

March 25 - 26, 2025 • Virtual Course

24th Annual Conference

# Managing Your Duty to Accommodate

*Proactive Strategies and Proven Techniques for Win-Win Solutions*



## YOUR FACULTY CONFIRMED PARTICIPANTS INCLUDE:



**Melissa Mustafa**  
**Lakhani Campea LLP**



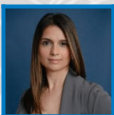
**Diane Rudakenga**  
**Rudakenga Solutions**



**Steve Inouye**  
**National Institute of  
Disability Management  
and Research**



**Brad Hallowell**  
**KPMG Law LLP**



**Lizna Husnani-Puchta**  
**IGM Financial Inc.**

... and more



Your core competency is the effective resolution of myriad requests, and managing these files with the seemingly endless new directives and developments in support and legal requirements. That this field is complex and necessitates both a human understanding of what your co-workers must deal with has to balance with the realities of the support you are able to offer. Attend this incisive two-day event and profit from the latest insights and methodologies to tackle anything from mental health issues to fulfilling your duty to support.

**Register today and get insightful guidance and real-world case studies on:**

- How to accommodate mental health and substance abuse workplace disorders.
- Parsing competing rights involving religious, disability or gender accommodation requests.
- Monitoring compliance with collective agreements to uphold accommodation across the organization.
- Explore the nuances of accommodating employees in specialized workplace contexts, including workplace investigations and during the recruitment process.
- Using employee feedback and engagement to drive changes in your workplace practices.
- Review the most recent cases and understand the evolving landscape of family-related accommodations under federal jurisdiction.
- Learn how to quickly identify sources of conflict related to employee accommodations and dynamics.

**REGISTER TODAY!**

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

**Call [1.800.474.4829](tel:1.800.474.4829) or**

**[www.infonex.com](http://www.infonex.com)**

# Managing Your **Duty to Accommodate**

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## DAY ONE PROGRAM AGENDA: TUESDAY, MARCH 25, 2025

10:30 - 10:45 EDT



### Welcome and Opening Remarks from the Chair

**Diane Rudakenga, Certified Positive Psychology Practitioner, ADHD Life Coach in Training, Founder, Rudakenga Solutions**

10:45 - 11:45 EDT



### Duty to Accommodate Policy in an Ideal World

**Laura-Lee Balkwill, Free Agent, Treasury Board Secretariat**

- Establishes clear guidelines for identifying and addressing accommodation needs to ensure inclusivity and equity for all individuals.
  - Streamlines the accommodation request process by fostering open communication, accountability, and timely responses.
- Empowers individuals and organizations to collaborate effectively, balancing diverse needs with operational requirements.

11:45 - 12:45 EDT



### Case Study

### Resolving Competing Human Rights Accommodation Requests

**Melissa Mustafa, Partner, Lakhani Campea LLP**



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

- Overview of Human Rights Accommodations and Employer Duties.
- Identifying Competing Rights involving religious, disability or gender related accommodation requests.
- Case study analysis of recent jurisprudence.
- Practical tips involving best practices.
- Proactive measures including workplace policies and training.

12:45 - 13:30 EDT      Break

13:30 - 14:30 EDT



### From Conflict to Collaboration: Addressing the Duty to Accommodate and Difficult Employee Dynamics

**Trevor Kraus, Lead Coach and Consultant, Pinnacle Praxis**

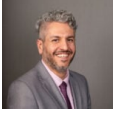
- Identify sources of conflict related to employee accommodations and dynamics.
- Foster open communication between management and employees to encourage dialogue.
- Implement conflict resolution strategies to facilitate collaboration and understanding.
- Cultivate an inclusive workplace culture that values diverse needs and perspectives.
- Monitor outcomes to ensure effective resolution and ongoing support for all employees.

14:30 - 15:30 EDT

# Managing Your **Duty to Accommodate**

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## DAY ONE PROGRAM AGENDA: TUESDAY, MARCH 25, 2025



### **Innovative Strategies for Fostering Inclusive Work Environments**

**Georges Fattouche, Director, Excellence Centre for EDIA, Library and Archives Canada**

- Developed and implemented data-driven diversity and inclusion programs, increasing workforce representation and engagement across underrepresented groups.
- Designed and facilitated interactive training sessions to educate employees on unconscious bias, fostering a culture of belonging and collaboration.
- Collaborated with cross-functional teams to create equitable hiring practices and accessible workplace policies, ensuring compliance and inclusivity.

