

1st Annual Labour Law Conference

– Ottawa –

The Westin Ottawa Hotel / April 11 and 12, 2012

Presented by Lancaster House

Special Early Bird Rate

Register and pay by February 10, 2012 to **save \$200 off** each regular conference or workshop price!

► covering employment in both federal and provincial jurisdictions ◀

CONFERENCE TOPICS

Day One – Wednesday, April 11, 2012

- **Threats, Bullying and Violence:** *Anti-bullying legislation in Ontario, Quebec and the federal sector – How does it work, and is it effective?*
- **Bargaining in Unusual Times:** *How can collective bargaining work in an era of economic uncertainty, fiscal restraint and government intervention?*
- **Medical Information:** *Who's entitled to know what? And how do you obtain what you need?*
- **Privacy versus Technology:** *Is anything private anymore? Challenging scenarios in a wired workplace*

Day Two – Thursday, April 12, 2012

- **Snakes and Ladders:** *Navigating the maze of boards, tribunals and courts*
- **Major Caselaw and Legislative Review:** *An expert update on recent developments*

PRE-CONFERENCE WORKSHOPS

Tuesday, April 10, 2012 – Full-Day Interactive Sessions

- **Mental Illness in the Workplace:** *Recognizing the signs, accommodating the needs*
- **Attendance Management Policies:** *Balancing attendance and performance expectations with human rights and privacy concerns*

POST-CONFERENCE WORKSHOP

Thursday, April 12, 2012 – Half-Day Interactive Session

- **The Union's Duty of Fair Representation:** *Dealing with difficult cases fairly and efficiently*

CONFERENCE ADVISORY COMMITTEE

- **Graham J. Clarke**, Vice-Chair, Canada Industrial Relations Board
- **Ian Mackenzie**, Vice-Chair, Human Rights Tribunal of Ontario, Social Justice Tribunals Ontario
- **Michele Pineau**, Arbitrator/Mediator
- **Jacques Emond**, Employer Counsel, Emond Harnden
- **Christopher Rootham**, Union Counsel, Nelligan O'Brien Payne
- **Lynn Thomson**, Employer Counsel, Hicks Morley
- **David Yazbeck**, Union Counsel, Raven, Cameron, Ballantyne & Yazbeck

CONFERENCE CO-CHAIRS

- **Pamela Chapman**, Arbitrator/Mediator
- **Peter Engelmann**, Union Counsel, Sack Goldblatt Mitchell
- **Karen Jensen**, Employer Counsel, Norton Rose

CONFIRMED SPEAKERS

Neutrals

- **Diane Brownlee**, Arbitrator/Mediator
- **Graham J. Clarke**, Vice-Chair, Canada Industrial Relations Board
- **Michael Lynk**, Arbitrator/Mediator, Law Professor, University of Western Ontario
- **Joy Noonan**, Arbitrator/Mediator/Investigator

Subject Matter Experts

- **Lieutenant Colonel Stéphane Grenier**, Peer Project Team Leader, Mental Health Commission of Canada
- **Katherine Lippel**, Canada Research Chair, Occupational Health and Safety Law, University of Ottawa
- **Dr. Ronald Seatter**, Psychologist, Seatter Health
- **Dr. Perry Sirota**, Clinical and Forensic Psychologist
- **Erin Weir**, Economist, United Steelworkers (National Office)

Employer Counsel/Representatives

- **Jock Climie**, Employer Counsel, Emond Harnden
- **Sébastien Lorquet**, Employer Counsel, Heenan Blaikie
- **Michelle O'Bonsawin**, General Counsel and Freedom of Information Coordinator, Royal Ottawa Health Care Group
- **Dan Palayew**, Employer Counsel, Heenan Blaikie
- **Caroline Richard**, Employer Counsel, Bird Richard
- **Meg Steele**, Legal Counsel, City of Ottawa
- **George Vuicic**, Employer Counsel, Hicks Morley

