

5th
ANNUAL
RECENT
CALL
CONFERENCE
NOVEMBER 17, 2019



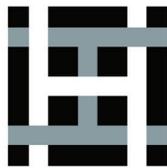
CONFERENCE MATERIALS · **#CLACPD** · criminallawyers.ca



The 5th Annual CLA Recent Call Conference – being held on November 17, 2019 has been accredited for 3 hours and 35 minutes of Professionalism content. Two hours and 55 minutes substantive (if hours are not needed for professional they can be added to substantive)

Date & Location
Sunday, November 17, 2019
8:30 a.m. to 4 p.m.
Double Tree by Hilton
Mandarin Room
108 Chestnut St, Toronto

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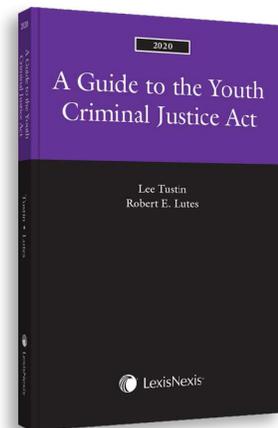
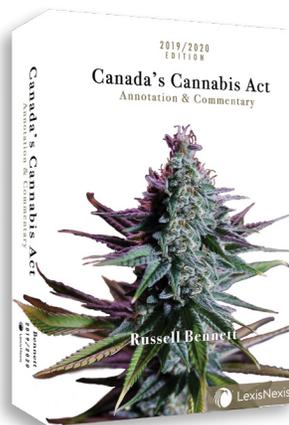
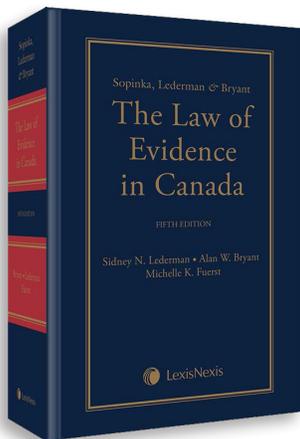
- Canadian Caselaw - over 944,000 Canadian tribunal decisions
- Canadian Legislation - statutes
- Halsbury's Laws of Canada Legal Encyclopedia - including Criminal Offences and Defences (Gold)
- Expert commentary - including Sopinka, Lederman & Bryant: The Law of Evidence in Canada (Fuerst, Lederman, Bryant)
- The Practitioner's Criminal Code (Gold)
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CONFERENCE SCHEDULE • SUNDAY, NOVEMBER 17, 2019

- 8:00 a.m – 9:00 a.m. **Registration and opening remarks**
- 9:00 a.m – 9:50 a.m. **Working with Experts**
- Kelly Bowie, Forensic Scientist, Biology Section, Centre of Forensic Sciences
 - Sherif Foda, Defence Lawyer
 - Liam Hendrikse, Consultant Forensic Scientist – Firearms & Ballistics Expert, Crime Scene Analysis
- 9:50 a.m – 10:40 a.m. **Your First Appeal**
- Stephanie DiGiuseppe, Defence Lawyer
 - The Honourable Andras Schreck, Ontario Superior Court of Justice
 - Benita Wassenaar (Crown)
- 11:00 a.m – 11:50 p.m. **Challenges of Criminal Practice:
Managing Your Mental Health and Wellness**
- Robin Parker, Partner, Founder Paradigm Law
 - Doron Gold, Psychotherapist
 - Helgi Maki, Resilience Coaching & Consulting
- 12:00 p.m. – 1:00 p.m. **Keynote and lunch:
The Honourable Michelle Fuerst, Superior Court of Justice**
- 1:00 p.m. – 1:45 p.m. **Keys to a Thriving Practice:
Management, Organization, Billing and more**
- Nadia Liva, Courtyard Chambers
 - Hilary Dudding, Rusonik, O'Connor, Robbins, Ross, and Angelini LLP
 - David Whelan, Director, Legal Information & the Great Library, LSO
- 2:00 p.m. – 2:50 p.m. **Bail 2.0 – Handling Complex Bails**
- Susannah Chung-Alvares, Royle Law
 - Diana Lumba, Counsel for Public Prosecution Service of Canada
 - Kim Schofield, Defence Lawyer
- 2:50 p.m. – 3:55 p.m. **Cross-Examination: Watch and Learn**
- Ehsan Ghebrai, Rusonik, O'Connor, Robbins, Ross, Gorham & Angelini, LLP
 - Corey Nishio, Defence Lawyer
 - Brian Ross, Rusonik, O'Connor, Robbins, Ross, Gorham & Angelini, LLP
- 3:55 p.m. – 4:00 p.m. **Closing Remarks and Thank-you**

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SPEAKER BIOGRAPHIES

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KELLY BOWIE

Holds a M.Sc. in Biology, with studies primarily focused on the areas of molecular biology and genetics. Joined the Centre of Forensic Sciences in 1999 and has held the position of Scientist in the Biology Section since the year 2000, having gained expertise in the area of Forensic Biology relating to a variety of case types. Has testified numerous times as an expert qualified in the areas of body fluid identification and forensic DNA analysis in both the Ontario Court of Justice and the Superior Court of Justice.

SUSANNAH CHUNG-ALVARES

Susannah Chung-Alvares received her Bachelor and Master of Music degrees for cello performance from McGill University. Following receipt of her degrees and performing and teaching professionally, she decided to conclude a 20-year career in music and pursue a career in law. Ms. Chung-Alvares received her Juris Doctor from Osgoode Hall Law School. Throughout the course of her studies, she developed and affirmed a strong interest in criminal law. She volunteered with a prominent criminal defence lawyer, working on a wrongful conviction case and a first-degree murder trial, and subsequently articulated with Innocence Canada (formerly the Association in Defence of the Wrongly Convicted or AIDWYC). At Innocence Canada, Ms. Chung-Alvares had the opportunity to work with noted criminal defence lawyers on a number of murder appeals. Following her articles, she joined the team at Edward H. Royle & Associates.

