



# The Law Society of Manitoba

# Communiqué

# 2.0

February 2019

## INSIDE THIS ISSUE:

President's Report	1
<u>Meeting Notice</u>	3
<u>CEO Report</u>	4
<u>Estate Practice?</u>	5
<u>Notice of Suspension</u>	5
<u>Coverage at a Glance</u>	6
<u>CPLED Redevelopment</u>	8
<u>Manitoba Articling Recruitment Guidelines</u>	9
<u>Lawyers for Literacy</u>	10
<u>Competence Counsel</u>	12
<u>Bits &amp; Bytes</u>	13
<u>Crossing the Border with Electronic Devices</u>	13
<u>Time to Report Your 2018 CPD Activities</u>	14
<u>2019 Important Dates</u>	16
<u>In Memoriam</u>	17
<u>Court Notices</u>	18
<u>Membership Changes</u>	19
<u>Dates for 2019-2020 CPLED</u>	20
<u>Annual Member Report</u>	20
<u>Notice of Suspension</u>	21
<u>Discipline Case Digests</u>	21
<u>Canadian Bankers Assoc.</u>	21
<u>CPD Programs</u>	22
<u>Family Law Program</u>	22

## Communiqué 2.0

is published by  
The Law Society of Manitoba

200 - 260 St. Mary Avenue  
Winnipeg, Manitoba  
R3C 0M6

Telephone: 204-942-5571  
Fax: 204-956-0624  
[www.lawsociety.mb.ca](http://www.lawsociety.mb.ca)

## President's Report

KATHY BUETI



Now that the season of over indulgence has come and gone the season of resolutions is upon us. Many of us make personal resolutions to: eat better, get more sleep, exercise more, drink less, or spend more time with friends and family. However, we don't often think of our professional well-being. We often talk about work life balance but don't consider what that really means or more importantly how to implement it.

There is a perception that our profession as a whole tends to have higher rates of substance abuse and mental health issues compared to other professions.

Recently the Law Society of British Columbia established a Mental Health Task Force. One of the things they considered was a 2016 study published in the *Journal of Addiction Medicine* of nearly 13,000 American lawyers which found that of responding lawyers:

- over 36 per cent showed signs of possible alcohol dependence,
- more than 45 per cent described experiencing depression,
- 11.5 per cent reported having had suicidal thoughts at some point in their careers, and
- the primary barrier to lawyers seeking treatment or assistance is stigma and the fear of others finding out that they need help.

On the Law Society of British Columbia website, it is reported that mental health and substance issues are driving lawyers to leave the profession, often after they have become the subject of discipline proceedings, complaints or other claims, or after experiencing interpersonal difficulties at home or at work.

The Law Society of British Columbia has made a commitment to improve education and support a culture shift in how the profession approaches mental health and substance use issues and to reduce stigma, and review its discipline and admissions processes to consider how best to deal with mental health and substance use issues.

*continued on page 2*

## President's Report

*continued from page 1*

This prompted me to consider if we have a similar experience in Manitoba and what resources we have available. We recently received a report from our Blue Cross Employee Assistance Program. From May 1, 2017 - April 30, 2018, assistance was provided in 75 cases. This represents only 3.3% of the profession in Manitoba, down from 4.4% the previous year. That percentage is actually slightly lower than statistics reported for other professionals in the same period (3.9%).

