



INCORPORATED 1877 | INCORPORÉ EN 1877

Annual Report 2021

The Law Society of Manitoba

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Mission Statement

The aim of the Law Society of Manitoba is a public well-served by a competent, honourable and independent legal profession.

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President's Message



Lynda Troup President

It is with great pride that I provide this annual report as President of the Law Society of Manitoba.

My term began in May 2020 in the throws of the COVID-19 pandemic. I took over the helm by assuming conduct of the Zoom meeting of the benchers of the Law Society of Manitoba and since then have carried out most of my duties through use of the on-line platform. It would be easy to lament about the missed retreat to Jasper, the President's Reception at the Hotel Fort Garry or the pilgrimage to Clear Lake, however what may have been lost this year I gained in other ways.

Like so many other organizations, the Law Society was called upon to pivot to carrying out its work as virtually as possible. Staff rose to this occasion time and time again.

The Call to the Bar, a significant and necessary step to admitting those who have completed the Bar Admission Course at the Law Society usually takes place in the third week of June. Administrative calls were initially granted to allow our young lawyers to commence their practices but more was needed. There is a tradition in the province of gathering together to celebrate a lawyer's call by participation in a mass call. The desire to keep that tradition alive culminated in a new, and perhaps improved, call ceremony. Instead of the traditional call at the Concert Hall with all the pomp, circumstance and speeches, we proceeded virtually with a call that allowed for a few words to be said of each lawyer, in their choice of French or English. I was honoured to learn just a little bit about each newly called lawyer and to actually hear them state their oaths while friends and family watched in their own homes. It was a meaningful experience for me and I hope that it was for others as well.

Education of our lawyers, through the Bar Admission Course (now PREP)and through ongoing continuing education, is of significant importance to the work the Law Society does. Again, staff transitioned quickly to offering these critical programs without much ado. In particular, the Pitblado Lectures, the annual and significant CPD program put on by the Law Society, in partnership with the University of Manitoba Faculty of Law and the Manitoba Bar Association, proceeded flawlessly and, remarkably, on time despite being virtual.

The investigation and discipline departments of the Law Society also quickly adapted. Where conditions permitted, matters proceeded either in-person, in a hybrid format with some in attendance and some attending remotely or, where necessary, matters proceeded completely virtually. While I would not expect anyone would argue strongly in favour of virtual hearings going forward, we were at all times satisfied that proper procedure, fairness and interests were protected. Looking back, it would have been impossible to adjourn matters indefinitely and not hesitating to make the adjustments when needed allowed for the Law Society to proceed with investigations and discipline in its usual timely fashion.

President's Message

Our bencher meetings, with the exception of one hybrid meeting, all proceeded virtually. These meetings are usually bookended by lunch and drinks. Instead, it was all business for these meetings. Yet, the benchers stepped up and attended with the same enthusiasm and commitment as ever. It is a big ask for an "all work and no play" investment of time and that is exactly what I got from my fellow benchers.

Finally, one of my favourite events the Law Society participates in is the Lawyers for Literacy fundraiser. It too, of course, proceeded virtually and it was, without a doubt, one of the best things I got to do this year – didn't hurt that I got to dance to "Baby Shark" at intermission.

As with every year, lots of work was accomplished by the Law Society. There was, for example, continued work in the efforts to expand who can carry out legal services in Manitoba, a necessary but delicate expansion. But I am most excited about the work of our Equity Committee and the President's Special Committee on Health and Wellness.

Our Equity Committee recommended to the benchers, who approved, the creation of an Indigenous Advisory Committee. We are grateful the Honourable Murray Sinclair has agreed to chair this important committee. The Indigenous Advisory Committee is one of the few among the law societies in Canada but is already being looked upon as a model for other law societies, who are all tasked with responding to the Truth and Reconciliation Commission's Calls to Action. My hope for this Advisory Committee is that it creates an important working relationship between the Law Society and the Indigenous Community for years to come.

Our President's Special Committee on Health and Wellness has been working on the creation of a diversion program, where lawyers experiencing mental health and/or addiction issues may be able to participate in a diversion remedial program rather than proceed through a traditional discipline path. I am particularly enthusiastic about this program. We are a profession that is prone to mental health issues, depression and addiction. When a lawyer can go through a remediation procedure rather than discipline, where appropriate, that is a win for both the profession and the public.

The Health and Wellness Committee has also recommended to the benchers, who approved, the creation of a Peer Support Program, which is expected to proceed in partnership with the Manitoba Bar Association. I expect health and wellness to be a continued strategic goal when the benchers come together to plan the work of the Law Society for the next three years. Talking about mental health and wellness, and addressing personal issues before they become professional issues is in the best interest of the public. Discipline means the public has been harmed. Avoidance of professional misconduct means the public has been protected. The importance of this initiative cannot be overstated. My most significant role this year was saying goodbye to Kris Dangerfield and finding her replacement, not an easy task to say the least. My CEO committee took on the ever important job of finding our next leader and I am pleased Leah Kosokowsky put her name forward. Leah is a natural leader and has been so impressive in her first few months. I know she will continue to lead this organization at the gold standard level it has been at for years.

At the May benchers' meeting I passed the baton to Grant Driedger. I am grateful for his assistance and that of my other Executive Committee members, Anita Southall and Susan Boulter. I also want to thank the very special staff of the Law Society for their incredible work and, in particular, thanks to Pat Bourbonnais, Kris Dangerfield and Leah Kosokowsky for their guidance, support and friendship.

Serving in this role has been a truly rewarding experience and I will forever be grateful for my time as President.

CEO's Message



Leah Kosokowsky Chief Executive Officer

The year of the pandemic, 2020, was a year like none we have seen in most of our lifetimes and while we have experienced significant losses, the pandemic presented many new challenges and opportunities.

The Law Society premises were closed to the public in March 2020 and remained so throughout the year, with our dedicated staff continuing to serve the public on a remote basis. Similarly, Law Society bencher and committee work continued unabated and while the strategic planning session scheduled for September 2020 was postponed, much progress continued to be made on the 2017–2020 strategic plan.

In the pages that follow, you will see the progress on a variety of initiatives as they relate to the competence of lawyers and the well-being of the profession, along with expanding the manner in which legal services can be delivered to the public. You will also see information about our core regulatory functions, such as admissions, education, complaints, discipline, insurance and reimbursement.

The work of the Law Society is highly effective due to the commitment of our dedicated volunteers – our lawyer benchers, our lay benchers, our public representatives and our committee members - each of whom invests an enormous amount of time, energy and enthusiasm into our work. Over the past year, despite the inability to meet in person, our volunteers embraced the need to meet remotely and continued to fulfill the Law Society's mandate. A huge thank you to outgoing President, Lynda Troup, who steered the Law Society through the challenges of the pandemic with grace, wisdom and a much needed sense of humor. Lynda was well supported by our Past President, Anita Southall and Vice-President, Grant Driedger. In my new role as CEO, I am grateful to have had the support of each of them.