STEPHANIE DIGIUSEPPE

Stephanie DiGiuseppe is a partner at Ruby, Shiller, Enenajor, DiGiuseppe, Barristers, where she practices criminal, constitutional and regulatory litigation. Stephanie received her J.D. from Osgoode Hall Law School and her B.A. from McGill University. She has been practicing criminal law since 2011 at all levels of Court in Ontario, and regularly appears before the Ontario Superior Court of Justice and Ontario Court of Appeal. Stephanie is also involved in justice reform advocacy. She was a vocal opponent of bill c-75 and a member of the CLA's subcommittee killbill C-75.

HILARY DUDDING

Hilary Dudding's post-secondary education began at the University of Toronto where she completed an Honours Specialist degree in Anthropology between 2000 and 2004. After finishing her undergraduate degree, Hilary was accepted into the University of Toronto Faculty of Law, completing her law degree in 2007, and winning the Allan C. Mewitt Award in Criminal Law in her graduating year. Hilary has dedicated herself to achieving a standard of excellence in the practice of criminal law since her first year of law school. She began by first working at the Downtown Legal Services student clinic at the University of Toronto then went on to become first a student and later an associate at Canada's largest criminal defence firm, Pinkofskys. Within two years of her call to the Bar, Hilary became a partner with the firm Rusonik, O'Connor, Robbins, Ross, and Angelini LLP, the continuation of Pinkofskys. She has successfully defended cases at all levels of trial court in Ontario, including jury trials. She has obtained acquittals for her clients on nearly all criminal offences - from mischief charges to homicides. Ms. Dudding brings intelligence, passion and perseverance to her role as a criminal defence lawyer. Ms. Dudding is a member in good standing of the Criminal Lawyer's Association, the Toronto Lawyer's Association, the Ontario Bar Association, and the Law Society of Upper Canada.

SHERIF FODA

Sherif Foda is a sole practitioner who works almost exclusively in criminal defence. His work focuses on street crime as well as large-scale complex prosecutions. He has significant experience conducting Part VI wiretap challenges, as well as representing people charged with criminal organization offences. He has appeared in all levels of court in Canada, and practices in English, Arabic, and French. He has been a member of the bars of Ontario, Quebec, and New York since 2013, and has been practicing in Toronto since 2014 after clerking for Justice Cromwell.

THE HONOURABLE MICHELLE FUERST

Madam Justice Michelle Fuerst was appointed to the Superior Court of Justice for Ontario in 2002 and assigned to the Central East Region, where she presides primarily over criminal law cases. On October 1, 2013, she became Regional Senior Judge of that Region, serving as a member of the Superior Court's Executive, and having specific responsibility for the scheduling and assignment of approximately 50 judges in the Region. She is a 1979 graduate of Osgoode Hall Law School. At the time of her appointment to the Bench, she was a partner in the Toronto law firm of Gold & Fuerst, where her practice was restricted to criminal and quasi-criminal trials and appeals. She is a past President of both the Canadian Bar Association-Ontario, and the Criminal Lawyers' Association (Ontario). She was a member of the Adjunct Faculty of Osgoode Hall Law School for over a dozen years, where she taught Advanced Evidence, and Criminal Law II. For six years she was an Instructor in Trial Advocacy at the University of Toronto Law School. She was the 1998 Milvain Chair of Advocacy at the Faculty of Law, University of Calgary. She was co-Chair of the Federation of Law Societies' annual National Criminal Law Program for over a decade, until 2017. She is a co-author of The Annotated Tremear's Criminal Code, a co-author of the third, fourth and fifth editions of The Law of Evidence in Canada, a co-author of The Trial of Sexual Offence Cases, a co-editor of the third and fourth editions of Ontario Courtroom Procedure, and a co-author of the Police Powers Newsletter. She currently chairs the Criminal Law Program of the CIAJ/NJI Seminar for New Federally Appointed Judges. She is a member of the Judicial Education Committee of the Canadian Judicial Council, and a member of the Education Committee for the Superior Court of Justice. She chairs the Superior Court's Modernization Committee, and is a member of the Court's Criminal Law Working Group. She was a Director of the Ontario Superior Court Judges' Association from 2008 to 2013. She has chaired the Canadian Bar Association's International Development Committee, and the Canadian Bar Association's Judges' Forum. She is a Fellow of both the American College of Trial Lawyers, and the International Society of Barristers.

EHSAN GHEBRAI

After receiving a Bachelor's degree from York University, Mr. Ghebrai attended Osgoode Hall Law School. Immediately focusing on the area of criminal law, Mr. Ghebrai became involved in constitutional challenges to both the medical marijuana laws and the prostitution laws. He was also heavily involved in the Innocence Project, a clinical program investigating and representing individuals claiming to have been wrongfully convicted. After finishing law school, Mr. Ghebrai began practicing criminal law as an Associate at Pinkofsky's Criminal Trial and Appeal Lawyers. Now a partner at Rusonik, O'Connor, Robbins, Ross, , & Angelini, LLP., he has represented, and continues to represent, people charged with all types of criminal and quasi criminal offences ranging from minor offences, to the most serious. Regardless of the type of allegations you are facing, you and your interests will be represented aggressively with competence and dedication. To find out more, visit Mr. Ghebrai's website at www.criminaldefence-lawyer.com.

