Hear from experienced leaders:

- Graeme Keirstead, Chief Legal Counsel, COLLEGE OF PHYSICIANS AND SURGEONS OF BRITISH COLUMBIA
- Steven Hyman, Manager, Professional Standards, MANITOBA REAL ESTATE ASSOCIATION
- Claire E. Hunter, Counsel, HUNTER LITIGATION CHAMBERS
- Alison Hemmings-Cook, Operations Manager, Revenue Programs Division, MINISTRY OF FINANCE
- Lisa Fong, Partner, NG ARISS FONG
- Gregory Sim, Partner, FIELD LAW
- Alastair Wade, Principal, ALASTAIR WADE LAW CORPORATION
- Joëlle Berry, Director of Compliance, COLLEGE OF MASSAGE THERAPISTS OF BC

Learn Effective Complaints, Investigation, and Resolution Processes to Protect the Integrity of Your Profession and the Public Interest:

- Hear the latest developments in professional regulation, decisions, and legislative changes that may affect your practice
- Practical advice for maintaining discriminating standards without breaching human rights
- Implement appropriate measures to prevent and address unprofessional behavior in the workplace
- Learn how to use disciplinary sanctions to encourage compliance
- Design an implement a defensible ADR process
- Develop a framework for managing the board and ensuring compliance
- Fine-tune your investigation process: learn the dos and don’ts of the investigation process
- Understand why it is important to evaluate regulators and committee members
- Best practices for collecting and utilizing evidence more effectively
- Strategies of addressing a case that’s also being tried as a criminal case
- Ensure your disciplinary hearings are fair and transparent
- Learn how to address reinstatement following suspension for professional discipline and or criminal convictions

Register Today! Call Chris 1.800.474.4829 Ext. 296
Email: ctakayama@infonex.ca • www.infonex.ca
DAY ONE PROGRAM AGENDA: TUESDAY, OCTOBER 21, 2014

7:30 – 8:30  Registration and Continental Breakfast

8:30 – 8:40  Welcome and Opening Remarks from the Chair
Geoff Thiele, Director, Legal Services, Real Estate Council of British Columbia

8:40 – 9:40  Keeping Current: Developments in Professional Regulation, Decisions and Legislative Changes
Gregory Sim, Partner, Field Law
- Current trends in professional regulation
- Recent, relevant, key court decisions
- Effect of provincial legislation on regulatory bodies
- What are the most important recent cases that impact regulators?
- How regulators can pro-actively respond to trends

Gregory Sim provides advice and representation to professional regulatory organizations, sport regulatory organizations, administrative tribunals, professionals, employers and employees in respect of a broad range of issues. He regularly advises regulators on matters including governance, standards and ethics matters, disciplinary investigations and prosecutions, registration, labour mobility, legislative reform, human rights and other aspects of administrative and employment law.

9:40 – 10:00  Networking Break

10:00 - 11:00  Respecting Human Rights Within Your Organization
Nitya Iyer, Partner, Lovett Westmacott
- Relevance of human rights laws for professional regulatory bodies
- Challenges to 'good character' and 'Canadian experience' requirements
- Dealing with discrimination claims in decision-making

Nitya Iyer practices in the fields of administrative and constitutional law, with a special focus on human rights and pay equity. She advises governments, employers and complainants on these issues, providing policy advice and representation in complaints. She has appeared before all levels of court, including the Supreme Court of Canada. Nitya specializes in the negotiation of settlements of complex discrimination cases. Nitya also acts as a neutral, providing investigation and mediation services in these areas.

11:00 - 12:00  Developing Disciplinary Sanctions
Lisa Fong, Partner, Ng Ariss Fong
- Creating standardized sanctions for your organization
- Using sanctions as incentives to obey the rules
- Addressing discipline bias
- Enforcing standards for conduct
- What can be done when a practitioner fails to comply
- Ensuring fairness, predictability and public confidence
- Designing and implementing methods to track and ensure compliance

Lisa Fong’s practice is a blend of commercial and administrative litigation, and advising regulatory bodies. She has appeared as counsel before tribunals, commissions, in arbitrations, in the British Columbia Supreme Court and Court of Appeal, and in various levels of the Federal Court. Lisa has conducted investigations on registration and inquiry matters, and has appeared before hearing committees as well as trained and advised such committees. She is the vice-president of the Board of the Community Legal Assistance Society and a member of the human rights litigation sub-committee.