Union Counsel/Representatives

- **James Cameron**, Union Counsel, Raven, Cameron, Ballantyne & Yazbeck
- **Alison Dewar**, Union Counsel, Raven, Cameron, Ballantyne & Yazbeck
- **Anne Gregory**, Union Counsel, Canadian Union of Public Employees
- **Lori Harreman**, Union Counsel, Jewitt McLuckie & Associates
- **Samantha Lamb**, Union Counsel, Jewitt McLuckie & Associates
- **Paul Moist**, National President, Canadian Union of Public Employees
- **Isabelle Roy**, General Counsel, Professional Institute of the Public Service of Canada
- **Steve Waller**, Union Counsel, Nelligan O'Brien Payne



Conference Accreditations

CPD for Members of the **Law Society of Upper Canada: 8.5 Substantive Hours; 0 Professionalism Hours**; Not accredited for New Members.

This program has been approved by the **Law Society of New Brunswick** for **8.5 Continuing Professional Development credit hours**.

This program has been approved by the **Law Society of Saskatchewan** for **8.5 Continuing Professional Development credit hours**.



LancasterHouse
labour • employment • human rights law

PRE-CONFERENCE WORKSHOPS

Tuesday, April 10, 2012

Mental Illness in the Workplace: Recognizing the signs, accommodating the needs Full-Day Interactive Session 9:00 a.m. – 4:00 p.m.

Speakers

Dr. Perry Sirota, Clinical and Forensic Psychologist
Samantha Lamb, Union Counsel, Jewitt McLuckie & Associates
Michelle O'Bonsawin, General Counsel and Freedom of Information Coordinator, Royal Ottawa Health Care Group

Mental illnesses, such as depression, bipolar disorder and anxiety disorders, affect a significant number of working Canadians. Yet mental illness remains more stigmatized and less understood than physical illnesses and disabilities. In this workshop, Lancaster's experts will assist you in identifying signs that an employee may be dealing with a mental health issue and provide guidance on appropriate accommodation sufficient to meet the obligations imposed by human rights legislation. Topics include:

- **Recognizing the Most Common Mental Illnesses:** What are the most common mental illnesses in the Canadian workforce? How does the workplace contribute to or otherwise affect a person's experience with mental illness? What are the links between mental illness in the workplace and other workplace health and safety issues such as injuries, musculoskeletal disorders, and cardiovascular events? What are the signs and symptoms of mental illness that you are most likely to observe in someone's behaviour at work? What functional limitations are these illnesses likely to impose on people dealing with them?
- **Stress and Its Relationship to Mental Illness:** To what extent is mental illness caused by work-related stress? To what extent is it caused by factors outside the workplace? How can workplace stress be mitigated? What measures can be taken where stress is clearly due to non-work-related sources?
- **Unions and Employers Working Together:** What can unions and employers do to identify and address any work factors that may cause, contribute to, or exacerbate a worker's mental illness or distress? How can management and unions work together to identify employees who may be experiencing mental illnesses in the workplace? How should unions deal with employees who have mental illnesses but do not want to reveal the need for accommodation to their employers? What must a union do to meet its duty of fair representation when representing an employee who claims to be mentally ill and to require accommodation?
- **Accommodation:** What are some examples of helpful accommodations for people living with the most common mental illnesses? What role do employee assistance programs play? What provisions should be made in attendance management policies for employees with mental illnesses? When will accommodating someone with a mental illness create undue hardship for an employer or a union?

Attendance Management Policies: Balancing attendance and performance expectations with human rights and privacy concerns Full-Day Interactive Session 9:00 a.m. – 4:00 p.m.

