

Developing and Taking Your Policy to the Next Level!

Navigating **Duty to Accommodate** Issues in Your

Latest Updates on Accommodation Policy and Strategies

**LEARN PROVEN TECHNIQUES
FROM KEY PRESENTATIONS BY
REPRESENTATIVES FROM:**

ALBERTA HUMAN RIGHTS AND
CITIZENSHIP COMMISSION

MENTAL HEALTH COMMISSION OF
CANADA

WCB ALBERTA

CLAC LOCAL 310

MONTANA FIRST NATIONS

JANUS ASSOCIATES

INTEGRATED WORKPLACE SOLUTIONS
[IWS]

STONEY TRIBAL ADMINISTRATION

CANADIAN INITIATIVE ON WORKPLACE
VIOLENCE

CG HYLTON & ASSOCIATES

SOUTHERN ALBERTA INSTITUTE OF
TECHNOLOGY (SAIT)

DISTINCTIVE EMPLOYMENT COUNSELLING
SERVICES OF ALBERTA (DESCA)

CITY OF EDMONTON

April 26 and 27, 2010

**Optional Workshops: April 28, 2010
EDMONTON, ALBERTA**

***Create and expand policies that reflect your
company's needs and potential!***

- Investigate mental health accommodation
- Gain insight into accommodation policies for substance abuse
- Learn to manage risk in your workplace
- Hear updates from the Alberta Human Rights Commission
- Understand just how far undue hardship really extends
- Demystify communication between unions and departments
- Assist your employees to return to work faster
- Create and develop a wellness program
- Hear case studies from those developing their own policies
- Share best practices in effective communication between employees and managers
- Understand underlying causes of absenteeism and how to prevent it

PLUS! Take advantage of optional half-day workshops!

Get strategies for addressing and accommodating substance abuse and learn best practices for developing an accommodation policy in practical, focused workshops from experts in the field of employee accommodation—don't miss out!

INFONEX
Profit from Knowledge

Register Today!

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Navigating Issues in Your **Duty to Accommodate**

APRIL 26 AND 27, 2010 • OPTIONAL WORKSHOPS: APRIL 28, 2010 • EDMONTON, ALBERTA

Day 1 PROGRAM AGENDA: MONDAY, APRIL 26, 2010

8:00 – 9:00 Registration and Continental Breakfast

9:00 – 9:10

Welcome and Opening Remarks from the Chair

Chief Carolyn Buffalo, Montana First Nations

9:10 – 10:10

Latest Developments in Workplace Mental Health: Developing Strategies with the Mental Health Commission

Dr. Kathy GermAnn, Workplace/Workforce Policy Analyst, Mental Health Commission of Canada

- History of the Mental Health Commission of Canada, its mandate and key initiatives
- Current activities relating to mental health in the workplace
 - Aspiring Workforce project
 - Improving Mental Health Care in the Workplace project
 - Leadership for Mental Health in the Workplace project
 - Internal Workplace Strategy: Optimizing Mental Health in the Workplace

CASE STUDY

10:10 – 10:30

Networking Break



10:30 – 11:30

Demystifying Undue Hardship: Where Does Your Responsibility End?

Lenore Neudorf, Arbitration and Disputes Advisor, Labour Relations, Corporate Human Resources, Government of Alberta

- Understanding the limits of undue hardship
- Recognizing best practices in working with employees
- Knowing where your responsibility as an employer ends
- Recent case studies illustrating changes

Lenore Neudorf has spent the majority of her career as an in-house employment and labour law counsel in both private and public sector organizations, including TELUS and the Government of Alberta. In Lenore's current role as the Arbitration and Disputes Advisor for the Government of Alberta, she provides expertise in managing arbitration cases and other third-party disputes on behalf of the government, conducting settlement discussions, preparing arguments on behalf of the employer, presenting complex cases at arbitration, and coaching Labour Relations team members in handling and presenting arbitration cases.