The areas of primary concern were Personal (58%), Employment/Academic (16%), Family (14%), Couple (13%) and Addiction (0%) for the last year. It was further broken down as follows:

• Personal – Stress – Personal	13.0%
• Personal – Stress - Lifestyle	13.0%
• Personal – Anxiety Symptoms - Generalized	9.0%
• Couple – Couple Relationship/Communication	9.0%
• Personal – Depression Symptoms	8.0%
• Personal – Illness/Medical	5.0%
• Employment/Academic – Stress – Work-Life Balance	5.0%
• Employment/Academic – Career Planning/Development	5.0%
• Personal (Mental Health Symptoms, Anger)	3.0%
• Family (Parent-Child Relationship, Mental Health – Family	3.0%
• Member, Family Relationships/Communication)	3.0%
• Employment/Academic (Stress – Work)	3.0%

Based on 64 new cases during the reporting timeframe the basis of referral was as follows:

• Self-Referral:	60 or 94% of cases were self-referral
• Family:	1 or 2% of cases were referred by a family member
• Supervisor:	1 or 2% of cases were referred by a supervisor
• Human Resources:	0 or 0% of cases were referred by human resources
• Union:	1 or 2% of cases were referred by a union representative
• Colleague:	1 or 2% of cases were referred by a colleague
• Physician:	0 or 0% of cases were referred by a physician
• Internal Referral:	0 or 0% of cases were internal referrals
• Word of Mouth:	0 or 0% of cases were by word of mouth

There are many resources available to deal with these issues. Some of them are as follows:

**1) Psychiatric Consultation** - The Employee Assistance (EA) Centre maintains standing consultation time with a consulting Psychiatrist. Through their standard Employee Assistance Program (EAP) coverage The Law Society of Manitoba clients have seamless and prompt access to psychiatric consultation through a referral by their therapist.

**2) Client – Therapist Matching** - Given the multi-faceted nature of assessment and treatment, The Manitoba Law Society clients have access to a diversity of helping professionals through their EAP. Upon completion of an initial assessment at intake, the client is matched with a therapist whose area of expertise is best suited to the client's treatment need(s). Meeting specific client preferences (therapist gender, availability, therapeutic requests) is also maximized through the diversity of the counselling group.

**3) Addictions Management Program** - The Law Society of Manitoba clients have access to specialized addictions treatment through their EAP coverage. The Addictions Management Program provides non-residential assessment and treatment services for any addiction. The Program specializes in addictions complicated with depression, panic and anxiety, family dynamics, abuse and stress.

*continued on page 3*

## President's Report

*continued from page 2*

The Program provides evidence based treatment with a cognitive/behavioural focus. The treatment process consists of testing, assessment, group treatment, and group follow-up as well as individual sessions. All treatment services are provided by a multidisciplinary team consisting of psychiatry, clinical psychology, social work and nursing. Onsite psychiatric consultation and medication review are available according to need.

**4) Trauma Response Services** - Trauma services include consultation, defusings, critical incident stress debriefings and group work for individuals and groups of employees who are exposed to a critical incident.

Trauma response services are available on a fee for service basis.

**5) Conflict Resolution** - A range of conflict resolution services are offered to the employer and employees, including consultation, mediation, and workshops/seminars. Emphasis is placed on designing a response from the continuum of conflict resolution services that will be appropriate and effective to the issues that are pertinent in each case. Services are provided by clinicians with specialized training and experience in conflict resolution techniques and processes.

These services are available on a fee for service basis.

Hopefully, this overview provides you with information on the tools that are available to support you to have a healthy and prosperous new year. If you would like more information do not hesitate to contact us. In the next year you can expect to see the benchers focusing on mental health and wellness in accordance with our strategic plan.

## NOTICE OF BENCHERS' MEEETING



The next regular meeting of the Benchers of the Law Society of Manitoba will be held on

**Thursday, February 14, 2019 at 12:30 p.m.**

at the offices of the Society, 200 - 260 St. Mary Avenue, Winnipeg, Manitoba.

The dates of future benchers' meetings scheduled for 2019 are as follows:

- **Thursday, April 4, 2019**
- **Thursday, May 23, 2019**
- **Thursday, June 27, 2019**

Members of the Society are encouraged to attend and participate in the deliberations of the governing body.

# CEO Report

KRIS DANGERFIELD, CHIEF EXECUTIVE OFFICER



On December 13, 2018 the benchers met for the last meeting of the year. The December meeting always combines some work with pleasure, as our friends from the Manitoba Bar Association join us for our annual joint meeting and holiday reception. This year was no exception.