12:00 – 1:15  Luncheon Break

1:15 - 2:15  Effectively Managing Disruptive Professionals
- Outlining the professional expectations of behavior
- How to implement appropriate measures to prevent or address unprofessional behavior in the workplace
- How to deal with professionals who may have psychological or personal issues

2:30 - 3:30  Best Practices for Alternative Dispute Resolution (ADR)
- How to design a resolution process that works for your organization
- Value of ADR in regulatory matters
- Using ADR in regulation: managing complaints, discipline
- Designing a resolution process
- Ensuring outcome meet the regulator’s public protection mandate

3:30 - 4:30  Evaluating the Board and Ensuring Transparency
Graeme Keirstead, Chief Legal Counsel, College of Physicians and Surgeons of British Columbia
- How to determine if members are carrying out responsibilities
- Improving performance of duties
- Creating structure for problem solving and increasing accountability
- How to ensure evaluations create change

Graeme Keirstead joined the College of Physicians and Surgeons in August 2013 and his responsibilities include disciplinary proceedings involving physicians. He has been practising in the area of professional regulation since 1999. Graeme has an extensive background in board governance, having served in a leadership capacity with many charitable organizations. Previously, he worked at the Law Society and was responsible for a number of different portfolios, developing the in-house custodianship program, succession planning module, and an early resolution/mediation based approach to complaints.

WHO SHOULD ATTEND THIS EVENT
- Registrars and Deputy Registrars
- Complaint Committee Members
- Discipline Committee Members
- Investigation Officers and Professionals
- Licensed Professionals
- Staff of Professional Bodies
- Associations Seeking Self-Regulatory Status
- In-House Counsel
- Lawyers Specializing in Professional Regulation
- Consultants
DAY TWO PROGRAM AGENDA: WEDNESDAY, OCTOBER 22, 2014

7:30 – 8:30  Continental Breakfast

8:30 – 8:40  Opening Remarks from the Chair
Steven Hyman, Manager Professional Standards, Manitoba Real Estate Association

8:40 – 9:40  Fine-Tuning Your Investigation Process
Steven Hyman, Manager Professional Standards, Manitoba Real Estate Association
• Understanding your investigative powers and authority
• What to do when the investigation uncovers something else that doesn’t meet professional standards
• Principles of excellent investigations
• Investigation planning and execution
• The role of expert reports
• Ethical considerations in investigations

9:40 – 10:00  Networking Break

10:00 – 11:00  Best Practices for Managing Evidence: Did You Get Everything You Need?
Claire E. Hunter, Counsel, Hunter Litigation Chambers
• Identifying relevant evidence
• Ensuring relevant evidence is preserved
• Best practices in evidence gathering
• Avoiding pitfalls in electronic document collection
• Taking witness statements

11:00 – 12:00  Addressing Complaints and Effectively Planning an Investigation
Joëlle Berry, Director of Compliance, College of Massage Therapists of BC
• Complaint and initiation of the investigation
• Understanding the issues and preparing the investigation plan
• Legal updates that affect your planning
• Ensuring complaints are investigated thoroughly and in a timely manner
• Clarifying the scope and mandate of the regulator
• Developing a systemic approach to executing your plan
• Managing information and setting time-frames

12:00 – 1:15  Luncheon Break

1:15 - 2:15  Managing Multiple Proceedings
Alison Hemmings-Cook, Operations Manager, Revenue Programs Division, Ministry of Finance
• How to address a case that is also being tried as a criminal case
• Using regulatory authority to conduct investigations
• Can you use evidence from other proceedings?

