



Society of Ontario Adjudicators and Regulators

SOAR's 34th Annual Conference 2022

CHANGING TIDES: The Ebb and Flow of Administrative Justice

Thursday November 3, 2022
Virtual Event

Society of Ontario Adjudicators
and Regulators (SOAR)

PO Box 25, STN F
Toronto, ON
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www.soar.on.ca

@SOAR_News

Welcome

9:00AM - 9:15AM

Welcome from 2022 SOAR Conference Co-chairs

MICHELLE ALTON, Assistant Crown Attorney, Lambton County

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

Indigenous Ceremonial Welcome

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

Opening Plenary

9:15AM - 10:15AM

All the Fish in the Sea: Navigating Questions of Identity in Administrative Justice

There is a growing awareness of the need to address questions of race and identity in adjudication, but there are significant barriers in doing so, including discomfort, lack of expertise or evidence, and the myth of colour blindness. Our speakers will discuss different strategies and lessons learned in grappling with these important issues.

Eligible for 1 hour of EDI CPD Requirement.

Moderator **CYNTHIA PAY**, Counsel, Law Society Tribunal

Speakers **ADA CHAN**, Executive Director/Lawyer, Chinese and Southeast Asian Legal Clinic ; **NEGAR AZMUDEH**, Assistant Deputy Chairperson, Refugee Protection Division, Quality Centre, Immigration and Refugee Board of Canada; **JOANNE DALLAIRE LL.D.**, Elder and Senior Adviser, Indigenous Relations and Reconciliation, Toronto Metropolitan University; **NANA YANFUL**, Legal Director, Black Legal Action Centre (BLAC)

Morning Break

10:15AM - 10:35AM

Concurrent Workshops

10:35AM - 11:50AM

Workshop 1

How to SEA through the noise: Culturally Competent Decision-Writing

Writing decisions for a diverse audience presents special challenges and opportunities. A tribunal's awareness of this diversity contributes to its competence, perceived legitimacy, and ability to build trust with its stakeholders and the public at large. How can we write decisions that are culturally competent and, thus, speak more meaningfully to their readers? Join a panel discussion of the related issues, practical solutions, techniques and tips to help you write more conscious and inclusive decisions.

Eligible for 1 hour and 15 min of CPD EDI Requirement.

Moderator ANSHUMALA JUJAL, Senior Counsel, Legal Services Division, Canadian Human Rights Commission
Speakers THE HONOURABLE JUSTICE AVY YAO-YAO GO, Federal Court of Canada; THE HONOURABLE JUSTICE MOHAN SHARMA, Superior Court of Justice

Workshop 2

Swimming with the Sharks: Navigating Incivility and Harassment in Administrative Proceedings

Administrative bodies have seen an increase in incivility, impatience, and harassing behaviour in the wake of the pandemic, including the use of social media as a tool of harassment. What has contributed to this trend? What impacts are felt by staff, adjudicators and other participants in the administrative justice system and what effects does this behaviour have on the system itself? What tools can be used to address these concerns?

Eligible for 1 hour and 15 min of CPD Professionalism Requirement.

Moderator GENEVIEVE PLUMMER, Hearings Office Manager, Ontario College of Pharmacists
Speakers ROSEMARIE McCUTCHEON, Tribunal Chair and CEO, Workplace Safety and Insurance Appeals Tribunal (WSIAT); EVAN RANKIN, Associate, Singleton Reynolds; AMY STEIN, General Counsel, College of Opticians of Ontario

Lunch 🍴🍴

11:50AM - 12:30PM

Concurrent Workshops

12:30PM - 1:40PM

Workshop 3

GONE PHISHING: Casting a Net on Privacy and Security

As our world evolves, distances shrink and our electronic reach increases. We are faced with new challenges to privacy, keeping our personal information close to our chest, keeping our personal lives off-screen, anticipating breaches and invasions. Our panel looks at the three levels of privacy (physical, virtual, third party), how we can protect ourselves, how our tribunals and regulators safeguard us, how they control the damage when transgressions occur (as they inevitably and inexorably will).

Workshop 3 (continued)

We will address how our institutions store our personal information; how we can protect our home environment (the screen behind us; the threat of hackers; how government and the private sector ransom breaches). And we will consider real-life examples from the world around us: disclosure of health records; leaked exam questions; surreptitious release of draft decisions.

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

Speakers **DAVID GOODIS**, Partner, INQ Law ; **JASON KOTLER**, Founder and President, CYPFER; **DIANA MILES**, CEO, Law Society of Ontario; **ALYSHA SHORE**, Partner, Paliare Roland Rosenberg Rothstein LLP

Workshop 4 Admin Law Deep Dive

Back by popular demand - SOAR's annual 'admin law blast' will cover the trends and developments impacting administrative justice from the past year. Our expert panel will discuss key recent decisions, including the Supreme Court of Canada's recent decision, [Law Society of Saskatchewan v. Abrametz](#), and will provide practical tips for counsel, staff, and adjudicators. You don't want to miss it!

Moderator **ROSEMARY BASA**, Member, Refugee Appeal Division, Immigration and Refugee Board Canada

Speakers **PAUL DALY**, Associate Professor, University of Ottawa, Faculty of Law; **THE HONOURABLE JUSTICE LORNE SOSSIN**, Ontario Court of Appeal

Afternoon Break

1:40PM - 1:55PM

Closing Plenary

1:55PM - 2:55PM

Staying Afloat: Resiliency in Turbulent Waters

Drawing from recent findings in neuroscience, renowned occupational therapist and health and social justice champion, Rachel Thibeault, will highlight cognitive strategies to alleviate anxiety and optimize psychological resilience. Dr. Thibeault (PhD) will introduce the Compassion Protocol, one of the best protective factors for individuals exposed to human distress and hopelessness in the course of their work. She will also address the impact of outlook and inner discourse as key determinants of sustained psychological wellbeing.

Speakers **DR. RACHEL THIBEAULT**