I am also grateful to the entire staff of the Law Society who, despite restrictions and isolation brought on by the pandemic, remain committed, conscientious and supportive of each other.



Finally, my gratitude to outgoing CEO, Kristin Dangerfield, cannot be overstated. Her commitment to the success of the profession and to the public interest was unparalleled and is reflected in the strength of this organization.

The Law Society moved forward with a number of important strategic objectives and initiatives in 2020.



The Legal Profession Act sets forth the mandate of the Law Society of Manitoba to protect the public interest in the delivery of legal services with competence, integrity and independence. In pursuing that purpose the Law Society must regulate the legal profession and establish standards for the education, professional responsibility and competence of persons practising or seeking the right to practise law in Manitoba.

The benchers of the Law Society of Manitoba adopted a Strategic Plan in 2017 which provides a regulatory roadmap for the Law Society for the period from 2017 to 2020. The Plan sets out four key strategic objectives with desired outcomes and identifies initiatives that will allow the Law Society to meet its mandate.

In 2020, despite the impact of the COVID-19 pandemic, the Law Society made further progress on these initiatives which are outlined in this report.

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Strategic Objective #1

Competence

Regulate proactively to protect the public interest by ensuring that legal services are delivered by competent and ethical lawyers.

Desired Outcomes:

- Lawyers are competent upon being called to the Bar
- Lawyers are competent throughout all stages of practice
- Practice standards are enhanced
- Lawyers who have mental health issues are treated fairly and equitably
- Client property is safeguarded

After an initial transition period for the profession, the Law Society completed its first full year of operating the Trust Safety Program that requires each lawyer/law firm that wishes to operate a trust account to meet the Law Society's qualification standards and to remain compliant with the Society's strict accounting requirements. The program has been very effective in ensuring the safe and rigorous oversight and management of clients' trust funds.

The benchers approved the implementation of a practice checkup program, a proactive measure to assist practitioners in higher risk areas develop and implement appropriate practice management policies and procedures.

A legal profession that is physically and mentally healthy better serves the public with the delivery of competent legal services. The benchers approved of a number of initiatives to improve, address and accommodate issues of poor mental health and substance use issues within the legal profession.

One initiative is the creation of a Diversion Program for lawyers who become involved in the complaints and discipline process as a result of a mental health or substance use issues. The goal of the diversion program is to enable the lawyer, who acknowledges the issues, to receive treatment thereby addressing the underlying issue rather than simply disciplining the lawyer.

A second initiative approved by the benchers is the establishment of a peer support program for lawyers, in conjunction with the Manitoba branch of the Canadian Bar Association. The contemplated program will allow for the qualification and training of peer support volunteers as well as a triage function to better match clients and volunteers.

The 2020 year also saw the completion of the first full year of CPLED's new PREP program for articling students, which due to the restrictions associated with the pandemic, was modified to be delivered entirely on-line.

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Strategic Objective #2

Access to Justice

Demonstrate leadership in the advancement, promotion and facilitation of increased access to justice for all Manitobans.

Desired Outcomes:

- Manitobans will have access to the required complement of appropriately trained lawyers and legal service providers to meet their legal needs.
- The Law Society will advance, promote and facilitate the delivery of quality, innovative, accessible and affordable legal services, including pro bono services.
- The Law Society plays an active role regarding access to justice issues and ways to increase access.

In response to the request of the Law Society, the Government of Manitoba enacted amendments to *The Legal Profession Act* which give the Law Society the authority to permit limited legal service providers to engage in activities that increase access to justice without increasing risk to the public. The Society has embarked on a broad consultation process to assess the areas of greatest need and the feasibility of permitting the delivery of services by limited service practitioners in select areas of the law.

Funded by a grant from the Manitoba Law Foundation, the Law Library Hub at the Manitoba Law Courts was barely underway when pandemic restrictions caused it to close. As originally contemplated, law students would, under the supervision of a lawyer, provide legal information and some limited assistance to self-represented litigants who attended at the Law Courts to deal with a family matter. Over the course of the year, the service delivery model changed and services resumed on a virtual basis.

The Law Society also received funds from the Manitoba Law Foundation to hire an Access to Justice Coordinator to facilitate collaboration among stakeholders, coordinate data collection and support the ongoing work of the Access to Justice Steering and Stakeholders Committees. The funding supports a two year term for the Coordinator during which the Society looks forward to increasing opportunities for engagement with stakeholders about access to justice barriers and ways to remove them.

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Strategic Objective #3

Equity, Diversity and Inclusion

Promote and improve equity, diversity and inclusion in the regulation of the legal profession and in the delivery of legal services.

Desired Outcomes:

- The legal profession is equitable, diverse, and inclusive
- Lawyers are culturally competent in the delivery of legal services
- Benchers are culturally competent

The Law Society conducted a survey of its members to solicit feedback on the idea and potential criteria for offering part-time practising fees for members who practise part-time. Not all lawyers want or are able to practise full-time for a variety of reasons, including the need to accommodate child care responsibilities. The majority of respondents expressed support for the idea, however some concerns were expressed. Law Society staff is examining the financial and operational implications of implementing part-time practising fees and the issue will be considered by the Law Society's Equity Committee and ultimately decided upon by the benchers. To learn more see the Part-Time Membership Fees Survey FAQ.

The Law Society held a continuing professional development program on *Black Lives Matter: Canadian Perspectives* in December 2020, the first in a series of three critical conversations about systemic racism and implicit bias in law and Canadian society. There were over 350 registrants for the virtual program.

In a significant step on our journey toward Reconciliation, the benchers approved the creation of an Indigenous Advisory Committee (IAC) to help guide the Law Society in its ongoing response to the Truth and Reconciliation Commission's Calls to Action. The Honourable Murray Sinclair was appointed as the inaugural Chair of the Committee. Committee members will be appointed and the IAC will begin its work in 2021. The Law Society hosted the 3rd annual Building Connections networking event for Indigenous law and articling students in March 2021 in partnership with the Manitoba Bar Association and the Manitoba Indigenous Law Students' Association. The virtual event provided students an opportunity to meet and network in breakout rooms with small groups of lawyers from a variety of practice areas.



Virtual Building Connections networking event.

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The Law Society's Equity Officer actively engages with the profession and the public to promote equity, diversity and inclusion (EDI) in the legal profession in a number of ways. These activities included:

Education & Training

Speaking to the PREP class and students at the University of Manitoba's Faculty of Law about harassment and discrimination and diversity and inclusion in the legal profession, participating in a panel at the Manitoba Bar Association's Mid-Winter Conference on The Business Case for Equity: Why Inclusive Workplaces are Successful as well as on a panel hosted by the Women Lawyers' Forum on Returning from Maternity Leave.