DORON GOLD

Doron Gold is a Staff Clinician at Homewood Health, the provider of the Ontario legal profession's Member Assistance Program. He is a Registered Social Worker, Certified Professional Coach and psychotherapist, as well as having previously practiced law for 10 years, primarily as a family and civil litigator. Since 2006, Doron has assisted lawyers, paralegals, law students, judges and their immediate family members with personal and professional issues such as addiction, depression, anxiety and career stress. Doron's role at Homewood Health includes psychotherapy with clients, assisting with the ongoing management of Homewood's peer volunteer program as well as providing workshops and presentations to various groups in the community. Doron has written and been quoted extensively in publications such as Lawyers' Weekly, Law Times, Canadian Lawyer and LawPro Magazine on various topics related to lawyer distress and wellness. As well, Doron writes a regular bi-monthly "Lawyer Therapist" column in Law Times. Doron has been asked to speak to various groups throughout Ontario on topics as varied as Work-Life Balance, Lawyer Stress 101, Retirement, Vicarious Trauma and Compassion Fatigue. He is the co-author of the Canadian Bar Association's "Mental Health and Wellness in the Legal Profession" online course and is the recipient of the 2016 CBA Wellness Forum Award of Excellence.

LIAM HENDRIKSE

Liam Hendrikse – is a firearms & ballistics expert. He was a British Home Office forensic scientist from 1998 until 2006, where he specialized in the examination of firearms, ammunition and related items, and crime scene and post-mortem analyses. During that time, he was a lead reporting officer for Armed Criminality, a lecturer at King's College in forensic science, a representative at the European Network of Forensic Science Institutes and Working Groups, and a recipient of the first Cambridgeshire High Sheriff's Award for Excellence in Forensic Science. He now resides in Hamilton, acting as a consultant to criminal lawyers and Universities on matters relating to firearms and ballistics. He is also a registered expert in firearms and ballistics both with the International Criminal Court in The Hague and the County of Los Angeles Superior Court in California.

NADIA LIVA

For almost 30 years, Nadia has dedicated her law practice to defence work. Her practice has evolved from a mix of criminal and refugee work in the early years, to a criminal practice throughout her “formative years”, morphing into a practice which is now primarily dedicated to defending lawyers and paralegals facing regulatory and disciplinary proceedings. Always having appreciated the interplay of mental health with the criminal justice system, as well as within the regulatory world she now frequents, Nadia’s practice has embraced a holistic approach, blending advocacy with sensitivity to mental health issues. Believing in the importance of education and mentorship, Nadia frequently appears as a lecturer at the Osgoode Hall Law School, the Law Society of Ontario and the Criminal Lawyers’ Association. Her most recent venture involves the co-founding of WELL – Women Educating in Law and Life.

DIANA LUMBA

Diana Lumba is Crown Counsel at the Public Prosecution Service of Canada in Toronto, conducting criminal trials and appeals. She previously worked as a criminal defence lawyer at several firms, doing mainly appeals. She clerked at the Superior Court of Justice and articulated at Crown Law Office - Criminal.

HELGI MAKI

Helgi Maki is a lawyer, consultant and researcher. She consults and provides coaching on a variety of legal innovation topics, including the nexus between law and public health, with a focus on trauma and adverse childhood experiences. She received her LL.B. from the University of Toronto Law School and has an M.A. in political economy. Helgi created a global research project on trauma-informed lawyering in order to raise awareness about the impact of trauma within justice systems, and to develop a knowledge base with best practices to address trauma in order to foster well-being, relational legal practices and resilience within the legal system for both clients and lawyers. <https://www.linkedin.com/in/helgimaki/>

COREY NISHIO

Corey Nishio was born and raised in the City of Toronto. In University, he studied Criminology and Political Science. He then attended Osgoode Hall Law School where he immersed himself in criminal law. As a law student, Mr. Nishio enrolled in as many criminal law courses as possible; he was a Youth Division Leader at the Community and Legal Aid Services Programme (CLASP), where he represented individuals charged with criminal offences and conducted seminars on criminal law; he was an executive member of the Pre-Law Society at York University and he was accepted into the Osgoode Hall Intensive Program in Criminal Law. He was also a summer student at Pinkofskys Criminal Trial and Appeal Lawyers, which was Canada's largest criminal law firm. After graduating from law school, Mr. Nishio was dedicated to a career in criminal law. He completed his articles at the law firm of Pinkofskys Criminal Trial and Appeal Lawyers. He then became a partner at the criminal law firm of Rusonik, O'Connor, Robbins, Ross, Gorham & Angelini, LLP. Subsequently, he started his own criminal law practice, in which he defends individuals charged with criminal offences throughout Ontario, primarily in Toronto, Brampton, Newmarket and Oshawa. Mr. Nishio is a fervent believer in the values and principles that have been entrenched in the Canadian Charter of Rights and Freedoms. Consequently, he zealously defends every single case, and has a particular interest in cases where his client has been assaulted by the police, arbitrarily detained, unreasonably searched, denied his/her right to counsel or denied his/her right to a trial within a reasonable time. Mr. Nishio believes that you deserve a lawyer who is dedicated to defending you, regardless of your class; ethnicity; culture; religious views; sexual orientation; or whether you have been charged with a relatively minor offence, such as theft, or a more serious offence, such as murder.