The benchers first had some business to attend to. They began by approving the French version of rules that will support the introduction of the trust safety program. Commencing April 1, 2019 every lawyer and law firm that currently operates a trust account must apply to be approved as a trust account supervisor. Once approved, they will have until October 1, 2019 to take and successfully complete the online education program on trust accounting.

Way back in 2002, the National Mobility Agreement was signed, which facilitates temporary and permanent mobility of lawyers between all common law provinces in Canada. Under the agreement, lawyers in the common law provinces may practise for up to 100 days a year in any other common law province and can transfer between jurisdictions with ease. The same has not been the case with our colleagues in Quebec. Although an agreement was struck by law societies

in 2013, which would have extended comparable mobility rights to lawyers wishing to practise in either Quebec or the common law provinces, that agreement had not been implemented as the Quebec government has yet to approve the changes adopted by the Barreau du Québec. Since June 2017, New Brunswick, Saskatchewan and the NWT have moved to implement the 2013 Agreement. The benchers elected to adopt the same approach to permit lawyers from Quebec to transfer to Manitoba. Rules will be drafted to support that resolution for the benchers to consider later this year.

The benchers received an update on the Law Society's Strategic Plan for 2017-2020. This included an update on the work of the President's Special Committee on the delivery of legal services which is exploring a framework for the delivery of legal services by a range of service providers. The benchers also heard that the Law Society was the recipient of a \$100,000 grant from the Manitoba Law Foundation that will fund the exploration of a pilot project to provide information and resources to the public via a Law Library Hub located in the Great Library.

The benchers were provided with a Monitoring Report on the Complaints Resolution and Discipline Departments. This is a comprehensive report about the work of these departments which enables the benchers to determine whether the goals that they have established are being met. This included a report on the National Discipline Standards which were developed by Canadian law societies in areas of timeliness, public participation, transparency, accessibility and qualification and training of volunteers.

Finally, the benchers concluded the day with the annual joint meeting and reception with the Manitoba Bar Association. This year we tried something a little different. Rather than a debate, we had a Dragon's Den where four pitches to support access to justice were made to an audience of "dragons" who then were able to invest either "Bueti Bucks" or "Toews Dough" in their favourite initiative. Ray Adlington, CBA President, argued in favour of eliminating the billable hour, Grant Driedger, LSM bencher, presented a pitch for more coaching and mentoring of self-represented litigants, Lynda Troup proposed increasing the scope of practice for service providers and finally Cynthia Lau, MBA Vice President, supported the institution of a Law Society levy that would support access to justice initiatives. In the end, Lynda Troup emerged victorious after providing a very persuasive pitch. We then adjourned for a reception to celebrate Lynda's victory as well as the holiday season.

## Estate Practice? Revised Statement of Principles and More

A Message from the Audit Department

As you are likely already aware, there have been two changes to the Court of Queen's Bench Rules regarding estates in the last few years. In particular:

- **January 1, 2013:** Rule 74.14 'Lawyers' Fees and Disbursements in Estate Matters' was replaced, and the new Rule 74.14 was effective for estates where administration or probate was filed in the court on or after January 1, 2013; and
- **July 1, 2017:** Rule 74.14 was again amended and applicable to any estate billing after July 1, 2017, including estates for which probate was filed in the court on or after January 1, 2013.

In 2010, the Law Society released a Statement of Principles applicable to lawyers who act in a representative capacity and also to fees generally in the context of estate administration. These principles were developed as a result of the work of the President's Special Committee on Lawyers Acting as Executors and Trustees, which was struck in 2008, and had been approved by the Benchers.

In response to the 2013 change to the QB Rules, the Law Society released a Revised Statement of Principles in 2014. These were then amended again to reflect the 2017 change to the QB Rules and the [2018 Practice Notice](#) is available on the Law Society website.