11:30 – 12:30

Writing and Updating Your Duty to Accommodate Policy

Mark Tyrrell, Disability Management Consultant, City of Edmonton

- Best ways to develop a policy for accommodation in your organization
- Creating a consistent process for your department to follow regarding your duty to accommodate
- Best practices and the procedures that work most effectively

12:30 – 1:45

Luncheon

1:45 – 2:45

Identifying and Assisting with Mental Health Issues

Dr. Pat Ferris, Partner, Janus and Associates

- Accommodating employees with mental health issues
- Spot indicators of mental health issues
- Creating effective plans for assistance
- Creating a dialogue on both sides: develop a safe work environment to discuss mental health accommodation

2:45 – 3:00

Networking Break



3:00 – 4:00

Creating Win-Win Employment Relationships

Lori Craig, Human Resource Director, Stoney Tribal Administration

Administration

- Understanding the legislation umbrella that governs the employment relationship
- Developing retention strategies that foster healthy workplaces
- Maintaining healthy employees to retain your workforce longer
- Maintaining low absenteeism by developing win-win relationship with employees
- Developing prevention measures to assist in long-term workplace wellness strategies

Lori Craig has been the Director of Human Resources with the Stoney Tribal Administration (STA) for the past eight years. She leads a human resources team that has implemented numerous organizational improvements, including the increased visibility of and adherence to HR policy, the development and implementation of a managers' guidebook, and employee and manager orientations. Lori has more than 25 years of human resources experience, with a focus on personal, interpersonal, and organizational effectiveness.

4:00 – 5:00

Minimizing Risk: Managing Violence in the Workplace

Glenn French, President and CEO, Canadian Initiative on Workplace Violence

- Classifying violence in the workplace
- Completing risk and hazard assessments
- Return-to-work procedures after violence has occurred
- Understanding violence and discrimination in the workplace
- Creating prevention measures for your organization

Glenn French has held many senior administrative and clinical positions in both the private and public sectors. He has been retained by many leading Canadian organizations that are interested in the well-being of their employees. The CIWV has been showcased in many national print and electronic news media, including the CBC National News, The Globe & Mail, the National Post, Global News and City TV, as well as many industrial and trade publications. Glenn was privileged to be profiled in Prevention magazine, a national publication of the Federal Department of Justice. In 2001, the Canadian Initiative partnered with the federal government in planning for the first North American conference on workplace violence, as part of the North American Agreement on Labour Cooperation, including both United States and Mexico.

5:00

End of Day One

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Navigating Issues in Your **Duty to Accommodate**

APRIL 26 AND 27, 2010 • OPTIONAL WORKSHOPS: APRIL 28, 2010 • EDMONTON, ALBERTA

Day 2 PROGRAM AGENDA: TUESDAY, APRIL 27, 2010

8:00 – 9:00 Continental Breakfast

9:00 – 9:10

Opening Remarks from the Chair

Chief Carolyn Buffalo, Montana First Nations

9:10 – 10:10

Updates from the Alberta Human Rights Commission

Audrey Dean, Senior Legal Counsel, Alberta Human Rights and Citizenship Commission

- Updates and developments from the HRC
- Your responsibilities to employees under the HRC
- Your employee's responsibilities under the HRC
- Learn about liability issues and protect your organization

Audrey Dean has been senior legal counsel with the Alberta Human Rights and Citizenship Commission since 1992. Since coming to Alberta in 1980, Audrey has provided legal advice to a number of administrative tribunals established under the Social Services and Education departments. She sits on committees and is active in community organizations and professional associations. In 2004, she received the Distinguished Service Award from the Law Society of Alberta and the Canadian Bar Association.

10:10 – 10:30

Networking Break



10:30 – 11:30

Assessing the Identification and Accommodation of Substance Abuse

Ali Lienux, Vice-President of Clinical Operations, Integrated Workplace Solutions [IWS]

- Accommodating employees who admit to substance abuse issues
- Working with substance abusers who can't face the issue
- Spotting signs and indicators of substance abuse
- Getting the help needed quickly and effectively
- SAP and EAP assistance models

Ali Lienux's clinical specialties include relocation, trauma and recovery, bilingual and multicultural counselling, addictions, work issues, management consulting, post-traumatic stress, and adult education. He has conducted training sessions in stress management, assertiveness, life coaching, and mental health and wellness. He has published articles on long-distance learning, communication, and media.