Speakers

Diane Brownlee, Arbitrator/Mediator
Lori Harreman, Union Counsel, Jewitt McLuckie & Associates
Caroline Richard, Employer Counsel, Bird Richard

Attendance management programs can be a useful mechanism to deal with the problem of absenteeism, but they can backfire if not drafted and implemented properly. Attendance management policies must respect an employee's human rights and must not conflict with the provisions of the collective agreement. In this workshop, Lancaster's panel of experts will work with participants in seeking solutions to the following issues:

- **What Makes for a Good Policy?** Can the program be set in general terms, or must it provide sufficient discretion to allow for individual employee circumstances to be taken into account? What factors should be taken into account in applying an attendance management policy to an employee? Are attendance management policies a legitimate response to innocent absenteeism? Are incentives for exceptional attendance permissible, and are they effective? Is it disability-based discrimination for an employer to reduce payments after a specified number of absences in a given period? What provisions should be made for medical appointments, emergency leave, elder care or child care?
- **What to Include and What to Avoid:** How should the policy be drafted to ensure it complies with human rights legislation, employment standards legislation, privacy legislation and the collective agreement? Must the policy distinguish between culpable and non-culpable absences? How should it apply where the absence may be a hybrid of the two (such as absences due to addictions)? Can the absence of an employee on LTD or due to occupational injury be included? Are automatic or deemed termination provisions ever acceptable? What conditions may be imposed by attendance management programs? Abstinence? Counselling? Treatment? Are employers entitled to updates or other information about the counseling or treatment?
- **Consequences:** What are permissible and impermissible consequences of an employee's participation in an attendance management program – for example, can participation be used as a factor to rank employees for such purposes as promotion, layoff, etc.? How should a notice be framed so that it alerts employees to the risk of discharge for innocent absenteeism, and the availability of an employee assistance program, without crossing the line into discipline? Are last chance agreements a permissible response to continuing absenteeism?



Workshop Accreditations

CPD for Members of the **Law Society of Upper Canada: 5.5 Substantive Hours; 0 Professionalism Hours;** Not accredited for New Members.
This program has been approved by the **Law Society of New Brunswick for 5.5 Continuing Professional Development credit hours.**
This program has been approved by the **Law Society of Saskatchewan for 5.5 Continuing Professional Development credit hours.**

DAY ONE
Wednesday, April 11, 2012

Registration and Hot Breakfast Buffet
7:45 a.m. – 8:45 a.m.

Introductory remarks by Co-Chairs
8:45 a.m. – 9:00 a.m.

PANEL 1
Threats, Bullying and Violence: Anti-bullying legislation in Ontario, Quebec and the federal sector – How does it work, and is it effective?
9:00 a.m. – 10:15 a.m.

Speakers

Joy Noonan, Arbitrator/Mediator/Investigator

James Cameron, Union Counsel, Raven, Cameron, Ballantyne & Yazbeck

Katherine Lippel, Canada Research Chair, Occupational Health and Safety Law, University of Ottawa

Sébastien Lorquet, Employer Counsel, Heenan Blaikie

Within the last decade there has been a proliferation of legislation across Canada dealing with violence, threats and personal harassment, also known as bullying. But is it working? In this session, a panel of experts will compare and contrast legislative and arbitral approaches in the federal jurisdiction, Ontario and Quebec. Questions to be discussed include:

- **Bullying/Personal Harassment:** When will borderline behaviour amount to harassment? Can a single episode or a series of discrete incidents constitute harassment? At what point does the workplace become a poisoned environment?
- **Obligations Under Ontario's Bill 168:** How does Bill 168 define harassment? Does Bill 168 require employers to take a "zero-tolerance" approach to workplace harassment and violence? How have adjudicators interpreted and applied Bill 168 in recent decisions?
- **Tackling Bullying in the Federal Sector and Beyond:** How has federal sector legislation addressed issues of workplace violence and harassment? What are other provinces doing to address these problems? Will managerial inaction make an employer liable under this legislation?
- **Threats and Violence:** How should workplace parties deal with threats caused by an employee's mental illness? Does it matter if violence is provoked by racial slurs or other insults?
- **Responding to Harassment:** What obligations does an employer have to investigate a complaint? Is an employer obliged to remove a harassing individual from the work environment? When will discharge be the appropriate remedy for bullying or harassing conduct?
- **Legislative Remedies:** What are the limitations of the remedies available in Ontario, Quebec and the federal jurisdiction? Which legal regime offers the most effective remedies? Which offers the least effective remedies?

BREAK (with refreshments)
10:15 a.m. – 10:45 a.m.