In addition, the audit department has prepared a [summary](#) of the related requirements, which includes a decision tree to help determine which parties need to provide consent and in what circumstances. Remember Rule 3.6-1 of the *Code of Professional Conduct* requires fees to be fair and reasonable.

For matters for which probate or administration was filed in the court on or after January 1, 2013, please refer to the amended QB Rule 74.14 and the Revised Statement of Principles, with the above considerations in mind.

Reviewed the materials and have questions? Contact the audit department at [audit@lawsociety.mb.ca](mailto:audit@lawsociety.mb.ca).

## NOTICE OF SUSPENSION

**TAKE NOTICE** that by resolution of the Complaints Investigation Committee of the Law Society of Manitoba, effective the 12th day of December, 2018, **VIBHU RAJ JHANJ** is suspended from practising law pursuant to Section 68 of *The Legal Profession Act*, pending the completion of disciplinary proceedings.

**DATED** at the City of Winnipeg, in the Province of Manitoba, this 12th day of December, 2018.

**Kristin Dangerfield**  
Chief Executive Officer



## Coverage at a Glance

Tana Christianson, Director of Insurance

The Canadian Lawyers Insurance Association Lawyers' Professional Liability Insurance Group Policy is available in the insurance section of the [member's portal](#) at the Law Society of Manitoba [website](#). If you include the Nuclear Incident Exclusion Clause, the policy is over 18 pages long. The following chart summarizes your coverage at a glance.

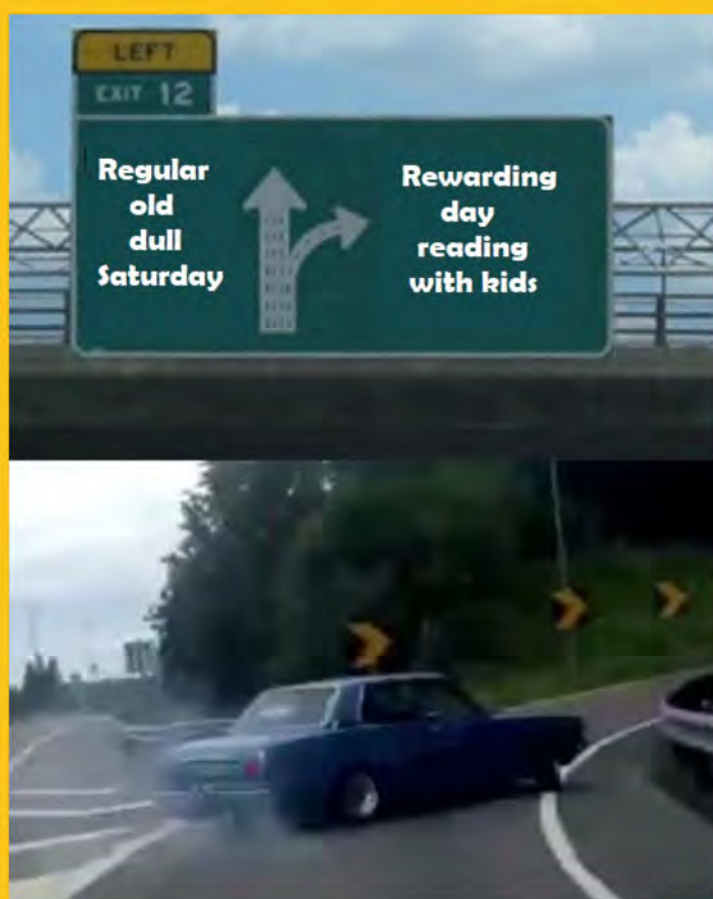
	Risks	Covered – yes or no?
WHO	Lawyers in private practice	Yes
	In-house counsel	Yes
	Legal Aid staff lawyers	Yes
	Lawyers who were insured at the time of the alleged occurrence but who are now retired or in a position that does not require insurance	Yes
	Lawyers employed exclusively by the federal, provincial or municipal government	No
	Articling students	No
	Lawyers who volunteer at the Legal Help Centre, even if otherwise exempt or retired.	Yes
WHAT ACTIVITIES	Error made in the rendering of professional services to others	Yes
	Services normally provided or supervised by a lawyer within the scope of the usual solicitor/client relationship	Yes
	Repair costs	Yes
	Services rendered in alternative dispute resolution as an arbitrator or a mediator	Yes
	Services as an executor, administrator, trustee, personal representative, committee, guardian or patent or trademark agent	Yes, if connected with and incidental to your law practice
	Ancillary activities (activities of a quasi-legal or non-legal nature including financial investment and accounting services, brokerage services and real estate development and appraisal)	No
	Theft or misappropriation of trust funds or property	No, but see <a href="#">LSM Reimbursement Fund</a>
	Dishonest, fraudulent or criminal acts	No, although innocent partners may be covered
	Malicious acts or omissions (such as defamation, malicious prosecution)	No, although the insurer will reimburse reasonable defence costs incurred in a successful defence
	Penalties assessed against an insured under Section 163.2 of the <i>Income Tax Act</i> or under the <i>Proceeds of Crime (money laundering) and Terrorist Financing Act</i>	No, although the insurer will reimburse reasonable defence costs incurred in a successful defence
	Fines or penalties assessed against an insured under the <i>Personal Information, Protection and Electronic Documents Act</i> (PIPEDA)	No, but see <a href="#">LSM Cyber Liability Policy</a>
	Physical damage to tangible property	No
	An insured acting in the capacity of a director or officer	No, but see <a href="#">LSM Directors and Officers Policy</a>
	Damaged or loss of use of tangible or intangible property, loss of data, disclosure of confidential information from computer viruses or unauthorized interference with internet connection, network computer or telecommunication device	No, but see <a href="#">LSM Cyber Liability Policy</a>
	Fines or penalties	No
	Punitive or exemplary damages or unpaid or unbilled legal fees or disbursements or fees that have been paid but that the insured is asked to return, even if claimed as general damages	No
	Stealing trust funds or property	No, but see <a href="#">LSM Reimbursement Fund</a>