Delivering presentations to lawyers in their workplaces on EDI issues.

Increasing Awareness

Writing articles for the Law Society's <u>*Communiqué*</u> on remembering the victims of Canada's residential schools, reflections on the significance of Black History month, the unequal effects of COVID on historically marginalized communities and the relevance for lawyers, and systemic racism in Canada.

Resource Development

Developing a <u>Guide to Conducting Fair and Equitable Articling Interviews</u> for firms participating in the mass articling recruit and providing resource materials to a number of firms on how to promote EDI in their workplaces.

Community Engagement

Co-hosting four Coffee Zoom sessions for student groups at the University of Manitoba's Faculty of Law, along with the Equality Issues section of the Manitoba Bar Association.

Advancing Equity at a National Level

Acting as Vice-Chair/Chair of the Federation of Law Societies' Equity Network, which works to identify and advance common equity issues nationally.

The Law Society endeavoured to raise awareness of the significance of National Indigenous Peoples Day, Orange Shirt Day, International Women's Day and Black History month through its social media accounts and by posting resource materials on its website.

The <u>Equity Officer</u> provides confidential information, advice and assistance to Manitoba lawyers, articling students, support staff and clients of lawyers in dealing with issues of harassment and discrimination.

During the year ending March 31, 2021, the Equity Officer assisted **58** individuals with issues as follows:



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Strategic Objective #4

Stakeholder Confidence

Build public and stakeholder confidence in the Law Society as the regulator of the legal profession.

Desired Outcomes:

- The public, the profession, government and other stakeholders trust the Law Society to be proactive, fair, transparent, accountable and innovative in regulating the profession in the public interest
- The public and other stakeholders understand the role of the Law Society and the value of an independent and independently regulated profession
- The Law Society experiences greater engagement with the public, the profession and other stakeholders

After launching a new website in 2020, the Law Society continues to leverage this platform to effectively communicate timely information and resources to its stakeholders.

With the updated website, the Law Society was able to quickly adapt and respond to the needs of the profession during the pandemic, by creating a new section of the website dedicated to sharing key COVID-19 news and information, such as emergency measures legislation that would permit the remote witnessing of documents by lawyers. Other information included Mental Health Supports from the Lawyers Health and Wellness Programs, changes to articling requirements, Frequently Asked Questions and many other resources for the profession. The <u>COVID-19</u> landing page ranked the 14th most visited page on the Law Society website in 2020/2021, with over 5,300 unique views.

Additionally, the lawyer discipline decision page was restructured to improve the searchability and accessibility of decisions so that members of the public can readily search a lawyer's name and any associated discipline record. The Lawyer Discipline Decisions page was the 7th most visited page on the Law Society website in 2020/2021, with over 13,000 unique views.

In 2020 the Law Society also engaged with the profession inviting them to provide feedback on addressing unmet legal needs through a consultation document on <u>Alternative Legal Services</u> <u>Providers</u>. The detailed feedback provided by the profession will be carefully considered as the Law Society embarks on next steps for this initiative including, public consultation.

In April 2020, the Law Society launched <u>eLex</u> – a new monthly newsletter from the Great Library, providing its readers a one stop source for their legal information needs. Both members of the public and the profession can subscribe to receive the latest in select court decisions, organized by practice area, in addition to timely articles and annotations from legal journals, as well as practice notices and directives from Manitoba Courts. The average open rate for eLex in its first year of publication was 60 percent, well above the 25 percent industry average.

The Law Society also continues to engage with its stakeholders through social media, sharing timely updates on LSM News and Initiatives, CPD programs, and other Law Society events. Through Twitter and LinkedIn, the Law Society also participates in larger social media campaigns that bring greater awareness to issues of Mental Health, Equity & Diversity, and the Truth and Reconciliation Commission Calls to Action.

Finance

The Law Society of Manitoba accounts for its financial activities through four separate funds.



Under the general oversight of the benchers, the Law Society management is responsible to ensure that budgeting in each of the funds is done in a fiscally responsible and prudent manner.

General Fund

The General Fund reflects the financial position and performance of the general operations of the Law Society, including accounting, admissions and membership, benchers, complaints resolution, discipline, the Family Law Access Centre, general administration and information technology. The Fund's main source of revenue comes from practising fees (\$1,925 per member in 2020-2021), supplemented by other administrative fees and recoveries. The major expenses of the Fund include salaries and benefits related to operations, grants (in particular support of the Great Library, Community Legal Education Association and the Federation of Law Societies of Canada), rent payments, committee and bencher support, professional services and general office supplies and operations. COVID certainly impacted certain expenses - travel and catering costs to name a few.

Finance

Reimbursement Fund

The Reimbursement Fund exists for the benefit of clients who may suffer losses in the event of the theft of client funds by lawyers. The Fund is financed by an annual assessment (increased to \$575 per practising lawyer in 2020-2021), a grant from the Manitoba Law Foundation and investment income. Major expenses include financing the Law Society's audit program with the primary expense being salaries and benefits, the Canadian Lawyers Insurance Association (CLIA) Lawyers Trust Protection Indemnification premiums and repayments to clients who become victims of lawyer theft. Due to the significant number of large claims, CLIA issued a retro-assessment of \$1,716,297, payable over five years. The first payment was made in November 2020.

Professional Liability Claims Fund

The Professional Liability Claims Fund provides professional liability insurance coverage to all Manitoba lawyers. It is funded by an annual insurance levy (\$1,695 for July 1, 2019 to June 30, 2020 and lowered to provide COVID relief to \$1,545 for July 1, 2020 to June 30, 2021), investment income and deductibles/recoveries received. Included in the levy is cyber insurance coverage at an annual cost of \$45. The revenue covers net damages and defence costs, mandatory and other insurance premiums and the costs of administering this service, with the major expense related to salaries and benefits. As this Fund holds in excess of 98% of the Society's total investment portfolio, its results are greatly impacted by the swings in the marketplace.

Education and Competence Fund

The Education and Competence Fund supports lawyers by providing both the knowledge and skills to remain competent to serve the public. This Fund is financed by an annual contribution from fees (lowered to \$175 per member in 2020-2021), educational program revenue, application/call fees for PREP students (the bar admission program now offered directly by CPLED), a grant from the Manitoba Law Foundation and investment income. The delivery of educational programs to existing lawyers incurs expenses for salaries and benefits for those developing and overseeing the delivery of programs and other program delivery costs. This year, to comply with the COVID-19 public health restrictions, all courses and programs were delivered on an online platform, resulting in substantial cost savings. As the Law Society was no longer delivering the bar admission course, tuition fees were no longer collected and related expenses were no longer incurred. However, the Law Society subsidized \$2,600 of the \$6,100 tuition fee for each articling student enrolled in the PREP program.