PANEL 2
Bargaining in Unusual Times: How can collective bargaining work in an era of economic uncertainty, fiscal restraint and government intervention?
10:45 a.m. – 12:00 p.m.

Speakers

Paul Moist, National President, Canadian Union of Public Employees

Jock Climie, Employer Counsel, Emond Harnden

Erin Weir, Economist, United Steelworkers (National Office)

Employer Representative, TBA

In response to the sluggish economy, economic uncertainty and budget deficits, governments across Canada are pursuing fiscal restraint. The federal government has recently displayed an unprecedented willingness to legislate an end not only to public sector labour disputes but also to private sector labour disputes where it perceives the national economy to be affected. In this session, Lancaster's experts will discuss how economic uncertainty, fiscal restraint and government legislative intervention are likely to affect collective bargaining in the coming year:

- **Economic Uncertainty:** What role will economic uncertainty play in upcoming rounds of negotiation? What pressures in the economy are influencing demands, strategies and tactics at the bargaining table? Given the current economic climate and forecasts, what are likely to be bargaining priorities for unions and employers in 2012/2013?
- **Restraint:** What effect will government's pursuit of deficit and debt reduction have on bargaining? What effect have the wage restraint provisions in the federal government's *Expenditure Restraint Act* had on bargaining? How have unions responded to this policy? Have they been able to make gains? What strategies are unions across Canada using to preserve gains in a climate of fiscal restraint?
- **Intervention:** How has the federal government's unprecedented use of back-to-work legislation in the private and public sectors affected bargaining? Is back to work legislation, such as the act that ended the postal work stoppage, constitutional? Was it unconstitutional to legislate a wage that was less than what free bargaining had produced? Is it constitutional for the government to impose restrictive criteria on interest arbitration as it did on in the Canada Post dispute?

KEYNOTE LUNCH SPEAKER
Lieutenant Colonel Stéphane Grenier
12:00 p.m. – 1:15 p.m.

Speaker

Lieutenant Colonel Stéphane Grenier, Peer Project Team Leader, Mental Health Commission of Canada

Lieutenant-Colonel Stéphane Grenier, who suffered from post-traumatic stress disorder following a tour of duty in Rwanda, has pioneered a successful peer support program for other soldiers with occupational stress injuries. In this special presentation, he will discuss his program and the importance of peer support in dealing with occupational stress.

PANEL 3

Medical Information: Who's entitled to know what? And how do you obtain what you need?

1:15 p.m. – 2:30 p.m.

Speakers

Anne Gregory, Union Counsel, Canadian Union of Public Employees

Dr. Ronald Seatter, Psychologist, Seatter Health

Meg Steele, Legal Counsel, City of Ottawa

Obtaining the information necessary to provide appropriate accommodation to employees is difficult. Why? Because health care providers, union representatives and management representatives may all have different ideas of what information is private and what is necessary. It is also often difficult to frame requests in a way that elicits the necessary information but does not cause alarm by seemingly asking for too much information. In this session, lawyers and health care providers will offer guidance on asking the right questions to receive the information you need and are entitled to obtain.

- **Necessary Information:** What information may an employer legally request (and what must an employee provide) in order to assess appropriate accommodation? Is the employer entitled to the employee's diagnosis, prognosis, or information on the employee's treatment? What health-related questions are impermissible because they intrude upon an employee's privacy? What steps does provincial law require the employer to take to shield employees' health information? What steps does federal law require?
- **Requesting the Necessary Information:** What is the most effective way of requesting the information you need? Are standardized forms helpful? If so, what should and should not be on standardized forms? What questions are likely to prompt physicians to provide useful information? If you receive a vague response, how should you request more specific information? How much time should employers give employees to get the medical information they have requested?
- **GPs, Specialists and Other Health Professionals:** When is medical information from an employee's treating GP sufficient for accommodation purposes? When do you need information from a specialist physician? For mental health issues, is information from a GP sufficient? Or from a psychologist? Or should you seek medical information from a psychiatrist? When can the employer ask an employee to see a physician of its choice or to undergo an independent medical evaluation (IME)? What professional rules guide physicians and psychologists in providing information to employers and unions?