continued on page 7

## Coverage at a Glance

continued from page 6

WHERE	Professional services provided in another Canadian province pursuant to the National Mobility Agreement	Yes
	Professional services provided from an office outside of Canada	No
	Practise of laws of a non-Canadian jurisdiction	No
WHEN	Mistakes made while a lawyer was insured, even if not discovered until after the lawyer retired or moved to an uninsured position	Yes
	Claims reported as soon as practicable after learning of a claim or circumstance that might give rise to a claim, however unmeritorious	Yes
HOW MUCH	Claims up to \$1 million (including defence costs)	Yes
	Claims over \$1 million	No, unless your firm purchased <a href="#">excess insurance</a>



# SAVE THE DATE!

Saturday,  
March 16, 2019

# Lawyers for Literacy

Details on  
pages 10 and 11

## CPLED Redevelopment

Joan Holmstrom, Director of Education

The CPLED Program has been the Manitoba bar admission course for the past 15 years. It has been delivered through three provincial organizations, the Legal Education Society of Alberta, the Law Society of Saskatchewan-Bar Admission Office and the Law Society of Manitoba. While the past 15 years have successfully launched many law graduates into rewarding careers, it is a program that is due for a refresh to bring it in line with the changing nature of the profession and the practice of law. Technology, diversity, increased cultural and gender awareness and changes in the way legal services are delivered have called out for changes in how we bridge law graduates from being students to being professionals. As a result, CPLED hired a new CEO last spring and significant strides have been taken to redevelop our Bar Admission program into what we are calling CPLED 2.0.