15:30 - 16:30 EDT



### **Balancing Family and Work: Recent Cases on Duty to Accommodate in the Federal Sector**

**Nhi Huynh, Lawyer, Williams HR Law LLP**

- Review recent cases to understand the evolving landscape of family-related accommodations in the federal sector.
- Assess the impact of legal rulings on workplace policies regarding family responsibilities.
- Implement strategies that promote work-life balance while adhering to the duty to accommodate.
- Facilitate discussions among stakeholders to address challenges related to family accommodations.
- Document successful case outcomes to create a repository of best practices for future reference.

16:30 EDT **Closing Remarks from the Chair**

### **SPONSORSHIP AND EXHIBITION OPPORTUNITIES**

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

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# Managing Your **Duty to Accommodate**

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## DAY TWO PROGRAM AGENDA: WEDNESDAY, MARCH 26, 2025

10:30 - 10:40 EDT



### Welcome and Opening Remarks from the Chair

**Diane Rudakenga, Certified Positive Psychology Practitioner, ADHD Life Coach in Training, Founder, Rudakenga Solutions**

10:30 - 11:30 EDT



### Beyond Compliance: Hiring, Retaining, and Supporting Employees with Disabilities Under Bill C-81

**Kawsar Mohamed, Co-founder, KM Accessibility Consulting**

Bill C-81, the Accessible Canada Act, requires federally regulated employers to proactively remove barriers rather than just respond to accommodation requests. This session explores how organizations can go beyond compliance by creating inclusive hiring practices, conducting workplace accessibility audits, and implementing retention strategies that support employees with disabilities. Learn how proactive accessibility benefits both employees and employers, reduces legal risks, and fosters a more inclusive workplace culture.

11:30 - 12:30 EDT



### Atypical Accommodation: Tackling Unconventional Grounds and Specialized Workplace Scenarios

**Joel Smith, Partner, Labour & Employment Lawyers & Workplace Investigators, Williams HR Law LLP**



**Ingrid Wibowo, Lawyer & Workplace Investigator, Williams HR Law LLP**

- Explore the nuances of accommodating employees in specialized workplace contexts, including workplace investigations and recruitment processes.
- Examine evolving legal developments addressing accommodation based on less conventional grounds, including political views, immigration status, and age.

12:30 - 13:15 EDT Break

13:15 - 14:15 EDT



### Accommodating Mental Health and Substance Use Disorders in the Workplace

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

- Employer and employee obligations in the duty to accommodate.
- The duty to inquire.
- Requesting employee medical information.
- Navigating drug and alcohol policies and implementing return-to-work plans.
- Practical takeaways for employers.

14:15 - 15:15 EDT



### Case Study

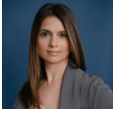
### The Role of DEI in Decision-Making to Reduce Absenteeism

**Sanzana Hossain, Senior Partner, Abilities & Attendance, Peel District School Board**

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## DAY TWO PROGRAM AGENDA: WEDNESDAY, MARCH 26, 2025



**Lizna Husnani-Puchta, Director, Inclusion, IGM Financial Inc.**

- How to use DEI strategies to reduce absenteeism.
- How accessibility and inclusion reduces disability related absences.
- Benefits of team collaboration between DEI and DM teams.

15:15 - 16:15 EDT



### **A Coordinated Approach to Accommodations through Effective Disability Management**

**Steve Inouye, Director, Program Assessments, National Institute of Disability Management and Research**

- The need for proactive accommodations in the workplace.
- Key workplace success factors for measurable economic and social outcomes.
- Strengths and gaps in workplaces assessed across Canada.
- Engaging the workplace in a program that moves beyond minimum requirements.
- Sustaining and improving disability management to stay ahead of accommodations.

16:15 EDT **Closing Remarks from the Chair**

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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 \_\_\_\_\_

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

Prices subject to GST / HST	Full Price	Register by March 21
Course for Groups of 3 +	CAD \$ 2,299 each	<b>CAD \$ 1,799 each</b>
Course for Groups of 2	CAD \$ 2,399 each	<b>CAD \$ 1,899 each</b>
Course for 1 Registrant	CAD \$ 2,499	<b>CAD \$ 1,999</b>



*\* 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: \_\_\_\_\_ / \_\_\_\_\_

CWV / CSC: \_\_\_\_\_ Signature: \_\_\_\_\_

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

### 3 SEND US YOUR REGISTRATION

GST / HST No. R134050012

**EMAIL:** register@infonex.com **WEBSITE:** www.infonex.com

**TELEPHONE:** 1.800.474.4829 **MAIL:** INFONEX INC.  
330 Bay Street, Suite 1500  
Toronto, ON M5H 2S8

### VIRTUAL COURSE:

*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 11, 2025**. 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 11, 2025**, will not be eligible to receive any credits and are liable for the entire registration fee.

Confirmed registrants who do not cancel by **March 11, 2025** and fail to attend will be liable for the entire registration fee.

**DISCOUNT CODE: 1480-W**