BREAK (with refreshments)

2:30 p.m. – 2:45 p.m.

PANEL 4

Privacy versus Technology: Is anything private anymore? Challenging scenarios in a wired workplace

2:45 p.m. – 4:00 p.m.

Speakers

Dan Palayew, Employer Counsel, Heenan Blaikie

Isabelle Roy, General Counsel, Professional Institute of the Public Service of Canada

More than a decade ago, Scott McNealy, co-founder of technology giant Sun Microsystems, famously pronounced, "You have zero-privacy

anyway. Get over it." Some have accepted this statement as truth. Some believe it is becoming true. Others hear the statement as a call to arms. The Assistant Privacy Commissioner of Canada, for one, has proclaimed, "Privacy is not dead. On the contrary, research shows that people do value their privacy as a fundamental right and, if anything, are more and more concerned about the power of new information technology to intrude upon it." This interactive session will present factual scenarios drawn from real-life cases in which technology and employee expectations of privacy collide. Experienced counsel will argue the merits of the case from both union and management perspectives, and conference participants will be given an opportunity to discuss the case and voice their opinions. Issues to be addressed may include:

- **Social Media:** Can employers rely on information from online searches, blogs and social media sites to make employment decisions (e.g. hiring, discipline, termination)? Are employers permitted to circumvent privacy settings to access such information? What liability do employers face for relying on false or inaccurate information in making hiring decisions?
- **Off-Duty/Off-Site Internet Activity:** Can an employee be disciplined for views offensive to the employer expressed on Facebook, blogs and other internet sites if the employee does not use work time or the employer's computers to make the internet postings? Do employers have a duty to respond when an employee complains about other employees harassing him or her online during off-duty hours? Can comments employees post about each other online while off duty create a poisoned workplace?
- **Privacy Rights vs. Property Rights:** Do employees have a reasonable expectation of privacy in relation to e-mail messages, text messages, and personal files, stored on employer-owned computers or phones? When is such information protected by a legally-recognized privilege?
- **Monitoring:** When is monitoring of employees permitted and when is it prohibited? What information should be provided to employees concerning the scope of monitoring of employees' use of technology? Is consent required? In what circumstances can an employer justify its use of monitoring technology to assess the productivity of its employees? Can an employer record some, or all, of an employee's phone conversations?
- **Surveillance:** In what circumstances are employers justified in conducting overt video surveillance of the workplace? When, if ever, are employers entitled to conduct surreptitious video surveillance of the workplace? Can it be used to deter theft? Ensure safety? Monitor performance? When are employers entitled to conduct video surveillance of employees outside the workplace? In the words of the Ontario Court of Appeal in its recent decision (*Jones v. Tsige*) creating a common law right to privacy, when does surveillance become "intrusion on seclusion?"

END OF DAY ONE

4:00 p.m.

COCKTAIL RECEPTION

4:00 p.m. – 5:00 p.m.

DAY TWO
Thursday, April 12, 2012

Hot Breakfast Buffet
8:00 a.m. – 9:00 a.m.

PANEL 5
Snakes and Ladders: Navigating the maze of boards, tribunals and courts
9:00 a.m. – 10:15 a.m.

Speakers

Graham J. Clarke, Vice-Chair, Canada Industrial Relations Board
Steve Waller, Union Counsel, Nelligan O'Brien Payne
Employer Speaker, TBA

Deciding where to take a workplace dispute for resolution is not always an easy task. The overlapping jurisdictions of courts and different workplace tribunals can raise a host of legal and strategic questions. This panel will discuss recent decisions in both the provincial and federal jurisdictions, paying attention not only to legal considerations but also to practical considerations in (a) choosing a forum that can grant the remedy you seek or (b) opposing a forum you regard as inappropriate. Questions to be addressed include:

