

## YOUR FACILITY CONFIRMED PARTICIPANTS INCLUDE:



**Melisse Willems**  
Registrar and Executive Director  
**COLLEGE OF DIETITIANS OF ONTARIO**



**Gillian Slaughter**  
Manager, Compliance Monitoring and Supervision  
**THE COLLEGE OF PHYSICIANS AND SURGEONS OF ONTARIO**



**Irwin Fefergrad**  
Registrar  
**ROYAL COLLEGE OF DENTAL SURGEONS ONTARIO**



**Robin McKechney**  
Lawyer  
**STEINECKE MACIURA LEBLANC**



**Jasmeet Kala**  
Lawyer  
**KEEL COTTRELLE LLP**



**Patricia Harper**  
Lawyer  
**KEEL COTTRELLE LLP**



**Elyse Sunshine**  
Lawyer  
**ROSEN SUNSHINE LLP**



**Kaelan Moat**  
PhD, Managing Director, McMaster Health Forum  
**MCMASTER UNIVERSITY**



**Paul Farley**  
**PAUL FARLEY LAW**



**Claude Balthazard**  
VP Regulatory Affairs and Registrar  
**HUMAN RESOURCES PROFESSIONALS ASSOCIATION**



**Dean Benard**  
President & CEO  
**BENARD + ASSOCIATES**



**Rebecca Durcan**  
Lawyer  
**STEINECKE MACIURA LEBLANC**



**Brendan Gray**  
Health Law Counsel  
**OFFICE OF THE INFORMATION AND PRIVACY COMMISSIONER OF ONTARIO**

# INFONEX

Professional Development

April 9 – 10, 2019 • Toronto, Ontario

24<sup>th</sup> Annual Event!

# RegPro2019

Professional Regulation  
and Discipline

The latest Information on Standards and Requirements  
in Regulation and Discipline

## Get Expert Advice for Addressing the Most Pressing Issues Affecting Professional Regulatory Bodies

- ✓ Hear about the practical impact of new cases, latest developments, decisions, and changes
- ✓ Rank your complaints process against the results of a cross-Canada survey about efficiency and effectiveness for complaints processes
- ✓ Improve your interviewing techniques: analyze common mistakes, and learn how to avoid them
- ✓ Get tips for managing a discipline hearing: examine evidentiary issues, rules of procedure, and how to deal with self-represented practitioners
- ✓ Examine the complexities of fit-to-practice issues: how to deal with practitioners suffering from short- or long-term incapacity
- ✓ Understand the importance of transparency and the impact of disclosure during investigations and proceedings
- ✓ Clarify your obligations when assessing "good character" and explore related case-law examples
- ✓ Learn how to design a resolution process that works for your organization: key elements to successful alternative dispute resolution (ADR)

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# Professional Regulation and Discipline

April 9-10, 2019 • Toronto, Ontario

## DAY ONE PROGRAM AGENDA: TUESDAY, APRIL 9, 2019

7:30 – 8:30 Registration and Continental Breakfast

8:30 – 8:40

### Welcome and Opening Remarks from the Chair

*Melisse Willems, Registrar and Executive Director, College of Dietitians of Ontario*

8:40 – 9:30

### Understanding Grey Areas in Complaints & Discipline - The Goudge Report

*Rebecca Durcan, Lawyer, Steinecke Maciura LeBlanc*

- Balancing competing pressures on regulators for speed and accuracy
- Understanding the need for thorough investigations
- Providing fairness, due process and sensitivity
- Acting early and effectively in the complaints process
- Changes to the Rules of Procedure
- Incorporating The Goudge Report recommendations

9:30 – 10:20

### Breaches in Conduct and Actions Taken by Committees

*Gillian Slaughter, Manager/Compliance Monitoring and Supervision, The College of Physicians and Surgeons of Ontario*

- Identifying if disciplinary requirements are being fulfilled
- What happens when they are not
- Educating professionals with past misconduct issues
- Dealing with breaches - when the orders and rules are not followed
- Negative reassessments - when standards are still not met

10:20 – 10:40

Networking Break



10:40 – 11:30

### Cutting Edge Data Analytics Applied to Complaints Assessment

*Irwin Fefergrad, Registrar, Royal College of Dental Surgeons Ontario*

*Krystal Evans, Project Manager, Royal College of Dental Surgeons Ontario*

- Applying an epidemiological approach to analyse complaints data
- Investigating the current elective model for size and eligibility
- Competency requirements to sit on committees
- Interim suspensions and legislative changes to ICRC panels

11:30 – 12:15

PANEL DISCUSSION

### Challenges Facing the Licensing of Internationally Trained Professionals

*Moderated by Melisse Willems, Registrar and Executive Director, College of Dietitians of Ontario*

*Claude Balthazard, VP Regulatory Affairs and Registrar, Human Resources Professionals Association*

*Irwin Fefergrad, Registrar, Royal College of Dental Surgeons Ontario*

*Elyse Sunshine, Lawyer, Rosen Sunshine LLP*

- Examining the challenges facing foreign professionals
- Dealing with foreign cultural paradigms
- The role of the regulatory body and accommodation
- Applying standards in multidisciplinary environments
- Retraining for working in Canada