ROBIN PARKER

Robin was called to the Bar in 1996. She started her legal career as a prosecutor, and crossed the floor to private practice in 2009. She's seen the justice system from many sides, as Crown, defence, and counsel to witnesses, complainants and institutions, at every level of court in Canada, as well as before boards and tribunals. She also investigates allegations of sexual harassment and assault for institutions. Robin is particularly passionate about her work in Indigenous communities in the North. Robin has received degrees from the University of Toronto, Dalhousie, and Oxford. She is an avid canoeist, and lover of remote, wild places.

BRIAN ROSS

Brian Ross is a founding partner at the criminal law firm of Rusonik, O'Connor, Robbins, Ross, & Angelini, LLP. Prior to founding this firm, Mr. Ross was a partner at Pinkofskys, a leading law firm known for the vigorous defence of its clients. Since graduating from Osgoode Hall Law School in 2000, he has represented people charged with all types of criminal offences throughout Ontario. While the majority of his work is now spent in homicide cases, he frequently represents individuals charged with firearm, drug, and "criminal organization" offences.

KIM SCHOFIELD

Kim Schofield defends clients charged with all criminal offences. She represents clients at all levels of court in trials and appeals. Kim is highly regarded as an expert in the defence of clients charged with drug possession, drug trafficking, drug production, sexual assault and firearm offences. She has extensive experience and expertise in arguing cases involving breaches of her clients' rights under the Canadian Charter of Rights and Freedoms. Kim's record of success is exceptional, with over one hundred reported decisions on CanLII alone. Kim has been cited by the Toronto Star as "the go to person on drug production cases" and is frequently sought out for comment by the media. After graduating from Osgoode Hall law school in 1994 and receiving her LL.B., Kim was called to the Bar of Ontario and has been practicing criminal law since 1996. As a fearless litigator and tireless advocate for her clients, Kim understands that analytic and strategic thinking are crucial to obtaining a successful result. Her decision-making is informed by over two decades of experience specializing in criminal defense work. She understands the often overwhelming impact of criminal charges on the lives of her clients, and strives to ensure that wherever possible, clients are not burdened with the stigma of a criminal record. Kim has been recognized by her peers as a leading expert in many areas of criminal law. She has been invited to lecture on numerous occasions at seminars convened by the Law Society of Upper Canada, the Criminal Lawyers' Association, and other legal organizations. She has lectured on subjects such as challenging search warrants, and on the nuances of obtaining exclusionary remedies pursuant to the Charter of Rights and Freedoms.

THE HONOURABLE ANDRAS SCHRECK

Superior Court of Justice, Toronto. He graduated from the University of Toronto's law faculty in 1994. Prior to his appointment to the Ontario Court of Justice in 2014, he practised law for 18 years and was a partner in the law firms of Schreck Presser LLP and Schreck & Greene, where he acted for clients at all levels of court, primarily in the areas of criminal and constitutional law. He has argued more than 100 appeals in the Ontario Court of Appeal and the Supreme Court of Canada, including a number of significant constitutional cases. Justice Schreck has also been an adjunct professor in the law of evidence at both the University of Toronto law faculty and Osgoode Hall Law School, and was a director and vice-president of the Ontario Criminal Lawyers' Association.

BENITA WASSENAAR

Benita attended law school at the University of British Columbia and clerked at the British Columbia Court of Appeal. She then articulated at the Crown Law Office – Criminal ("CLO-C"). After her call to the bar in 2001, she returned to CLO-C as counsel. She has spent her career at CLO-C, where she has primarily an appellate practice. Benita ran the office summer student program from 2009 to 2013, was counsel to the Director in 2012 and 2013 and became a Deputy Director in 2016. She was a director of the Appellate Advocacy course at Crown School from 2015-2018.

DAVID WHELAN

David Whelan has led information and technology teams at the Law Society of Ontario, American Bar Association, SMU School of Law, and Cincinnati Law Library Association. He has a J.D. and Masters of Library Science. David speaks and writes frequently on topics relating to law, information, and technology, has written 2 books - Finding and Managing Legal Information on the Internet, 2d Edition, and Practice Law in the Cloud – and blogs regularly at his Canadian Law Blog Awards (CLawBies) award-winning blog: <https://ofaolain.com>. Twitter: @davidpwhelan

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Programme d'aide aux membres

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Be assured your baby's needs are being met!

- **Need practical advice?** Being responsible for a baby's many needs leaves some parents feeling overwhelmed. We can provide answers to ease your concerns.
- **Feeling a little blue?** Many women experience mood swings after giving birth. If you have postpartum blues, talking it over with a professional can be helpful.
- **New to fatherhood?** Because babies don't come into the world with a set of instructions, information and support can help new dads handle their new role with confidence.
- **Transitioning back to work?** Making a successful transition after maternity or parental leave is critical for parents. We can help make it a little easier for everyone.

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2. We arrange for one of our childcare specialists to call you and walk you through the types of support you could benefit from—written materials, internet resources, printed materials, and more.
3. We'll be in touch with you while you're using the materials, and help you build the confidence to solve almost any parenting challenge.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help you make new parenting more rewarding.

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Be the best parent you can be!

- **Looking for coaching and support?** We can help inform and guide you.
- **Need child-related resources?** We can do the research for you (e.g. daycare, after-school care, school work assistance).
- **Blending families?** We can assist you in creating a harmonious family structure.
- **Nurturing a child with special needs or gifts?** We can provide you with tools and approaches to help your child excel.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to be the best parent you can be. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our childcare specialists to call you and walk you through the types of support that you could benefit from—written materials, internet resources, printed materials, and more.
3. We'll be in touch with you while you're using the materials, and help you build the confidence to solve almost any parenting challenge.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help you change your life — and your child's.