CPLED is preparing to have CPLED 2.0 ready for all articling students in the 2020-2021 year. In anticipation of that, a pilot program offering of CPLED 2.0 will be available for articling students in the 2019-2020 year. The pilot program offered will operate from January 2020 to September 2020. It will be offered at half the tuition cost of the legacy CPLED program which will run during the 2019-2020 year from September 2019 to April 2020. The pilot program will be offered to articling students when registering for the 2019-2020 bar admission year. Please consider allowing your articling student(s) to participate in this pilot program. The pilot program will be of interest to you or your articling student if:

- tuition costs are a concern
- the student cannot start articles before August 2019 (eg. student is travelling or clerking elsewhere; your firm cannot hire someone before August 2019 due to budget)
- the student cannot start CPLED before September 2019 (eg. still awaiting a Certificate of Qualification from the National Committee on Accreditation)

The CEO of CPLED, Dr. Kara Mitchelmore, will be in Winnipeg during the first week of March and would like to meet with as many employers and principals as possible. Dr. Mitchelmore would like to share with the profession what changes will be forthcoming with CPLED 2.0 and what impact that might have on articling students and their relationships within their workplaces. Larger employers will be contacted directly to set up meetings with Dr. Mitchelmore. If you are a smaller workplace that routinely takes on articling students or if you anticipate taking on an articling student in 2020 or beyond, please contact Joan Holmstrom, the Director of Manitoba CPLED, at 204-926-2017 to attend one of the presentations given by Dr. Mitchelmore on March 4th or on March 8th, 2019.

### Recruitment of Practitioners to assist with CPLED 2.0

CPLED 2.0 will require practitioners to assist by providing feedback to students on their submitted work and performances within the formative phases of CPLED 2.0. It will also require practitioners to assist with evaluating students' work and performance in the evaluative phases of CPLED 2.0. Finally, CPLED 2.0 will require practitioners to act as practice managers for students as they work through CPLED 2.0. These practice managers will act as a resource for students as they develop skills in managing themselves, their work and office systems. If you are, or may be, interested in helping CPLED 2.0 in one of these capacities and you have been called to the Bar for at least 5 years, please send an email to [jholmstrom@lawsociety.mb.ca](mailto:jholmstrom@lawsociety.mb.ca) setting out:

- your teaching experience
- presentation experience
- academic writing experience
- your area of expertise
- your area of interest
- experience as a mentor or principal



This will be an enriching experience for lawyers who have a passion for teaching and mentoring. We hope to hear from you.





## Manitoba Articling Recruitment Guidelines

The guidelines for the process to be followed for the recruitment of articling students within the City of Winnipeg for the 2020-2021 articling period are now posted on the Law Society website. New this year is the requirement that employers send their profiles to BOTH the Career Development Office at Robson Hall and to the Law Society of Manitoba. Another change is an extension of the interview period to allow both employers and students a greater opportunity to meet and complete their interviews.

Here is a summary of the important dates:

### **Monday, March 25, 2019**

#### **Firm Profiles Due**

Please send to both

The Faculty of Law, Career Development Office, via e-mail:  
Lisa Griffin: [lisa.griffin@umanitoba.ca](mailto:lisa.griffin@umanitoba.ca) or phone 204-474-7973  
and

The Law Society of Manitoba, via email:  
Lisa Ehnes: [lehnes@lawsociety.mb.ca](mailto:lehnes@lawsociety.mb.ca) or phone 204-926-2042

### **Friday, May 10, 2019**

Application deadline for students to submit their resumes, transcripts and cover letters directly to the employers.

### **Monday, May 27, 2019 to Friday, June 7, 2019**

Interview Period

### **Monday, June 10, 2019**

Earliest Offer Date

## 9th Annual “Lawyers for Literacy” In Support of West Broadway Youth Outreach



**Saturday, March 16, 2019**

Mulvey School - 750 Wolseley Avenue

Time: Any hour(s) you choose between 10 a.m. and 3 p.m.