In total, The Law Society ended the 2020/2021 fiscal year with a net income of just shy of \$1.4 million, well above the budgeted amount but less than last year's income which had taken into account a capital gain due to the sale of the building at 219 Kennedy Street. The budget for the 2020-2021 year was prepared before the COVID-19 pandemic was anticipated. A significant impact on this year's positive outcome was the investment returns and restatement to fair market value for financial statement purposes which exceeded expectations and last year's performance. The grant from the Manitoba Law Foundation was in excess of \$1.3 million, again surpassing expectations and the previous year's grant. These income streams, coupled with reductions of many expenses directly related to the pandemic (catering, general office, staff salaries, travel) were able to offset the increases in insurance premiums and claims paid. The rent at 260 St. Mary's Avenue continues to be lower than initially anticipated due to the property tax savings associated with the Law Society's classification as an "educational" business and the application of a portion of the leasehold allowance to reduce future rent costs.

Overall, the Law Society has weathered this past year and the complexities caused by COVID-19 and ended with a solid financial performance in 2020-2021.

Demographics

New Members

During the year ending March 31, 2021, **133** lawyers were called to the Bar in Manitoba. Of those:



Demographics

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Where Members are Practising

2,153 Law Society members with active practising status on December 31, 2020 were practising in the following geographical areas:



Demographics

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Law Firms in Manitoba (Private Practice)

As of December 31, there are **1,282** lawyers engaged in private practice, with **443** law firms and sole practitioners operating in Manitoba.



Demographics

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Nature of Practice



Demographics

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The following are the number of lawyers who voluntarily reported that they identified as:



Demographics

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Women and other self-identified groups reported practising in the following firm sizes/types of employment:



Demographics

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Practising Lawyers in Manitoba as of December 31st by Years at the Bar and Gender



Years at the bar (inclusive)

Demographics

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Practising Lawyers in Manitoba by Year



Year

Complaints Resolution

The aim of the Law Society of Manitoba is a public well-served by a competent, honourable and independent legal profession. The Complaints Resolution Department strives to meet that aim by resolving complaints received about lawyers in a way that is thorough, timely and fair.

Where appropriate, Law Society staff will attempt to address verbal complaints quickly and informally by way of an early intervention. The majority of written complaints are resolved by Law Society staff, while more serious complaints are referred to the Complaints Investigation Committee. In some narrow circumstances, the chief executive officer has the authority to authorize charges.



Note: Some complaints are carried over from previous years and some matters involve multiple dispositions.

Complaints Review Commissioner Report

For the 2020-2021 year, a total of **40 requests for review** were made to the <u>Complaints Review</u> <u>Commissioner</u> by complainants who disagreed with the initial decision made by staff – consistent with our experience in recent years.

36
Staff decisions confirmed
36
Confirmed
C

member for investigation

Referred to the Complaints Investigation Committee

Fee Arbitration

The Law Society offers a <u>fee arbitration program</u> to members of the public free of charge. Members of the public and legal profession donate their time to arbitrate fee disputes in a voluntary arbitration process.

The program allows clients and lawyers to resolve disputes about accounts in a more informal setting than through a court assessment. Members of the legal profession, however, are not required to agree to arbitration.

The Law Society received 31 complaints relating to excessive fees. No action was taken in 3 matters due to the Society having no jurisdiction to deal with the complaint. There were 28 requests for arbitration upon which the Law Society was able to act resulting in the following outcomes:



As part of its statutory purpose "to uphold and protect the public interest in the delivery of legal services with competence, integrity and independence", the Law Society is required to establish a Discipline Committee to hear and determine charges of professional misconduct, incompetence, or conduct unbecoming a lawyer.

The Discipline Committee also hears applications for reinstatement of former members and for pardons in relation to minor past disciplinary offences.

Discipline hearings are conducted by panels of three members of the Discipline Committee, one of whom is a public representative. Hearings are open to the public unless there are compelling reasons for the Panel to order that the public be excluded from all or part of a hearing.

Lawyers may plead guilty or not guilty to the charges laid against them. If facts can be agreed upon, a Statement of Agreed Facts is filed and this reduces the time it would otherwise take to prove the facts that demonstrate the misconduct. Frequently, a joint recommendation is made with respect to the conduct at issue and with respect to the appropriate consequences.

At the conclusion of a discipline hearing, the panel must either dismiss the charges or make a finding that the lawyer is guilty of the alleged conduct.

If a lawyer is found guilty, the Discipline Committee Panel has a broad discretion as to the consequences of that finding ranging from a reprimand through to an order that the lawyer be disbarred. A discipline panel may also impose restrictions or remedial requirements. The member may be required to pay the costs of the investigation and prosecution of charges of which he or she is found guilty. In some cases, more than one of the available consequences is ordered.

Decisions of the Discipline Committee may be appealed to the Court of Appeal.

Since April 2020, all hearings have been conducted by video conference.



Decisions were released in **two cases** for which the hearings were completed in 2019-2020.

The following consequences were ordered (in most cases there was more than one consequence imposed).



There were **two appeals** filed from discipline decisions. One was heard and is pending a decision. One is still to be heard.

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Nature of Charges

Failing to act with integrity, including misappropriating trust funds and misleading opposing counsel;

Conflict of Interest by acting against a former client, acting where the lawyer's own interests were engaged;

Incompetence to practise law;

Failure to respond to the inquiries from the Society;

Failing to encourage, and in fact discouraging respect for the administration of justice by filing documents in court disparaging lawmakers and the legal process;

Discourtesy to the Court;

Failing to report potential claims to the lawyer's liability insurer;

Failure to comply with undertakings and trust conditions;

Charging fees that were not fair, reasonable and fully disclosed;

Failing to provide competent service

Breaches of trust accounting rules

Proceedings were stayed against two lawyers after being diverted from the disciplinary process for alternative measures considered to protect the public in the particular circumstances.

Referrals to Discipline

At the end of the year there were 18 lawyers with hearings yet to be scheduled arising from 45 complaints.

Reinstatement

There were no reinstatement hearings in 2020-2021.

Pardon

There were no pardon hearings in 2020-2021.

Continuing Professional Development (CPD)

The Education and Competence Department provides educational resources for lawyers and their support staff to assist them in providing ethical and competent legal services to the public.

In planning continuing professional development (CPD) programs and resources, the department is guided by a working definition of competence and strives to offer resources that address each component of the definition.

