

The Administrative Forest: Pathways to Justice

**SOAR's 35th
Annual
Conference**

**Thursday
November 2, 2023**

**Event Location:
Chelsea Hotel, Toronto
33 Gerrard St W, Toronto, ON M5G 1Z4**



SOAR'S 35th ANNUAL CONFERENCE 2023

The Administrative Forest: Pathways to Justice

8:40AM - 9:00AM

Welcome

Welcome from 2023 SOAR Conference Co-chairs

Mountbatten Salon

CAROLYN GORA, Director, Professional Conduct, College of Nurses Ontario

PREEYA SINGH, Director of Professional Conduct, General Counsel & Diversity, Equity and Inclusion (DEI) Officer, College of Audiologists and Speech-Language Pathologists of Ontario (CASLPO)

Indigenous Ceremonial Welcome -

JOANNE DALLAIRE LL.D., Elder and Senior Adviser, Indigenous Relations and Reconciliation, Toronto Metropolitan University

9:00AM - 10:20AM

Opening Plenary

A Journey through the Administrative Forest

Mountbatten Salon

At the start of our journey today, we invite you to think of the administrative justice system as a forest. Instead of a forest that provides fruits or nuts or lumber to the surrounding population, this forest was planted to provide justice. How has this forest evolved over time? What are the challenges to its health and sustainability? How does it need to evolve in the future in order to fulfill its purpose? A Panel of experts in administrative justice will guide us, as we consider these questions through various lenses: fairness, accountability, equity, diversity, inclusion and more.

Eligible for 1 hour and 15 min of Professionalism CPD Requirement

Moderator
Speakers

LINDA GEHRKE, Vice-Chair (Part-Time), Workplace Safety and Insurance Appeals Tribunal

PAUL DUBE, Ombudsman Ontario

IRWIN GLASBERG, Ontario Fairness Commissioner

DR. ŞULE TOMKINSON, Associate Professor, Department of Political Science, Université Laval

10:20AM - 10:35AM

Morning Break

10:35AM - 11:50AM

Concurrent Workshops





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The Administrative Forest: Pathways to Justice

Workshop 1 - Lost in the Woods: Working With Interpreters and Translators

Mountbatten Salon

This session will explore language and working with translators and interpreters to support access to justice. Topics will include modes of interpretation and translation (consecutive/simultaneous interpretation, sight translation), certified versus non-certificated interpreters and translators. We'll provide case examples and best practice tips regarding how to access and work effectively with interpreters in different settings and processes to improve outcomes.

Eligible for 1 hour and 15 min of Professionalism CPD Requirement

Moderator
Speakers

CECILE LANDON, Dispute Resolution Officer, Landlord Tenant Board, Tribunals Ontario
STELLA CONSTANCA, Interpretation Services Manager, MCIS Language Solutions
CHRISTOPHER DESLOGES, President, Toronto Sign Language Interpreter Service
MADDY HEARNE, CEO and Co-founder, First Class Conferencing Facilitation

Workshop 2 - Clearing the Underbrush: Innovating and Improving User Experience

Seymour Room

Tribunals and Regulatory bodies are meant to provide a faster and less formal means for the participants to address their concerns. However, some participants can find the process confusing and difficult to navigate.

Our speakers will discuss the different ways they have innovated their processes to improve the end user experience. They will share tips, trials, and triumphs based on their efforts to clear the underbrush of the Tribunals and Regulatory processes. This session is a must for executives, decision makers, staff, lawyers, policy makers, and those who support participants through these processes.

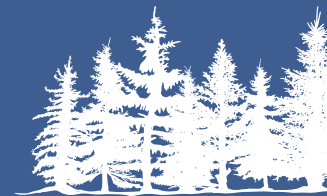
Eligible for 1 hour and 15 min of Professionalism CPD Requirement

Moderator
Speakers

SASHA KIRAN CRAGG-GORE, Commissioner, Canadian Human Rights Commission
ANITA ASHTON, Deputy Registrar and CEO, College of Physiotherapists of Ontario
KRISTA DIZAZZO, Human Rights Officer, Canadian Human Rights Commission
DR. COLETTE LAROCQUE, Principal of Investigations and Hearings, College of Veterinarians of Ontario