- **Identifying the Choice of Forum:** What types of complaints should be brought to a labour relations board? A human rights tribunal? The Superior Court? Arbitration? What if one party wants to raise a constitutional issue? Can a dispute arising under the collective agreement ever be brought before a court, or is it exclusively in the arbitrator's jurisdiction? What about pre-employment disputes? Do specialized tribunals for discipline grievances deprive a collective agreement arbitrator of jurisdiction to consider the matter?
- **Deciding Which Forum to Choose:** What factors should be considered in choosing a forum when there is overlapping or concurrent jurisdiction? How will adjudicators decide which forum is the "best fit?" How do factors such as procedural requirements, remedies available, expertise of adjudicators, time and cost influence the choice of forum? What strategic considerations are relevant when choosing a forum?
- **Forum Shopping:** When is it an abuse of process? When will a decision-maker dismiss an application on the ground that another proceeding has appropriately dealt with the substance of the application? When will an adjudicator take jurisdiction on the ground that no other proceeding is likely to deal appropriately with the application? Is it an abuse of process to bring an application where another adjudicative body has decided the same issues between the same parties?
- **Federal/Provincial Jurisdictional Issues:** Which workplaces fall under federal jurisdiction? Which fall under provincial jurisdiction? How will courts apply the "functional test" to determine the proper jurisdiction? Will a provincial enterprise ever fall within federal labour jurisdiction? What if a business engages in a "federal undertaking," but only operates in one province? Do national trade unions, as employers, fall under provincial jurisdiction?

BREAK (with refreshments)
10:15 a.m. – 10:45 a.m.

PANEL 6
Major Caselaw and Legislative Review:
An expert update on recent developments
10:45 a.m. – 12:00 p.m.

Speakers

Michael Lynk, Arbitrator/Mediator, Law Professor, University of Western Ontario
Alison Dewar, Union Counsel, Raven, Cameron, Ballantyne & Yazbeck
George Vuicic, Employer Counsel, Hicks Morley

Prominent counsel will review recent legislative changes and important decisions delivered in the past year by Canadian courts, arbitrators and federal and provincial labour boards and human rights tribunals. In particular, they discuss what trends can be discerned from recent case law and legislation dealing with critical issues in labour, human rights and privacy law, such as whistle blowing, access to information, and judicial review. The selection of cases for this session takes place a few weeks before the conference, ensuring up-to-the-minute coverage of late-breaking decisions.

CONFERENCE ENDS
12:00 p.m.

POST-CONFERENCE WORKSHOP
Thursday, April 12, 2012

The Union's Duty of Fair Representation:
Dealing with difficult cases fairly and efficiently
Half-Day Interactive Session 1:00 p.m. – 4:30 p.m.

Speakers

Michael Lynk, Arbitrator/Mediator, Law Professor, University of Western Ontario
Anne Gregory, Union Counsel, Canadian Union of Public Employees
Employee Counsel, TBA

In a unionized workplace, the union is the exclusive bargaining agent for all the employees in the bargaining unit, both in negotiating terms and conditions of employment deciding whether to grieve violations of the contract. The union's decisions, therefore, affect individual employees greatly. As a check on the union's exclusive representation power, courts and labour relations statutes throughout Canada impose on unions a duty of fair representation. A union cannot be arbitrary, discriminatory or act in bad faith in making decisions that affect an employee it represents. In this workshop, Lancaster's experts will elaborate on this basic union duty and provide attendees with guidance on handling difficult representation issues fairly and effectively. Topics covered include:

- **Union Responsibilities Generally**
- **Duty to Request and Provide Information**
- **Avoiding Mistakes**
- **The Employer's Role**
- **Human Rights Concerns**
- **Capacity Issues**
- **Pre-Hearing Processes**
- **Remedies**



Workshop Accreditations

CPD for Members of the **Law Society of Upper Canada: 3.5 Substantive Hours; 0 Professionalism Hours**; Not accredited for New Members.
This program has been approved by the **Law Society of New Brunswick** for **3.5 Continuing Professional Development credit hours**.
This program has been approved by the **Law Society of Saskatchewan** for **3.5 Continuing Professional Development credit hours**.