Contact your MAP 24/7 at 1-855-403-8922

TTY: 1-866-433-3305 | International (Call collect): 514-875-0720

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Member Assistance Program

Your Member Assistance Program (MAP) includes:

Elder and Family Care



Balancing career responsibilities with family responsibilities is the reality for most of us, and generally we manage just fine. However, if you take on the extra demands of caring for an elderly or ill relative, or find you are carrying a particularly heavy load, having a professional point you in the right direction may be all that you need to relieve your stress and anxieties.

Be in control of your work-life responsibilities!

- **Need to resolve an elderly loved one's housing problem?** We can do the research and work with you to develop a suitable plan.
- **Worried about your parents' future?** Our eldercare specialists will work with you to plan for a range of possibilities.
- **Coordinating distant care?** We will find the information you need, whether your loved one lives across the country or across the world.
- **Need palliative or respite care?** We can source appropriate, qualified care to help you out.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to help your elderly or ill loved one and help you maintain work-life balance. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our caregiving specialists to call you and walk you through the types of support that you could benefit from—written materials, internet resources, and printed materials, personalized for you.
3. We'll be in touch with you while you're using the materials, and help you build the confidence to solve almost any caregiving challenge.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help you achieve work-life balance.

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Your Member Assistance Program (MAP) includes:

Relationship Solutions



Finding the time to care for, and nurture, our intimate relationships with others can be challenging. Relationship Solutions will help you take a proactive approach to enhancing your relationships. Coaching and a Relationship Solutions resource kit are included in this service.

Enhance your relationship!

- **Need help communicating with your loved one?** We can help you learn the importance of communication, honesty, and forgiveness.
- **Want to get the spark back?** We can help couples relate to each other so they can keep the relationship fresh.
- **Juggling kids, work, and your love life?** Today's couples are busy. We can provide tips to help you learn how to make time for each other.
- **Need help resolving a conflict?** Learn how to work out differences constructively, and how to communicate and appreciate each other's point of view.

One call is all it takes to get started.

Life Smart Coaching focuses on improving relationship communication, resolving conflict and to re-engage with each other. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our relationship specialists to call you and walk you through the types of support that you could benefit from—written materials, internet resources, and printed materials, personalized for you.
3. We'll be in touch with you while you're using the materials, and help you build the confidence to solve almost any relationship challenge.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help you enhance your relationship.

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**Member
Assistance
Program**

Your Member Assistance Program (MAP) includes:

Financial Coaching



Achieving financial peace of mind is possible. By taking the right steps you can maintain a positive cash flow, get out of financial trouble, and be financially prepared should difficulties or a crisis arise. Working with a financial expert can help you gain control of your money.

Ensure your financial house is in order!

- **Want to be in control of your money?** We can help you assess your situation, develop a budget, and create strategies to improve your financial health.
- **In over your head?** We'll explore debt resolution options with you and establish an orderly payment of debts program.
- **Not sure what a FICO score is?** We can work with you to improve your credit rating and ensure your credit file is accurate and working for you.
- **Coping with a life transition?** If you're struggling with an illness or disability, job loss or job transition, separation or divorce, or imminent retirement, we can help.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to help you achieve financial peace of mind. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our financial experts to call you to discuss your financial situation.
3. We provide ongoing coaching to help you build the confidence to solve your financial challenge.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help you achieve financial peace of mind.

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**Member
Assistance
Program**

Your Member Assistance Program (MAP) includes:

Legal Advisory Services



Are you feeling a little bewildered and overwhelmed when it comes to sorting out legal matters, or finding an affordable and helpful lawyer? Our Legal Advisory service provides easy and convenient access to a network of experienced lawyers.

Manage your legal affairs with confidence!

- **Going through a separation?** We can help you work out child custody and visitation rights.
- **Want to take someone to small claims court?** We can help you receive legal advice first.
- **Avoiding writing your will?** We can help you so you can relax knowing your affairs are in order should the unexpected happen.
- **Wondering what your rights are in a landlord-tenant dispute?** Whether you are the tenant or the landlord, a legal opinion can be very helpful.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to help you deal with your legal affairs. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few specific questions to make sure you receive the customized service that will be most helpful.
2. We arrange for a lawyer to call you to discuss your legal situation.
3. A lawyer will provide advice over the phone, and will ensure your specific needs are met.
4. This service does not include legal representation or the preparation of legal documents. If you require an attorney to represent you, a referral can be made to someone in your area. Legal Advisory provides a preferential rate on most services of up to 25% off the quoted legal fees.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help answer all your legal questions.

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**Member
Assistance
Program**

Your Member Assistance Program (MAP) includes:

Jumpstart your Wellness



Ready to take your health and well-being to the next level? Our *Jumpstart your Wellness Program* may be what you are looking for. With the support of a certified life coach, our program uses a comprehensive online, self-directed approach to support behaviour change. You will have access to an online wellness handbook, healthy living tools and resources and objective and goal setting exercises.

Be fit, healthy, and feel great!

- **Not sure where to begin?** You can start with a readiness for change questionnaire along with objective and goal setting exercises, from there our certified coaches work with you to develop a personalized plan.
- **Can't stick with 'healthy' resolutions?** The Wellness Workbook provides support with both preparation and planning, along with other lifestyle considerations and exercises all geared to developing new behaviours you can stick with.
- **Want to focus on specific areas of need?** Our experts can help you take a holistic approach to address your needs and improve your overall health and well-being.

- **Need to support other lifestyle changes?** Maybe you've made or are considering an important change. Committing to a 30 day comprehensive program can be the boost you need to succeed.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to take a comprehensive approach to behaviour change. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange consultation with a certified coach to begin the process with a readiness questionnaire and objective and goal setting exercises, outlining a self-directed personal plan for success.
3. You also receive online tools and resources including a Jumpstart your Wellness Workbook, and expert tips on healthy lifestyles and exercise.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help you take a holistic approach to health and wellness.