The Law Society is committed to offering educational opportunities that go beyond substantive law. We endeavor to integrate important perspectives within programs with the intention of increasing awareness and understanding of systemic and implicit bias, health and well-being and cultural competence specifically as called upon in the Truth and Reconciliation Commission's Calls to Action. We will continue to build resources in this area as we all continue to learn. The Law Society relies heavily on volunteers to provide high level legal education to the profession. Many lawyers, judges and legal staff generously give their time and expertise each year. The Law Society is grateful for their valuable contributions.

Due to the pandemic, no CPD programs were held in person in 2020-2021. All programs were offered virtually via video webinar. Some programs focused specifically on the issues raised by the pandemic and a number of programs were offered at no or low cost to make the education as accessible as possible.

During the 2020-2021 year, the Law Society offered 21 CPD programs:



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Continuing Professional Development (CPD Programs delivered in 2020-2021)



Visit the Law Society Education Centre for the complete list of 2020-2021 Continuing Professional Development (CPD) Programs.

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On Demand Education Resources - CPDonline

The Law Society is committed to making professional development resources accessible to all members.

In addition to live online programming the Law Society also offers an extensive library of video recordings of past programs. These courses are available at any time via <u>CPDonline</u>.

In 2020-2021 there was a high demand for CPDonline programs. The result was a significant increase in registrations over the 2019-2020 year:







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Partnerships

The Law Society collaborates with other organizations in order to provide the greatest depth and breadth to our education programs. We are grateful for the support and expertise these partner organizations provide.

In 2020-2021 partners included:

- Manitoba Bar Association and its subsections;
- University of Manitoba, Faculty of Law;
- Court of Queen's Bench Judges;
- Provincial Court Judges;
- Northern, Central and Western Manitoba Bar Associations;
- Criminal Defence Lawyers Association;
- Association des juristes d'expression française du Manitoba

Practice Resources

While live and recorded programs remain an important aspect of the work of Education and Competence, we are continuing to increase the availability of reference material.

In 2020-2021 we expanded and enhanced the <u>Practice</u> <u>Resources</u> that are free and easily accessible on our website under the categories of Practice Area Fundamentals, Professional Responsibilities and Practice Management.

This library of reference material continues to grow as new chapters are added regularly.

Bar Admission Program

June 2020 saw the launch of the CPLED's new PREP course. The Canadian Centre for Professional Legal Education (CPLED) is the entity responsible for the development, delivery and administration of the bar admission program for Alberta, Saskatchewan, Manitoba, Nova Scotia and Nunavut articling students. Following two pilot offerings of the PREP (Practice Readiness Education/Evaluation/Experiential/E-learning Program), students were able to register and start the first full offering of PREP in June 2020. While the original intent was for PREP to be available only for those that had articling positions, the arrival of COVID 19 resulted in changes made to minimize adverse effects that COVID presented to recent graduates. As a result, any graduate of a Canadian law school or person who had attained their Certificate of Qualification from the National Committee on Accreditation was permitted to register and complete PREP. CPLED will offer two programs each year, with one starting in June and the second starting in December. With two offerings of PREP each year, there will be more flexibility for both students and workplaces to have this component completed enroute to being called to the Bar. It has been a very busy year with the one pilot offering of PREP ending in the fall of 2020 and two PREP offerings starting in 2020.

Between January 2020, when the PREP Pilot started, and April 1, 2021, **156** students participated in one of CPLED's PREP offerings as a Manitoba student, with **22** participating in the 2020 Pilot, **110** participating (4 without articles) in the June 2020 intake and **24** registering (three without articles) for the December 2020 intake.



The numbers shown above do not include the seven PREP students without articles. This information is only available for the 149 students participating in Manitoba's articling program

Bar Admission Program

... continued

Program Results 2020 Pilot June 2020 Intake 5 students re-attempted PREP's Capstone in 77% 90% March 2021 Successfully **Successfully** Completed Completed

Bar Admission Program

... continued

The COVID pandemic also brought changes to the articling requirement for the 2020 and 2021 calendar years. An abridgment of up to 16 weeks from the required 52 weeks was permitted for any articling period ending in 2020 or starting in 2021. This accommodation was made in recognition of the challenges many workplaces faced in providing hands on supervision or in budgeting for a student placement, as a result of the pandemic.

Call to the Bar Ceremony

In response to the COVID pandemic the Law society further innovated its practices in relation to the traditional annual Mass Call to the Bar Ceremony. On October 2, 2020, the Law Society delivered its very first online Call ceremony where **85** candidates who had completed the 2019-2020 CPLED Legacy course were presented to Chief Justice Glenn Joyal by President Lynda Troup and Chief Executive Officer Kris Dangerfield. While the candidates and the Court participated in the three ceremonies that were held that day on the ZOOM platform, family, friends and colleagues were able to watch the ceremonies live via YouTube.



A.M. Montague Israels, Q.C. Prize



Justice David Kroft presented the A. M. Montague Israels, Q.C. Prize to **Kendall Dyck**.
Bar Admission Program

... continued

Qualification Examinations

The Law Society may require that lawyers seeking to resume practice after being out of practice for a period for time and foreign lawyers wishing to practise in Manitoba complete qualification examinations to be eligible to practise in Manitoba. Between April 1, 2020 and March 31, 2021, there were no exams administered.

Remedial Education

As part of its mandate to ensure a competent bar, the Law Society identifies lawyers whose skills or legal knowledge have deteriorated and who are not able to competently provide legal services. The Society provides remedial programs to assist these lawyers to reacquire and to demonstrate their competency. Between April 1, 2020 and March 31, 2021, there were no remedial programs offered.

Professional Liability Claims Fund

The Professional Liability Claims Fund of the Law Society of Manitoba provides professional liability insurance coverage to all Manitoba lawyers, except those who are exempt under *The Legal Profession Act*. The Professional Liability Claims Fund undergoes an independent actuarial valuation to establish the program's actuarial liabilities and surplus position and recommend the appropriate insurance assessment. This process of independent actuarial advice and collecting sufficient funds for each policy year ensures that expected losses will be fully funded and allows for an adequate surplus to cover unexpected claims development.

In the 2020/2021 fiscal year, the insurance assessment was levied at \$1,695 plus applicable sales taxes, including cyber liability coverage.

The Law Society and eight other provincial and territorial Law Societies participate in the Canadian Lawyers Insurance Association (CLIA), a reciprocal insurance exchange. CLIA issues a comprehensive Policy of Insurance to the Law Society as Named Insured and members of the Law Society as Insureds. The Policy insures lawyers for damages and legal costs of up to \$1 Million per error and \$2 Million annually for claims alleging errors or omissions made in the course of providing professional services to others. When a claim made against a lawyer is paid, that lawyer pays a deductible ranging from \$5,000 to \$20,000, depending on the lawyer's paid claims experience in the previous five year period.