11:50AM - 12:35PM
Lunch Break

12:35PM - 1:35PM
Afternoon Plenary





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The Edge of The Woods: Being of Good Mind Through Respectful Indigenous Engagement and Dispute Resolution

Mountbatten Salon

Nibwaakaawin, which means "wisdom" in Ojibwe, can encourage us to walk a path that nurtures connection and engagement in a respectful way. This session will contribute to greater awareness, cultural understanding and best practices to better inform adjudicators and regulators on how they can bring practical consideration of culturally sensitive First Nations and Indigenous peoples to the practice of administrative justice.

Eligible for 1 hour EDI CPD Requirement

Speaker

JIM DOXTDATOR, Nibwaakaawin

1:35PM - 2:50PM

Concurrent Workshops

Workshop 3 - Planting The Seeds: Innovation in Tribunal Operations for Greater Independence and Best Practices

Seymour Room

Operational innovation is the practice of assessing existing processes and finding new ways to improve them. Some of this innovation may be the result of legislative change or through internal policies and practices. This workshop will explore how tribunals and regulators have innovated and enhanced their operations and independence for their tribunal, regulatory, and board functions through:

- adopting processes and safeguards to strengthen operations and independence,
- rebranding to provide transparency around functions and roles, and
- establishing panels with adjudicative and subject matter expertise.

Moderator
Speakers

CAROLYN SLON, Senior Legal Counsel, Governance & Tribunal Secretariat, Ontario Securities Commission
MATTHEW COWLEY, Senior Project Manager, Strategic Protocol and External Relations, City Clerk's Office
GRACE KNAKOWSKI, Corporate Secretary & Director, Governance & Tribunal Secretariat, Ontario Securities Commission
DAVID WRIGHT, Chair, Ontario Physicians and Surgeons Discipline Tribunal

Workshop 4 - Admin Law Blast 2023: Return to our Baker Roots

Mountbatten Salon

The Supreme Court of Canada's seminal administrative law decision, *Baker v. Canada* (Minister of Citizenship and Immigration), was heard by Canada's top court 25 years ago. Our expert panel, including Roger Rowe who represented Ms. Baker throughout her legal journey, will discuss the continued significance of the *Baker* decision, as well as other important administrative law decisions released in the past year.





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Workshop 4 - Admin Law Blast 2023: Return to our *Baker* Roots (Continued)

Join our two experts who will share their insights into key developments impacting administrative justice, as well as practical tips for successfully responding and implementing these changes.

Moderator
Speakers

MICHELLE ALTON, Ministry of the Attorney General
ROGER ROWE, Roger Rowe Law
MARK MANCINI, PhD Candidate, Allard School of Law (University of British Columbia), Author
Sunday Evening Administrative Review

2:50PM - 3:05PM
Afternoon Break

3:05PM - 4:35PM
Closing Plenary

The Impact of AI on Administrative Justice: Are These Trees Fake?

Mountbatten Salon

Artificial intelligence ("AI") has emerged from the realm of science fiction and entered the reality of the everyday. From Alexa and Siri to Chat GPT and Bard, "intelligent" algorithms have become commonplace tools used in many contexts, with their strengths and shortcomings often drawing public scrutiny. But what exactly is AI and what impact does it have on administrative justice? This session will provide a basic primer on AI, including issues such as the impact of AI tools and predictive analytics on decision-making and decision writing, algorithmic transparency and bias, and legal and ethical considerations when balancing AI and human expertise. The session will kick off with a live demonstration of AI technology and continue with a robust examination of the present and potential future of AI in administrative justice.
Eligible for 1 hour and 30 min of Professionalism CPD Requirement

Moderator
Speakers

ERIC BRUCE, Director Registration and Professional Conduct, College of Dental Hygienists Ontario
ABDI AIDID, Assistant Professor Faculty of Law, University of Toronto
DR. JENNIFER RASO, Assistant Professor Faculty of Law, McGill
DR. TERESA SCASSA, Canada Research Chair in Information Law and Policy and Full Professor Faculty of Law, University of Ottawa

4:35PM - 6:00PM
Networking Reception