12:15 – 1:30

Luncheon Break

1:30 – 2:20

### Off-Duty Conduct - Does it stay in Vegas?

*Robin McKechney, Lawyer, Steinecke Maciura LeBlanc*

- When does off-duty conduct become the employer's concern?
- Determining the impact of misconduct
- Failing to discharge legal onus
- Navigating incapacity, mental health, substance abuse and off-duty conduct
- Apply privacy laws to employees away from the office
- The company's devices and the employee's inappropriate conduct
- Being a proactive employer to mitigate misconduct risks

2:20 – 2:40

Networking Break



2:40 – 3:40

### Professional Regulation & Discipline Decisions - A Year in Review

*Jasmeet Kala, Lawyer, Keel Cottrelle LLP & Patricia Harper, Lawyer, Keel Cottrelle LLP*

- Hear the latest on decisions and cases involving
  - Procedural fairness and the duty to accommodate
  - Charter challenges
  - Professional misconduct and defences raised

3:40 – 4:30

### But He Can't Afford a Lawyer! Special Issues When Dealing with Unrepresented Members

*Elyse Sunshine, Lawyer, Rosen Sunshine LLP*

- Today's reality of administrative justice and professional regulation
- Dealing with unrepresented members can be complicated for regulators
- Ensuring fairness in the process
- Minimizing decisions being overturned on review or appeal

4:30

End of Day One

# Professional Regulation and Discipline

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## DAY TWO PROGRAM AGENDA: WEDNESDAY, APRIL 10, 2019

7:30 – 8:30 Registration and Continental Breakfast

8:30 – 8:40

### Welcome and Opening Remarks from the Chair

*Melisse Willems, Registrar and Executive Director, College of Dietitians of Ontario*

8:40 – 9:40

### Insights to Inform Policy Making from Citizen Panels and Stakeholder Dialogues

*Kaelan Moat, PhD, Managing Director, McMaster Health Forum, McMaster University*

- The McMaster Health Forum's approach to convening citizen panels and stakeholder dialogues
- Sparking insights based on the best-available research evidence
- Background and context for convening citizen panels and a stakeholder dialogue on Modernizing the Oversight of the Health Workforce in Ontario
- Lessons learned conducting three diverse citizen panels
- Insights from a dialogue of policy makers and stakeholders from across the province

9:40 – 10:00

Networking Break



10:00 – 11:00

### Appeals, Judicial Review and the Standard of Review - Update

*Paul Farley, Paul Farley Law*

- To appeal or not to appeal - a principled approach
- The standard of review before a statutory appeal committee – look to the statute
- Raising the ante - deciding whether to bring an Application for Judicial Review
- Throwing down the gauntlet - defending an Application for Judicial Review before the Divisional Court

11:00 – 12:00

### Update on HR Issues for Professional Regulatory Bodies

*Claude Balthazard, VP Regulatory Affairs and Registrar, Human Resources Professionals Association*

- Strategic planning and foresight in regulatory bodies
- Damages done - failing to act on issues and complaints
- Protecting employees from harm
- Challenges arising within self-regulation
- New standards for addressing conflicts and resolutions

12:00 – 1:15

Luncheon Break

1:15 – 2:15

### Best Practices for Investigations - Top Ten Ways to Ensure Success

*Dean Benard, President & CEO, Benard + Associates*

- Avoiding accusations of discrimination, bias or conflicts of interest
- Staying with the scope of the investigation
- Understanding common and not so common weaknesses in investigations
- Important practical tips to apply in investigations
- Developing policy considerations to ensure consistency

2:15 – 2:30

Networking Break



2:30 – 3:30

### #MeToo in Professional Regulatory Agencies

*Melisse Willems, Registrar and Executive Director, College of Dietitians of Ontario*

*Rebecca Durcan, Lawyer, Steinecke Maciura LeBlanc*

*Robin McKechney, Lawyer, Steinecke Maciura LeBlanc*

- Be prepared to deal with an increase in allegations and complaints
- Know, understand and communicate your regulations
- Training internally to handle complaints properly
- Proactive requirements to mitigate the risk from harassment complaints
- Failing to act and false allegations - pitfalls to overcome

3:30 – 4:20

### Privacy Best Practices - Lessons from Ontario

*Brendan Gray, Health Law Counsel, Office of the Information and Privacy Commissioner of Ontario*

- Minimizing personal information
- Common causes of privacy breaches
- Responding to a privacy breach
- Developing your privacy policies

4:20

End of Conference

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# Professional Regulation and Discipline

April 9-10, 2019 • Toronto, Ontario

## 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

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

### 1 PRINT YOUR NAME AND CONTACT INFORMATION

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Organization \_\_\_\_\_

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

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Address \_\_\_\_\_

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## LOCATION:

Professional Regulation and Discipline will be held at a convenient location in Toronto, Ontario. Detailed venue information will be forthcoming as it becomes available.

## YOUR REGISTRATION INCLUDES:

Registration fees include all course materials, continental breakfast, lunch, and refreshments. **Parking and accommodation are not included.**

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