Contact your MAP 24/7 at 1-855-403-8922

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**Member
Assistance
Program**

Your Member Assistance Program (MAP) includes:

Nutritional Coaching



Eating is one of life's greatest pleasures. It's also an area in life where we can get into trouble if we aren't careful. Working with a nutritional counsellor can help you sort through the conflicting information that's out there and develop a dietary plan that works for you.

Eat right and feel great!

- **Struggling with your weight?** Losing weight and keeping it off may mean changing what you eat. Our registered dietitians provide up-to-date, evidence-informed nutrition information to help maintain a consistent approach to weight loss.
- **Need to eat a more heart-healthy diet?** We work with you to develop a personalized food plan.
- **Want to boost your energy levels?** Making simple changes to your diet can increase your energy and help you feel better. We can help you develop a nutrition plan that can be easily integrated into your lifestyle.
- **Have special dietary needs?** Sometimes we need to develop specialized diets to avoid problems (e.g. high cholesterol, Type 2 diabetes, lactose and food intolerance, irritable bowel). Working with a dietitian makes planning the right diet easier.

One call is all it takes to get started.

Life Smart Coaching empowers you with information and support to ensure nutritional plans are easily integrated into your lifestyle. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for a Registered Dietitian to conduct an assessment of your dietary needs and work with you to develop personalized food plans, provide nutritional information, and offer 'how to' advice and coaching, all by phone.
3. A registered dietitian will provide initial one-on-one coaching and consultation.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help you eat healthy, lose weight, and build your energy and disease resistance.

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**Member
Assistance
Program**

Your Member Assistance Program (MAP) includes:

Smoking Cessation Program



If you are a smoker who has tried quitting, you know how difficult it can be. Smoking is very addictive and quitting requires considerable planning, determination, and courage. Our program addresses the psychological and physical dependence and creates a foundation for successful behaviour change.

Be a healthy, happy ex-smoker!

- **Need a personal coach?** We can help you decide to quit, figure out when to start, what method or combination of methods to use, and we will be there to support you if you are tempted to pick up a cigarette again.
- **Dealing with withdrawal?** If you are feeling depressed, have trouble sleeping or concentrating, or have developed an increased appetite, we can help with suggestions and support.
- **Need to 'unlink' from your triggers?** If smoking has become linked with everything you do—from drinking coffee to watching the evening news—we can help you overcome the mental challenges of quitting.
- **Ready to make lifestyle changes?** If you want to make other changes such as starting an exercise program, eating healthy, or taking up meditation in order to feel better, we can make recommendations that will support you moving forward.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to help you quit smoking and remain smoke-free. We make it simple to start and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few specific questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our experts to call you and walk you through the types of support that you could benefit from—an online smoking cessation e-Course, printed materials, and more.
3. We'll be there to provide one-on-one coaching as needed.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching
will help you quit
smoking.

Contact your MAP 24/7 at 1-855-403-8922

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www.myassistplan.com



Member
Assistance
Program

Your Member Assistance Program (MAP) includes:

Career Coaching



Ready to take your career to the next level...but not sure what that might look like? Working with a career specialist can help you identify and articulate your skills, aptitudes, values, personality traits, and interests as they relate to career choice. We help you with career planning that matches your goals.

Be in the right job for you!

- **Dealing with career-related problems or conflicts?** If you have a conflict with a co-worker or supervisor, getting professional advice on what to do can help.
- **Concerned about starting a new job?** Stepping into a new role or taking on a new responsibility at work? Our career coaches can help you make a successful transition.
- **Struggling to manage your time effectively?** If you feel you are being pulled in all different directions and not accomplishing much, we can help you develop an effective time management system.
- **Want to advance your career?** We can help assess your skills and interests, determine good options for you, and put together an action plan.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to help you make your career more rewarding and successful. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our experts to call you and walk you through the types of support you could benefit from—online assessment tools, internet resources, printed materials, and more.
3. We'll be there to provide one-on-one coaching as needed.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help you overcome job hurdles and take your career to the next level.

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**Member
Assistance
Program**

Your Member Assistance Program (MAP) includes:

Pre-Retirement Planning



Are you excited or apprehensive about retiring? Fortunately, with a little advanced planning, your retirement years can be everything you hoped for and more. We can help you get mentally, emotionally, and financially prepared.

Be prepared for your retirement years!

- **Is your retirement plan in place?** We can help you figure out what's important to you, set goals, and take action steps well in advance, so you can enjoy a satisfying and productive retirement.
- **Will your relationship remain strong in retirement?** We can help you prepare psychologically to make sure you'll have relationship security in retirement.
- **Can't decide whether or not to keep working?** We can help you sort through your options if you're thinking about launching a second career.
- **Want good physical and mental health in later years?** If you want to maintain good health, making changes now can make a big difference later on.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support to help you prepare so you can enjoy your retirement years. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our retirement coaches to call and walk you through the types of support you could benefit from—written materials, internet resources, financial software, printed materials, and more.
3. We'll be in touch with you while you're using the materials, and help you build the confidence to solve your pre-retirement planning challenges.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help you make the most of your golden years.

Contact your MAP 24/7 at 1-855-403-8922

TTY: 1-866-433-3305 | International (Call collect): 514-875-0720

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**Member
Assistance
Program**

Your Member Assistance Program (MAP) includes:

Shift Worker Support



If you work at times outside of 7:00 a.m.-6:00 p.m., then you know first-hand the challenge of fighting the body's natural wake-sleep pattern, and the strain shift work can put on your health, well-being, family, and social life. We can help you find solutions to your unique challenges.

