

SOAR Administrative & Management Network (S.A.M.N.)

How to Register

Simply complete this form and scan/email, fax or mail it to SOAR:

Name: _____

Position (Mandatory): _____

Agency: _____

Address: _____

City: _____

Province/State: _____

Postal/Zip Code: _____

Telephone: _____

Email: _____

Special Needs _____

Please indicate the category of your position:

- ☐ Front Line Staff
☐ Registrar/General Manager
☐ Legal Counsel
☐ Management
☐ Other (Please specify): _____

PLEASE NOTE:

- ☐ Check this box if you do not wish to share your contact information on the workshop participant list for ongoing networking amongst workshop attendees.

Fee

\$100.00 per person (on or before May 31/11) = \$ _____

\$125.00 per person (on or after Jun. 1/11) = \$ _____

\$150.00 per person (Non Government Rate) = \$ _____

SPECIAL DISCOUNT – For every five (5) registrations received from one organization, one (1) additional complimentary registration is provided (all registration forms must be submitted simultaneously).

Add 13% HST = \$ _____

TOTAL AMOUNT DUE = \$ _____

Payment

☐ Cheque (Please make all cheques payable to SOAR)

☐ Visa or MasterCard

Name on Card: _____

Card No: _____

Expiry Date: _____

Signature _____

CANCELLATIONS:

Registrant name substitutions are permissible up to 3 days prior to the workshop date (for the same workshop only) at no cost. All cancellations must be received in writing. Registration transfers to alternate workshops for cancellations or missed workshop components are not permitted. No credits or refunds will be given for cancellations received within a 15 business day period prior to the workshop start date. Cancellations received before the 15 business day period prior to the workshop start date will be issued a refund (or invoice) with a 15% service charge. SOAR reserves the right to cancel this workshop at any time due to unforeseen circumstances. Any payments received by the time of cancellation by SOAR, will be fully refunded.

You will receive an email confirmation of your registration within 5 business days. If you do not receive a confirmation, please contact us at:

Society of Ontario Adjudicators and Regulators
1 Eva Road, Suite 304
Etobicoke, ON M9C 4Z5
Phone: 416-695-1271 Fax: 416-695-9977
E-mail: info@soar.on.ca www.soar.on.ca

Self-Represented Parties: Challenges for Agency Staff and How to Meet Them



June 22, 2011
9:00 am to 12:00 pm

**Superior Room
Macdonald Block, Queen's Park
Toronto, Ontario, Canada**



**Society of Ontario Adjudicators and
Regulators**

Program at a Glance

8:30 – 9:00 am

REGISTRATION & CONTINENTAL BREAKFAST

9:00 – 9:10 am

WELCOME & INTRODUCTIONS

9:10 – 10:10 am

PLENARY DISCUSSION:

Common Challenges and Process Overview

- Human Rights Legal Support Centre
- Workplace Safety and Insurance Appeals Tribunal
- Social Benefits Tribunal
- Injured Workers' Consultants (community legal clinic)

HOW TO PREPARE THE SELF-REPRESENTED PARTY
FOR YOUR PROCESS

QUESTION AND ANSWER PERIOD

10:10 – 10:25 am – BREAK

10:25 – 11:15 am

PLENARY DISCUSSION CONTINUED

11:15 – 11:45 am

EXPERIENCES AND SUCCESSES PRESENTATION

- Deriving benefits through interactions with the Self-Represented no matter what your role

11:45 – 12:00 pm

QUESTION AND ANSWER PERIOD

What You Will Receive:

- ✓ Interactive discussion on common challenges faced by Self-Represented Parties and staff
- ✓ Process overview on how certain panelists provide support and/or advice to Self-Represented Parties in their operations
- ✓ Tips and strategies on how to provide clear expectations on your processes and proactively meets the needs of the Self-Represented Party
- ✓ Success stories: the importance of getting it right

Workshop Organized By:

SOAR's Administrative and
Management Network (SAMN) in
partnership with the:
Social Benefits Tribunal
Workplace Safety and Insurance
Appeals Tribunal
Human Rights Legal Support Centre
Injured Workers' Consultants
(community legal clinic)
Michael Farago



Who Should Attend?

Individuals from agencies, boards and commissions including:

- Frontline and Administrative Employees
- Management Staff
- Registrars/General Managers

Location

Superior Room
Macdonald Block, Queen's Park
900 Bay St, Toronto, Ontario
M5S 1A0
(416) - 327-9532