The Law Society has a Professional Liability Claims Fund Committee which deals with policy matters affecting the insurance program as they arise.

During the 2020/2021 fiscal year, the Insurance Program paid claims totalling \$ 1,538,534 in damages and \$ 803,434 in legal defence costs. This compares to \$1,324,845 in claims and \$492,004 in legal defence costs paid during the previous fiscal year.

The Professional Liability Claims Fund also funds various loss prevention initiatives including a retainer agreement with Bjorn (Barney) Christianson, Q.C. to provide free practice advisory services to members on a broad range of practice management areas.

Professional Liability Claims Fund

... continued



Reimbursement Fund

The Reimbursement Fund (the "Fund") was established in 1943 to compensate clients for losses resulting from the misappropriation or conversion by lawyers of client funds or property. This Fund is maintained solely for the benefit of clients who suffer losses through the dishonesty of lawyers. It is financed by an annual assessment on all practising lawyers within the province.

In the 2020-2021 fiscal year, all practicing lawyers paid the sum of \$ 575 into the Fund. The Law Society maintains insurance in the amount of \$10 million on the Fund.

There is a limit on recovery of \$300,000 per file. There is no limit on the number of claims an individual may bring.

Reimbursement Fund claims guidelines are considered in deciding whether to approve a claim. Claimants are provided with an application form and a copy of the payment guidelines which set out the terms for the submission, consideration and payment of claims.

In the 2020-2021 fiscal year claims totalling \$826,491 were paid out of the Reimbursement Fund all but one of which arose out of the misappropriation of trust funds by one lawyer.

Audit Program

To monitor compliance with the Law Society rules established to safeguard client property, there are three main processes:

Trust Safety Program

Every trust account must be operated under the supervision of an approved and qualified trust account supervisor.

In 2020-2021, **40** applications to be a trust account supervisor were assessed, and **7** trust account supervisors had their status reassessed. The outcomes were as follows:



Audit Program

... continued

Spot Audit Program

The Law Society has the authority to audit lawyers' trust accounts and accounting records. There are four types of audits conducted as well as the occasional investigation.

In total, 58 spot audits were conducted.



Audit Program

... continued

Check-Up Program

Briefer and more frequent than an audit, auditors also conduct check-ups, which involve contact with a firm to observe selected aspects of record keeping.

In total 187 check-ups were conducted.



Officers The Officers of The Law Society of Manitoba 2020-2021



Lynda Troup



Anita Southall



Grant Driedger



Susan Boulter



Officers (effective May 28, 2020)

President: Lynda K. Troup

Vice-President: Grant M. Driedger

Past President: Anita L.M. Southall

Officer-at-Large: Susan Boulter 1

Elected Benchers

(elected for a two year term on May 6, 2020)

Winnipeg Electoral District

Paul K. Grower Anthony J. Kavanagh Kenneth G. Mandzuik Christian L. Monnin Wayne M. Onchulenko Sacha R. Paul Lynda K. Troup Geraldine F. Wiebe

Dauphin-Cental Electoral District

Mason K. J. Broadfoot

Eastern Electoral District

Grant M. Driedger

Northern Electoral District

Vincent G. Sinclair

Western Electoral District

Ashley T. Joyce



Unfortunately, due to the pandemic, a group photo is not available for the 2020/21 Benchers/Board of Directors.

Appointed Benchers (appointed for a two year term effective June 25, 2020)

Anu Osborne Joëlle Pastora Sala Kelli Potter Jessica M. Saunders

Lay Benchers

(appointed for a two year term effective June 25, 2020)

Susan Boulter Miriam Browne Tehani Jainarine Patricia Kloepfer Anna Maria Magnifico Brian McLeod

Faculty Bencher

Dr. Jonathan Black-Branch² Acting Dean David Asper, Q.C. ³

Student Bencher

Jason D. Poettcker 4 Christine D. Williams 5

¹ Became officer-at-large in June 2020

- ² Ceased to be Faculty bencher in May 2020
- ³ Became faculty bencher in July 2020
- ⁴ Ceased to be student bencher in October 2020
- ⁵ Became student bencher in October 2020

Life Benchers

Winnipeg Electoral District

Hon. Douglas N. Abra Hon. Laurie P. Allen Douglas A. Bedford Hon. Theodor E. Bock Gregory G. Brodsky, Q.C. Katherine L. Bueti Richard D. Buchwald Roberta L. Campbell, Q.C. Master Karen L. Clearwater Jennifer A. Cooper, Q.C. J. George Dangerfield, Q.C. Richard K. Deeley, Q.C. Hon. Robert A. Dewar Douglas E. Finkbeiner, Q.C. David G. Frayer, O.C. Hon, Martin H. Freedman William S. Gange Sidney Green, Q.C. Hon. John P. Guy William G. Haight Hon. Barbara M. Hamilton Irene A. Hamilton, O.C. Jeffrey B. Hirsch Paul L. Jensen Hon. Timothy J.P. Killeen Bryan D. Klein Christina V. Kopynsky, Q.C. Hon. David J. Kroft

Heather S. Leonoff, Q.C. Colin R. MacArthur, O.C. Hon. E. Alan D. MacInnes James E. McLandress, Q.C. Grant L. Mitchell, Q.C. Chrys Pappas, Q.C. Brian A. Pauls Herbert J. Peters Hon, Robert L. Pollack G. Patrick S. Riley Dean I. Scaletta Hon. Perry W. Schulman Hon. Richard J. Scott Garth H. Smorang, Q.C. Anita L. M. Southall Hon. Lori T. Spivak Hon, P. Colleen Suche Helga D. Van Iderstine Douglas G. Ward, Q.C. Hymie Weinstein, Q.C. Gavin M. Wood

Eastern Electoral District

Peter J. E. Cole, Q.C. John E. Neufeld, Q.C. Jon van der Krabben Lewis D. Wasel

Dauphin-Central Electoral District

John (Jack) D. Cram Bjorn Christianson, Q.C. Gary R. Gilmour Gordon J. Hoeschen Brock G. Lee, Q.C. Hon. John A. Menzies Alan J. Semchuk Diane H. Stevenson David E. Swayze

Northern Electoral District

Gordon D. Bates John M. Ginnell, Q.C. David N. Gray Donald R. Knight, Q.C.

Western Electoral District

George N. Bass, Q.C. Hon. John H. Combs Patricia L. Fraser Hon. William R. Johnston Col. Wolfgang W.A. Riedel, Q.C. Norman H. Sims, Q.C.

Standing Committees

NOTE: The President and Vice-President are ex-officio members of all committees, except the Admissions and Education Appeals and Trust Safety Appeals Sub-Committee and the Discipline Committee.