11:30 – 12:30

Managing Absenteeism in the Workplace

Mark Samber, Manager, Health and Wellness Services, Southern Alberta Institute of Technology (SAIT)

- Assessing absenteeism: legitimate vs. illegitimate absenteeism
- Avoiding excess absenteeism: understanding the underlying causes of absenteeism
- Determining fitness to work: understanding pattern absenteeism
- Lessening absenteeism in the workplace

12:30 – 1:45

Luncheon

1:45 – 2:30

Communicating Best Practices in Return-to-Work Strategies

Derek Schreiber, CLAC Representative, CLAC Local 310

- Best practices for return-to-work plans
- Working with the employee to create a return-to-work plan that is successful
- Communicating effectively with unions to find a solution for the employee
- Working across departmental divides to find a modified work environment
- Communication strategies to determine the best placement for employees

2:30 – 3:15

Returning to Work Early: Insights from Occupational Medicine

Dr. Vernon Lappi, Director, Medical Services, WCB Alberta

- Creating a successful and effective plan
- Successful employee rehabilitation
- Facilitating an employee's return to work after sick leave
- Understanding complex cases
- Bringing employees back early: why this can be a more effective model

3:15 – 3:25

Networking Break



3:25 – 4:15

CASE STUDY

Returning to Work: Faster, Fitter, and Better

Doug Thompson, Program Manager, Distinctive Employment Counselling Services of Alberta (DESCA)

- Understanding how and when to return employees to work
- What to do when employees don't return to work
- Assessing accommodation to bring employees back when they're ready

Doug Thompson was hired by DECSA as Program Manager for the Flavour Budzzz Catering Training Program. In 2008, the funding for training program ended, and Flavour Budzzz Catering was set up as a social enterprise. Doug serves on the Board of Directors of the Canadian Mental Health Association – Edmonton Region and on its Social Action Committee. He is also a Director of the Alberta Avenue Business Association and chairs the Marketing and Communication Committee. He works on many community committees dealing with food security, safety, social issues, and employment for the disabled.

4:15 – 5:00

Creating Innovative Wellness Programs

Chris Hylton, Principal, CG Hylton & Associates

- Stress management and creating optimized workplaces
- Assessing health and safety to prevent injury and illness
- Preventing disability in the workplace
- Developing policies and plans to retain employees
- Lessening the effects of absenteeism

Chris Hylton's firm CG Hylton & Associates Inc. has been in business since 1991, providing human resource and employee benefits consulting for organizations of all types. Chris has spoken on HR and employee benefit topics at Infonex events and other conferences and workshops for several years. He also appeared as a panelist on CBC television's The Journal, discussing the Canada Pension Plan.

5:00

End of Day Two

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APRIL 26 AND 27, 2010 • OPTIONAL WORKSHOPS: APRIL 28, 2010 • EDMONTON, ALBERTA

OPTIONAL WORKSHOPS: WEDNESDAY, APRIL 28, 2010

WORKSHOP ONE: 9:00 – 12:00

Writing Your Accommodation Policy

Chris Hylton, Principal, CG Hylton & Associates

Learn how to write effective and straightforward policy for your HR staff to follow. Develop a specifically tailored plan for your organization, and learn best practices for communicating with your staff and employees.

- Examining the best ways to develop an accommodation policy for your organization
- Creating a consistent process for your department to follow regarding your duty to accommodate
- Understanding the best practices and procedures that work most effectively
- Case studies of clear and concise policies

WORKSHOP TWO: 1:00 – 4:00

Structuring Your Policy for Accommodation and Identification of Substance Abuse

Ali Lienaus, Vice-President of Clinical Operations, Integrated Workplace Solutions [IWS]

A more cohesive and in depth examination in major concerns of substance abuse, this session will do an in-depth analysis of best practices for returning employees to work, how to set up return to work plans, and developing a deeper understanding of substance abuse issues.