2:15 – 3:30  Networking Break

2:30 - 3:30  Running a Fair and Effective Disciplinary Hearing
Lesley Cameron, Discipline Senior Counsel and Manager, Law Society of Upper Canada
• Meeting the obligations of your organization to protect the public
• Understanding the responsibility and authority to proceed
• Earning and maintaining the confidence of all parties
• Involvement of staff: maintaining the confidence of all parties
• Fairness to all parties regardless of the infractions or punishment
• Ensuring transparency
• Understanding the mechanism of the disciplinary hearing

3:30 - 4:30  Reinstatement: Is There Life After Cancellation of Registration?
Alastair Wade, Principal, Alastair Wade Law Corporation
• Protection of the public
• Burden of proof
• Good character
• Criminal record/conviction
• Assessment of remorse and rehabilitation

Alastair Wade has an extensive practice in the governance and discipline of self-governing professions. He regularly conducts discipline and other regulatory hearings for a variety of professions under the Health Professions Act as well as statute specific professions. On rare occasions he appears on appeals and judicial reviews of administrative actions. He frequently lectures on administrative law issues and provides training sessions on conducting discipline proceedings.

Register Now! • Call Chris 1.800.474.4829 Ext. 296 • Email: ctakayama@infonex.ca • www.infonex.ca
THREE KEY BENEFITS OF ATTENDING

1) Get comprehensive updates on best practices for regulators
2) Gain strategies for managing complaints and fine-tuning your investigative processes
3) Achieve transparency and efficiency of your organization to protect the public interest

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

1. PRINT YOUR NAME AND CONTACT INFORMATION

Mr./Ms./Mrs.__________________________________________ Title_________________________
Organization ____________________________________________
Name of Approving Manager _______________________________ Title ________________________
Address ________________________________________________ Province_____ Postal Code __________________
City __________________________ Province_____ Postal Code ________________
Telephone ( ) __________________________ Ext ____________ Fax ( ) ______________________
Email address _____________________________________________________________________________
Company’s main line of business __________________________ Number of Employees:________

2. SELECT YOUR PREFERRED PAYMENT METHOD

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

Method of Payment: ❑ VISA ❑ MasterCard ❑ Cheque enclosed, payable to INFONEX Inc.
Card Number: __________________________ Exp. Date: _______ / _______
Signature: ___________________________________________________________________________
❑ Please check box if you are GST/HST exempt Exemption # _______________________________

3. SEND US YOUR REGISTRATION

❑ FAX: 1.800.558.6520 ❑ EMAIL: ctkayama@infonex.ca ❑ TELEPHONE: 1.800.474.4829 Ext. 296

WEBSITE: www.infonex.ca

LOCATION:
Professional Regulation and Discipline will be held at a convenient location in Vancouver, BC. Detailed venue information will be provided with your registration confirmation.

YOUR REGISTRATION INCLUDES:
Registration fees include all course materials, continental breakfast, lunch, and refreshments. Parking and accommodation are not included.

SPONSORSHIP, EXHIBITION, AND PROMOTIONAL OPPORTUNITIES:
Increase your visibility with professionals from regulatory bodies and self-regulating disciplines at Professional Regulation and Discipline. A limited number of sponsorship options are available.

CANCELLATION POLICY:
Substitutions may be made at any time.
If you are unable to attend, please make cancellations in writing and fax to 1-800-558-6520 no later than October 7, 2014.
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. If you prefer, you may request a refund of fees paid, less a 15% administration fee.

Registrants who cancel after October 7, 2014, will not be eligible to receive any credits or refunds and are liable for the entire registration fee.

Confirmed registrants who do not cancel by October 7, 2014, and fail to attend will be liable for the entire registration fee.

DISCOUNT CODE: 1121-CT
### Section A - Conference Information

| Event & Number | #1121 Professional Regulation & Discipline (Vancouver, BC) Oct 21 - 22, 2014 |

### Section B - Delegate Information

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| CHRISTOPHER TAKAYAMA |