Admissions and Education Committee

Sacha Paul (Chairperson) Miriam Browne (Vice Chair) David Asper, Q.C. ¹ Dr. Jonathan Black-Branch ² Mason Broadfoot Shannon Carson Daniel Chornopyski Barry Effler Sharyne Hamm Jeff Hirsch Patricia Kloepfer Leah Leibl David Marr Christian Monnin Elizabeth Murray Wayne Onchulenko Joëlle Pastora Sala Karine Pelletier Penny Piper Jason Poettcker Vivian Rachlis Dean Scaletta Helga Van Iderstine Geraldine Wiebe Christine Williams 3

CPLED Appeals Sub-Committee

Jeff Hirsch Christian Monnin Sacha Paul Vivian Rachlis Dean Scaletta Geraldine Wiebe

Admissions and Education Appeals and Trust Safety Appeals Sub-Committee

Sacha Paul (Chairperson) Wayne Onchulenko (Vice Chair) David Asper, Q.C. 4 Dr. Jonathan Black-Branch 5 Mason Broadfoot Miriam Browne Neil Cohen Marston Grindey Patricia Kloepfer David Marr Lynne McCarthy

Keely Richmond Dean Scaletta Geraldine Wiebe Christine Williams °

Equity Committee

Jessica Saunders (Chairperson) Ashley Joyce (Vice Chair) David Asper, Q.C. ⁷ Dr. Jonathan Black-Branch ⁸ Shannon Carson Karen Dyck Tehani Jainarine Isha Khan Kenneth Mandzuik Elissa Neville Sandra Phillips Gerrit Theule

Kenneth Molloy

Christian Monnin

Carmen Nedohin

Sandra Oakley

lason Poettcker

Vivian Rachlis

Maureen Morrison

Standing Committees ... continued

Complaints Investigation Committee

Christian Monnin (Chairperson) Jessica Saunders (Vice Chair) Bernice Bowley ⁹ Gurdeep Chahal Michael Clark 10 leff Hirsch Ashley Joyce Elliot Leven ¹¹ Brian McLeod Anu Osborne Kelli Potter Samuel Raposo 12 Cindy Sholdice 13 Sean Shore **Derrick Stewart Robert Tyler**

Discipline Committee

Hon. Richard Scott (Independent Chairperson) Sacha Paul (Vice Chair) Roberta Campbell, Q.C. (Conflicts Chair) Gordon Bates **Douglas Bedford** Victor Bellay Dr. Jonathan Black-Branch 14 Karlee Blatz Susan Boulter Mason Broadfoot Miriam Browne **Richard Buchwald** Katherine Bueti Bjorn Christianson, Q.C. Neil Cohen Iohn Cram Kyle Dear Richard Deeley, Q.C. **Donald Douglas** Barry Effler Lori Ferguson Sain, Q.C. Douglas Finkbeiner, Q.C. Michael Finlayson

Catherine Finnbogason Patricia Fraser William Gange Gary Gilmour **Richard Good** David Gray Marston Grindey Paul Grower Irene Hamilton, O.C. James Hedley Tehani Jainarine Jake Janzen Anthony Kavanagh Patricia Kloepfer Donald Knight, O.C. Brock Lee, Q.C. Ellen Leibl, O.C. Heather Leonoff, O.C. Anna Maria Magnifico Kenneth Mandzuik Lynne McCarthy James McLandress, Q.C. Grant Mitchell, Q.C. Kenneth Molloy Maureen Morrison

Carmen Nedohin John Neufeld, Q.C. Sandra Oakley Wayne Onchulenko loëlle Pastora Sala Brian Pauls **Keely Richmond** Dean Scaletta Harvey Secter Alan Semchuk lames Shaw Norman Sims, Q.C. Vincent Sinclair Garth Smorang, Q.C. Anita Southall Grant Stefanson Diane Stevenson ¹⁵ Wendy Stewart David Swayze Gerrit Theule Mark Toews Dr. Lorna Turnbull Ion van der Krabben Geraldine Wiebe Bradley Zander 16

Standing Committees ... continued

Practice and Ethics Committee

Vincent Sinclair (Chairperson) Paul Grower (Vice Chair) Mason Broadfoot Kyle Dear **Gregory Evans** Sarah Innes Anthony Kavanagh Sidney Laviolette Anna Maria Magnifico Jennifer Malabar Wendy Martin-White Nunziati Masi Nadia Rumore Maureen Terra **Bradley Zander**

Professional Liability Claims Fund Committee

Sacha Paul (Chairperson) Ashley Joyce (Vice Chair) Susan Boulter Bernice Bowley Kelly Dixon Jay Funke Eli Goldenberg Anita Southall Helga Van Iderstine **Bradley Zander**

Reimbursement Claims Fund Committee

Sacha Paul (Chairperson) 17 Ashley Joyce (Vice Chair) 18 Patricia Kloepfer Bernice Bowley Kelly Dixon Blair Filyk 19 Jay Funke Eli Goldenberg Kelli Potter 20 Anita Southall Gerrit Theule 21 Helga Van Iderstine Bradley Zander 22

Special Committees and Working Groups

Access to Justice Steering Committee

Geraldine Wiebe (Co-Chairperson) Brian McLeod (Co-Chairperson) David Asper, Q.C. ²³ Dr. Jonathan Black-Branch ²⁴ Bruce Gammon ²⁵ Jason Gisser ²⁶ Tehani Jainarine Hon. Madam Justice Lore Mirwaldt Joëlle Pastora Sala Samuel Raposo ²⁷ Lavonne Ross ²⁸ Sr. Lesley Sacouman Ian Scarth ²⁹ Stacey Soldier Deputy Minister David Wright ³⁰

Nominating Committee

Katherine Bueti (Chairperson) Ashley Joyce Patricia Kloepfer Brian McLeod Christian Monnin Anita Southall Lynda Troup

Access to Justice Stakeholders Sub-Committee

Geraldine Wiebe (Chairperson) Brian McLeod (Vice-Chair) Kristal Bayes-McDonald David Asper, Q.C. ³¹ Ghezae Hagos Berhe ³² Dr. Jonathan Black-Branch ³³ Natasha Brown Bruce Gammon Ast. Deputy Minister Suzanne Gervais Jason Gisser ³⁴ Paula Hamilton Nasra Hassan ³⁵ Hon. Gerald Jewers Leita Kalinowsky Voula Karlaftis ³⁶

Investment Committee

Wayne Onchulenko (Chairperson) Patricia Kloepfer (Vice Chair) Brian Lerner Anna Maria Magnifico Bryton Moen Sean Shore David Swayze Leah Klassen ³⁷ Hon. Associate Chief Judge Anne Krahn Julyda Lagimodiere Elizabeth McCandless ³⁸ Hon. Madam Justice Lore Mirwaldt Tracy Morrow Lavonne Ross ³⁹ Karen Sawatzky Ian Scarth ⁴⁰ Ainslie Schroeder ⁴¹ Janet Sigurdson Mary Troszko Erin Wilcott Deputy Minister David Wright ⁴²