- Setting up effective return-to-work plans
- Working with employees who can't face the issues
- SAP and EAP assistance models
- Best practices in returning employees to work
- Demystify substance abuse
- Analyzing strategies in accommodation for your workplace

BUILDING ON A *Celebrating almost two decades of high-calibre events* TRADITION OF SUCCESS

“This conference is really a must for anyone working in the accommodation field.”

— Psychologist, PUBLIC SERVICE COMMISSION

“I have a better understanding of our duty to accommodate. The information is very useful and can be implemented right away.”

— Resource Team Leader, URBAN SYSTEMS LTD

“Very informative conference. Provided excellent legal framework and creative solutions for the workplace.”

— Wing Operations Admin Officer, CANADIAN FORCES

“Excellent conference overall. Very informative!”

— Health Recovery Consultant, EDMONTON PUBLIC SCHOOLS

SPONSORSHIP AND EXHIBITION OPPORTUNITIES

If you would like to increase your visibility with senior human resources professionals, you need to be at the *Navigating Issues in Your Duty to Accommodate* conference. A limited number of sponsorship options are available.

Exhibit space • Cocktail Reception • Luncheon • Breakfast • Conference Documentation

For more information or to check availability, contact our sponsorship department by telephone at 1.800.474.4829, ext. 244, or by email at sponsorship@infonex.ca.

Join Your Peers WHO SHOULD ATTEND THIS EVENT

- Human Resource Managers
- Employment Assistance Providers
- Human Resource Generalists
- HR Consultants
- Health Directors
- Return-to-Work Coordinators
- Human Resource Officers
- Accommodation Managers
- Disability Management Consultants
- Disability Managers

Many of your peers have already benefitted from our HR events:

ATB Financial • Enridge Pipelines Inc. • OSCO Construction Group • Moulding and Millwork • Shaw Pipe Protection Ltd. • New Brunswick Power • Telus • Hershey Canada Inc. • National Energy Board • Husky Energy Inc. • Flint Energy Services Ltd. • Lockerbie and Hole • Talisman Energy Inc. • Canadian Coast Guard Fisheries and Oceans • Dow Chemical Canada Inc. • Lakeland College • NAL Resources • Restigouche Health Authority • Monster Solutions • RCMP

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Navigating Issues in Your Duty to Accommodate

APRIL 26 – 27, 2010 • WORKSHOPS: APRIL 28, 2010
EDMONTON, ALBERTA

THREE KEY BENEFITS OF ATTENDING THIS EVENT

- 1) Develop your own accommodation policy
- 2) Learn best practices for dealing with mental health in the workplace
- 3) Learn exactly where undue hardship ends

LOCATION: *Navigating Issues in Your Duty to Accommodate* will be held at a convenient location in Edmonton, AB. 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.**

MAILING LIST UPDATE/REMOVAL: To add, update or remove your information from the Infonex mailing list, please call 1-800-474-4829, and select Option 3, or complete the online form at www.infonex.ca. Please note: Infonex prepares mailings several weeks in advance; it may take such time for the updates to come into effect.



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

1 PRINT YOUR NAME AND CONTACT INFORMATION

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2 SELECT YOUR METHOD OF PAYMENT

SAVE with Group Discounts!

All prices are subject to GST	Register by FEBRUARY 26	Register by MARCH 26	FULL PRICE
Conference for Groups of 3 or More	\$1,399 each	\$1,599 each	\$1,799 each
Conference for Groups of 2	\$1,499 each	\$1,699 each	\$1,999 each
Conference for One Registrant	\$1,699	\$1,899	\$2,199
Optional Workshops	\$450 each	\$500 each	\$550 each

SELECT YOUR OPTION(S): Conference Workshop One Workshop Two

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3 SEND US YOUR REGISTRATION

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67 Richmond St. W., 7th Floor
Toronto, Ontario M5H 1Z5

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 April 12, 2010**. 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 **April 12, 2010**, 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 April 12, 2010**, and fail to attend will be liable for the entire registration fee.