Stay healthy and safe while working shifts!

- **Not getting enough sleep?** We can help guide you through small changes to make a big difference.
- **Stressed out trying to manage family and social life?** We can help you develop strategies to manage your responsibilities and your health.
- **Frustrated family members?** If you are looking for ways to keep your family relationships harmonious, we can offer helpful tips and tools.
- **Are you a woman working shifts and caring for a family?** Female shift workers have almost three times the number of accidents as male shift workers. We can help you stay safe.

One call is all it takes to get started.

Life Smart Coaching empowers you with the information and support you need to help you make shift work a part of a healthy and rewarding personal and work life. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few specific questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our coaches to call you and walk you step-by-step through all the types of support that you could benefit from—internet resources, printed materials, and more.
3. We'll be in touch with you while you're using the materials, and help you build the confidence to solve your work-life challenges.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help you make shift work happier and safer.

Contact your MAP 24/7 at 1-855-403-8922

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Member
Assistance
Program

Your Member Assistance Program (MAP) includes:

Grief and Loss Coaching



Grieving can be an overwhelming and complex process. Every individual reacts differently and experiences grief and loss in unique ways. Homewood's Grief and Loss Coaching Program helps you understand the grieving process by providing you with coaching support and resources to help you manage through the range of emotions and difficulties one experiences when faced with a significant loss. This program is helpful to those who have lost a loved one or are experiencing other forms of loss in their life, including job loss, divorce, or ending of a relationship.

Learn to feel happy again.

- **Have you recently lost someone?** Our grief specialists can provide emotional support and resources to help you get through your difficult time.
- **Are you grieving a job or a relationship loss?** Our program is also designed to help you make sense of your loss and the steps needed to manage normal reactions to grief or loss.

- **Are you looking for support in guiding your children through grief?** Our grief specialists will help you understand how grief may impact children and how to support their overcoming grief.
- **Do you have questions about your emotional well-being due to a recent loss?** We can provide resources and strategies to help you in your journey of recovery.

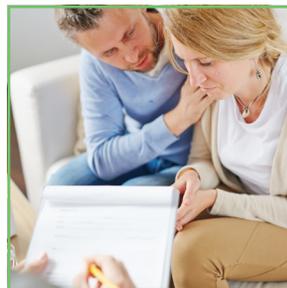
One call is all it takes to get started.

Life Smart Coaching focuses supporting with tactics to help you through your grief and loss. We make it simple to get started and guide you step-by-step. When you call our Client Services Centre, here's what you can expect:

1. We ask a few questions to make sure you receive the customized service that will be most helpful.
2. We arrange for one of our grief specialists to call and walk you through the types of support and resources that you could benefit from—written materials, internet resources, and printed materials, personalized for you.

We'll be in touch with you while you're using the materials, and help you build the self-care and self-compassion to overcome your grief.

Life Smart Coaching services are offered over the telephone. If you ever feel uncertain or overwhelmed, about any issue, we can also arrange counselling. Counselling services can be offered face-to-face, over the phone, through video, or online.



Life Smart Coaching can help you cope with your grief and loss.

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**Keys to a
Thriving Practice:
Management,
Organization, Billing
and more**

Keys to a Thriving Practice:

Practice Management Tips

David Whelan, Director, Legal Information & the Great Library, The Law Society of Ontario

One way to improve your practice is to make small changes when you have the available time and attention. Here is a collection of simple tips, any one of which you can start when you return to the office (or while you're listening to our presentation) and start that iterative improvement that is so important to practicing competently.

Turn It On

Encryption is the way you can protect your client and practice information if you lose a device. Turn it on. It's already around you. iPhones and iPads start encrypted, but you need to use a passcode or password on your device. Android users can turn on encryption in Settings, and you'll be asked to use a passcode at the same time. Windows 10 versions for businesses (Professional, Enterprise) come with **BitLocker** and Macs have **File Vault II**. Activate the encryption before you lose control of your device.

Passwords are Key

They are the single most likely way someone will take control of your account. Don't create your own passwords. Use a password manager. Create a new password for every. single. account. There are many options (Google "password manager") but I prefer ones that are not online and web-based. Keep it on your phone and PC. Try the free **KeePass** if you're not sure where to start.

Do Not Answer Security Questions

Security questions are insecure because they use information you may have shared or which is publicly available (family member names, important places in your life, pet names). If you use a system that requires security questions, create unique passphrases ("**cobalthorsecanoe**") or passwords from your password manager.

Passphrases are nice because if you have to answer a security question over the phone, they can be easier to communicate than **\$&leofc39dl9f!;xTS5**. Save these unique answers in your password manager in the same place as the password. Synchronize your password file among your devices.

There is No Perfect Filing System

Lawyers have looked for a better way but all roads return to a folder-based hierarchy based on client, with subfolders for matters. It's a perfectly adequate approach to managing both paper files and digital files. The practice of law, even at a firm, is highly individualized and so some approaches don't work or make sense for everyone.

You can make your information more findable by (a) using long file names – Windows supports up to ~250 characters – to be descriptive, (b) creating standard conventions (dates are always 20191117 or 11172019 or whatever, but be consistent) that enable you to "see" what the document is without opening it.

Multi Factors for Client Information

Use two-factor authentication for any online system that you store client confidential or personally identifiable information (PII). If the service doesn't support 2FA, consider switching to a service that does.