Richard J. Scott Award Selection Committee

Hon. Richard Scott (Chairperson) Susan Boulter Hon. Madam Justice Freda Steel Lynda Troup Helga Van Iderstine

Special Committees and Working Groups

The President's Special Committee on Regulating Legal Entities

Vincent Sinclair (Chairperson) Geraldine Wiebe (Vice Chair) Lynne Arnason Miriam Browne Frank Cantafio Kyle Dear Lisa Fainstein Cynthia Hiebert-Simkin

James McLandress, Q.C. Brian McLeod Maria Mitousis Anu Osborne K.K. Pinkowski Vivian Rachlis Anita Southall

The President's Special Committee on Health and Wellness

Wayne Onchulenko (Chairperson)
Christian Monnin (Vice Chair)
Hon. Mr. Justice Theodor Bock 43
Susan Boulter
Katherine Bueti
Neil Cohen
Paul Grower

Sharon Kravetsky, Q.C. Kenneth Mandzuik Kelli Potter Gerrit Theule Karen Webb Norman Yusim ¹ Became a committee member in July 2020 ² Ceased to be a committee member in May 2020 ³ Became a committee member in October 2020 ⁴ See endnote 1 ⁵ See endnote 2 ⁶ See endnote 3 ⁷ Became a committee member in October 2020 ⁸ See endnote 2 ⁹ Became a committee member in October 2020 ¹⁰ Became a committee member in October 2020 ¹¹ Ceased to be a committee member in December 2020 ¹² Ceased to be a committee member in October 2020 ¹³ Ceased to be a committee member in October 2020 ¹⁴ See endnote 2 ¹⁵ Ceased to be a committee member in September 2020 ¹⁶ Became a committee member in October 2020 ¹⁷ Ceased to be a committee member in October 2020 ¹⁸ Became committee chair in October 2020 ¹⁹ Became a committee member in October 2020 ²⁰ Became a committee member October 2020 ²¹ Became a committee member in October 2020 ²² Ceased to be a committee member in October 2020 ²³ Became a committee member in November 2020 ²⁴ See endnote 2 ²⁵ Became a committee member in November 2020 ²⁶ Became a committee member in November 2020 ²⁷ See endnote 12 ²⁸ Ceased to be a committee member in November 2020 ²⁹ Ceased to be a committee member in November 2020 ³⁰ Became a committee member in November 2020 ³¹ See endnote 23 ³² Ceased to be a committee member in November 2020 ³³ See endnote 2 ³⁴ See endnote 26 ³⁵ Became a committee member in November 2020 ³⁶ Became a committee member in November 2020 ³⁷ Became a committee member in November 2020 ³⁸ Became a committee member in November 2020 ³⁹ See endnote 28 ⁴⁰ See endnote 28 ⁴¹ Ceased to be a committee member in November 2020 ⁴² See endnote 30 ⁴³ Became a committee member in June 2020

Staff

Executive and Administration

Chief Executive Officer Chief Executive Officer Executive Assistant | Chief Executive Officer and Benchers Director | Regulation Executive Assistant | Regulation and Family Law Access Centre Administrator General Counsel, Director | Policy and Ethics Equity Officer and Policy Counsel Chief Financial Officer Executive Assistant | Chief Financial Officer Director | Operations and Information Technology Director | Information Systems Development Information Technology Technician **Communications Officer Office Manager Office Manager** Administrative Clerk Receptionist

Admission and Membership Department

Director Administrative Assistant Administrative Assistant Administrative Assistant Administrative Assistant C. Kristin Dangerfield ¹ Leah C. Kosokowsky ² Pat Bourbonnais Leah C. Kosokowsky ³

Debra Rossol Darcia A.C. Senft Alissa R. Schacter Colleen D. Malone Carol Hiebert Sean Rivera Simon Young Ronald Ramara 4 Deirdre O'Reilly Grace Page 5 Elaine Kinchen 5 Dana Earley Shari Lough

Richard C. M. Porcher Donna Mihalick Darlene Douglas Kelly Southall ⁷ Frankie Hardy ⁸

Audit Department

Director Auditor Inspector Auditor Inspector Auditor Inspector Administrative Assistant Administrative Assistant

Competence Department

Director Competence Counsel Administrative Assistant | Admissions and Education Committee Kathy L. Levacque Sandra A. Alleyne Jing Feng Deborah Metcalfe Kelly Southall ⁹ Frankie Hardy ¹⁹

Joan M. Holmstrom Tatiyana S. Bubnowicz ["]

Lisa Ehnes

Complaints Resolution Department

Director Counsel Counsel Paralegal Fee Arbitration Coordinator Administrative Assistant Noelia Bernardo Susan D. Billinkoff Christopher C. Donaldson Jennifer L. Houser Stefanie Krochak " Debra Rossol Corinne Penner

Staff ... continued

Continuing Professional Development Department

Director Practice Resource Coordinator Program Counsel Program Counsel Learning Solutions Designer Multi-Media Coordinator Multi-Media Coordinator Programs Assistant Administrative Assistant

Discipline/Prosecutions Department

General Counsel Legal Counsel Administrative Assistant Administrative Assistant | Discipline Committee

Professional Liability Claims Fund

Director Claims Counsel Claims Counsel Administrative Assistant Administrative Assistant Eileen S. Derksen P. Vivian Hilder ¹³ Trevor Oleniuk ¹⁴ Betta B. Wishart Clayton McKnight ¹⁵ Leslie Supnet ¹⁶ Mike Morier ¹⁷ Kirsty Hyduk Laura Ziemanski

Rocky H. Kravetsky Ayli Klein ¹⁸ Anna Brown Lee-Ann Harrison

Tana P. Christianson Kathleen M.T. Craton James A. Cox Heather Vanrobaeys Kristin Forbister Left the Law Society in January 2021
Became Chief Executive Officer in January 2021
Ceased to be Director-Regulation in January 2021
Joined the Law Society in December 2020
Left the Law Society in May 2020
Became Office Manager in August 2020
Rejoined the Law Society in August 2020
Left the Law Society in August 2020
See endnote 6
See endnote7
Left the Law Society in July 2020
Took a leave of absence commencing January 2021
Left the Law Society in December 2020

- ¹⁴ Left the Law Society in July 2020
- ¹⁵ Joined the Law Society in January 2021
- ¹⁶ Left the Law Society in November 2020
- ¹⁷ Joined the Law Society in January 2021
- ¹⁸ Joined the Law Society in August 2020





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