2012 LABOUR LAW CONFERENCE – OTTAWA

Take advantage of pre-registration prices. Register and pay by...	February 10, 2012	March 9, 2012	April 10, 2012
Conference			
Labour Law Conference Wednesday, April 11, 2012 (Full Day), and Thursday, April 12, 2012 (Morning Session Only)	<input type="checkbox"/> \$695 +HST	<input type="checkbox"/> \$795 +HST	<input type="checkbox"/> \$895 +HST
Pre-Conference Workshops (Full-Day Interactive Sessions)			
Mental Illness in the Workplace: <i>Recognizing the signs, accommodating the needs</i> Tuesday, April 10, 2012	<input type="checkbox"/> \$495 +HST	<input type="checkbox"/> \$595 +HST	<input type="checkbox"/> \$695 +HST
Attendance Management Policies: <i>Balancing attendance and performance expectations with human rights and privacy concerns</i> Tuesday, April 10, 2012	<input type="checkbox"/> \$495 +HST	<input type="checkbox"/> \$595 +HST	<input type="checkbox"/> \$695 +HST
Post-Conference Workshop (Half-Day Interactive Session)			
The Union's Duty of Fair Representation: <i>Dealing with difficult cases fairly and efficiently</i> Thursday, April 12, 2012	<input type="checkbox"/> \$395 +HST	<input type="checkbox"/> \$495 +HST	<input type="checkbox"/> \$595 +HST
Materials			
All conference attendees will now receive a USB flash drive pre-loaded with all of the conference materials, as well as a hard copy booklet containing summaries of each panel. Workshop attendees will receive all workshop materials in a binder.			
<input type="checkbox"/> Complimentary Cocktail Reception (evening of Wednesday, April 11, 2012)	Subtotal		\$
<input type="checkbox"/> I am HST exempt. HST #R1029671	HST (13%)		\$
Total			\$

– Register 4 people for any one event and get the 5th registration for free for the same event –

Please fax registration form to 416-977-5873 or scan and e-mail to customerservice@lancasterhouse.com

1) Name: _____ Title: _____ E-mail: _____
 2) Name: _____ Title: _____ E-mail: _____
 3) Name: _____ Title: _____ E-mail: _____
 4) Name: _____ Title: _____ E-mail: _____
 5) Name: _____ Title: _____ E-mail: _____

Organization: _____

Address: _____ City: _____

Province: _____ Postal Code: _____ Phone: _____ Fax: _____

Payment Method: Cheque Invoice Visa MasterCard AMEX *Credit Card #: _____ Expiry date: _____

Cardholder's name: _____ Signature: _____

Please specify any dietary restrictions/food allergies: Vegetarian Other (please specify): _____

Special needs: Please let us know if you have any accessibility requirements or other particular needs by calling us at 416-977-6618.

Payment must be received in full at least one business day prior to the first day of the conference or workshop.

***Receive a 5% discount before taxes on all credit card purchases.**

REGISTRATION FEE: Includes continental breakfast, lunch, refreshments and all materials.

CANCELLATIONS: A credit note for the full amount will be issued for cancellations received by Friday, March 9, 2012. Substitution of participants is permitted at any time. Please contact Customer Service prior to the event.

HOTEL: The Westin Ottawa, 11 Colonel By Drive, Ottawa, ON, K1N 9H4.

HOTEL RESERVATIONS: Special Conference Rate: \$209/night. Call (613) 560-7000 or Toll Free: 1-866-716-8101. Lancaster House has reserved a limited number of hotel rooms available at a conference discount. To book a room, please mention you are with Lancaster House.

STUDENTS: Please call us at (416) 977-6618 to inquire about our special discretionary registration rates for **pre-career** students. **Intended for full-time students in a related field only.**

Lancaster House / 17 Dundonald Street, Suite 200 / Toronto, Ontario / M4Y 1K3

Phone: 416-977-6618 / Toll Free: 1-888-298-8841 Fax: 416-977-5873 / customerservice@lancasterhouse.com / www.lancasterhouse.com