Check out <https://twofactorauth.org/> to see authentication types companies support. Try to use services that require a **hardware** or **software token**, rather than texts or emails.

Safe in the Cloud

The cloud is a safe place to store law practice information. If it's encrypted. If you have strong unique passwords. It can be a safer place than your own law office, unless you are as diligent as the cloud companies are in securing your devices and information. There are no regulations prohibiting your use of the cloud for your law practice.

Slow Down

When you read about a lawyer who has lost his trust account contents in a fraud, or been phished and lost control of her online accounts, as often as not, they missed an opportunity to do some risk analysis. That's our bread and butter. When you are put in a situation that contains large risk ("Hi, this is your bank..."), stop and consider the result of your actions. Something as simple as clicking a link in an email can cause your law practice to be exploited. It's hard when your practice is creating substantial pressure on your time and attention, but don't miss an opportunity to avoid an unforced error.

Use Search for Efficiency

No matter how you organize your information, understand how to use whatever search function offered by your app or service. You may feel guilty having 10,000 emails in your inbox. But the reality is that information seeking behavior relies on search as well as browsing. Browsing can become inefficient quickly if you have faulty recall. Full text searching is common in online services like Google's G Suite or Microsoft Office 365, as well as in their consumer product (GMail, Outlook.com).

You can improve your search on Windows by accessing your **Indexing Options** and making sure it's indexing full text. And there's always metadata, which you can add to any document's properties. That way, even if the document itself doesn't use a term of art (like "precedent"), you can mark up all the precedents for easy retrieval in the future.

Cloud Placement

Your clients may care if you use the cloud and, if you do, where their data is. This is worth clarifying in your engagement letter. Then, if you need to, select a Canadian region to use Microsoft Office 365 or any Microsoft Azure or Amazon-based cloud services.

This means the data is stored on Canadian-based servers. You make the selection when you purchase the services. If you already use Office 365, you can request **a change in data center region** if it's not in a region you want. Keep in mind that Canadian internet traffic still tends to go through the US, even if the two endpoints are in Canada. If your clients don't care, there's no particular benefit to using Canadian-based servers.

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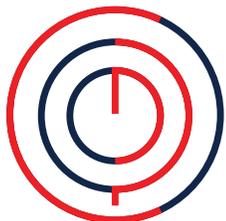
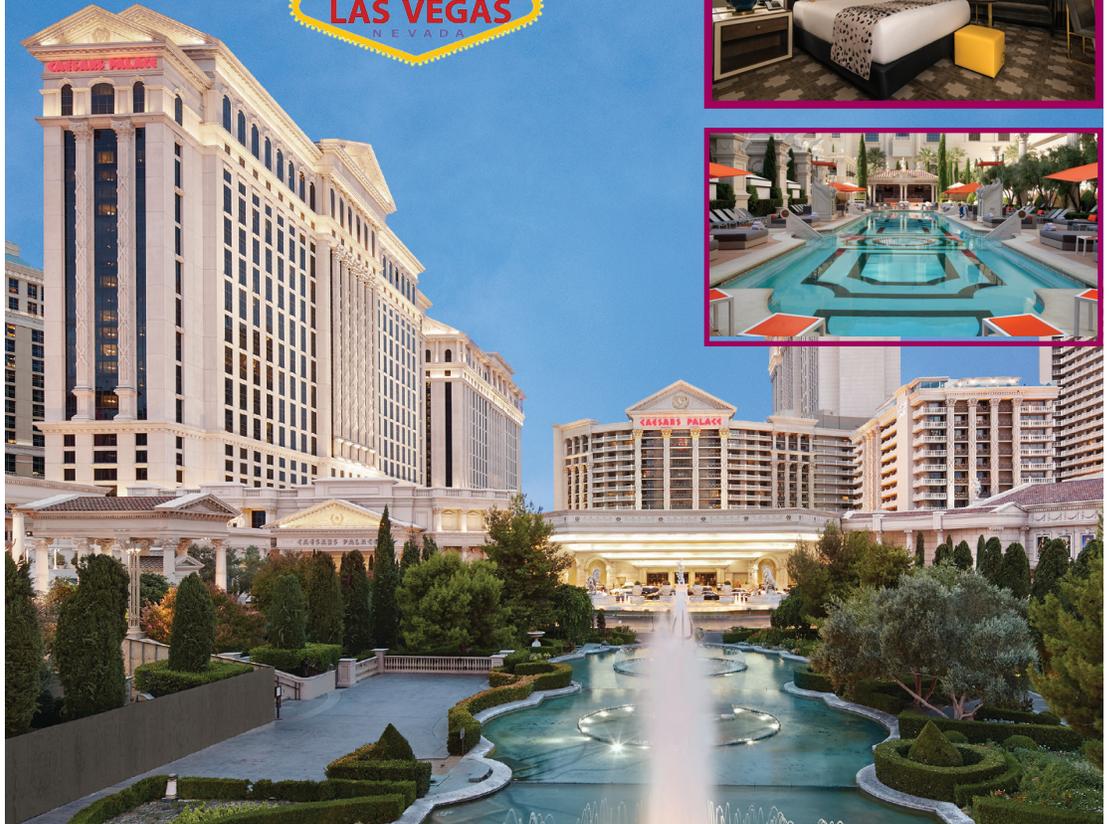
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DEFENCE BAR

Mark your Calendars

2020 CLA PROGRAMMING

February 22, 2020

**The 5th Annual Mental Disorder
and the Law Conference**

May 30, 2020

2020 CLA Annual Spring Conference

October 23-24, 2020

48th Annual CLA Fall Conference

October 25, 2020

6th Annual Recent Call Conference



#CLACPD