hold the most promise for your organization?
- Determining your digital evolution.
- Becoming future-ready for a more agile and efficient, regulatory landscape.
- Role of AI in professional organizations.

12:30 - 13:30 EDT Break

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DAY TWO PROGRAM AGENDA: WEDNESDAY, APRIL 17, 2024

13:30 - 14:15 EDT



Protecting the Public Interest: Incapacity Process and Hearings

Yufei (Fiona) Wang, Prosecution Lead, College of Massage Therapists of Ontario (CMTO)



Al Pomerant, Manager, Investigations, College of Massage Therapists of Ontario

- What role does the Regulator play in monitoring a registrant's conduct when there are physical or mental health challenges and concerns that may impact patient safety?
- Inquiries relating to the capacity of a registrant
- Physical or mental examinations during an inquiry
- Interim orders related to incapacity
- In's and out's of an incapacity hearing.

14:15 - 15:00 EDT



Understanding Defence Counsel's Perspective

Emma Gardiner, Partner, Rosen Sunshine

- Where will defence counsel focus?
- Where are the weaknesses in the college's case?
- Legal knowledge, specific requirements and context needed to defend professionals.

15:00 - 15:15 EDT Break

15:15 - 16:00 EDT



Trauma Informed and Remote Investigation

Flora Vineberg, Workplace Investigator and Trainer, Rubin Thomlinson LLP

- Understanding trauma
- Definition of trauma informed approach to investigations
- Where is trauma informed investigation appropriate
- Considerations in selecting an investigator
- What employers need to know

16:00 EDT

End of Day Two

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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 416.507.4202, or by email at sponsorship@infonex.com.

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Course for Groups of 3 +	CAD \$ 2,299 each	CAD \$ 2,199 each
Course for Groups of 2	CAD \$ 2,399 each	CAD \$ 2,299 each
Course for 1 Registrant	CAD \$ 2,499	CAD \$ 2,399

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

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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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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 April 2, 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 **April 2, 2024**, will not be eligible to receive any credits and are liable for the entire registration fee.

Confirmed registrants who do not cancel by **April 2, 2024** and fail to attend will be liable for the entire registration fee.

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