For the past eight years the Law Society has supported the West Broadway Youth Outreach organization (WBYO) in a program to promote literacy skills and to raise money for their great work in the community.

WBYO is a recreational life skills program for children who live in the West Broadway area. Participants range in age from 4 to 12, as well as junior volunteers, mentors and role models aged 13 to 17 from that community. All activities are free.

This organization operates on a shoestring budget of just over \$80k for salaries, operating and supply costs. It provides services to approximately 600 area children in the summer and a similar number after school and in the evenings throughout the school year. The funding they receive comes primarily from the United Way of Winnipeg. They provide 28 structured programs after school and evenings year round, including:

- Homework club where kids are encouraged to engage in their studies and are offered incentives to do so;
- The Dreams Program through which kids are encouraged to think beyond the day-to-day and realize that they can have dreams that can be fulfilled.

So it seems to be a natural and easy fit for lawyers to adopt and support WBYO by raising some money and/or donating some time. Amazingly, Lawyers for Literacy has raised over \$100,000 in the past eight years, with over 500 lawyers participating in reading to the WBYO kids.

It may be hard to imagine what it would be like not to be able to read, or as a child, not to have had an adult who encouraged reading. We take reading and writing for granted. Unfortunately, there are many children and adults who aren't as privileged and who struggle every day to understand information written at even a basic level. Many kids do not have an adult at home who reads to them or encourages them to read by sharing with them the joy of reading. Many do not have an adult with sufficient literacy skills to help them with their homework. So, on March 16, 2019 our volunteers will have the opportunity to read with, or to, children from the West Broadway area.

The Law Society will provide pizza and drinks for the kids and volunteers.

### **How can you help?**

- You can volunteer to read for an hour or more on March 16, 2019 to children who actually line up for a turn to read;
- You can sponsor one of your colleagues to read, or you can simply make a donation.

*continued on page 11*

## Lawyers for Literacy

*continued from page 10*

### How can you donate?

- Monetary donations can be made by cash, cheque or online donation. [Pledge forms](#) are available on the Law Society website. WBYO will provide a charitable receipt for donations of \$25.00 or more;
- Online donations can be made by using the following link <https://www.canadahelps.org/en/dn/16757> and selecting "Lawyers for Literacy" as the "Fund Your Donation Will Support";
- You can donate items. Start the new year off by recycling. West Broadway Youth Outreach welcomes donations of books, children's clothing, juice boxes for after school snacks, games, toys, and musical instruments... pretty much anything you can think of that would be of interest to a child.

We hope you can join us on Saturday, March 16, 2019 at:

**Mulvey School  
750 Wolseley Avenue**

For more information contact Debbie Rossol at [drossol@lawsociety.mb.ca](mailto:drossol@lawsociety.mb.ca) or by phone at 204-926-2048.



**Come and be a part of this wonderful event!**



### COMPETENCE COUNSEL (1 YEAR TERM POSITION)

The Law Society of Manitoba's Education and Competence Department is seeking a qualified individual to assist in delivering the CPLED program for articling students enrolled in the Manitoba Bar Admission program and to develop and deliver practice resources and remedial programming for lawyers.

This position will support the Law Society's goal of providing education resources and assessments to ensure the competence of Manitoba lawyers.

This is considered a junior position with responsibilities to include:

- Delivering the CPLED program;
- Recruiting and working with volunteer faculty;
- Preparing and reviewing course content and materials;
- Planning programs – from idea generation to full implementation of a remedial education program;
- And much more!

Candidates with the following education, skills and abilities will be of particular interest:

- Law degree;
- Experience working with digital learning formats;
- Strong organization and project management skills;
- Excellent communication skills;
- Ability to work both independently and collaboratively as part of a team.

We are looking for candidates who are professional, positive, energetic, and work well with a wide variety of people.

Please submit your application in confidence to: [careers@lawsociety.mb.ca](mailto:careers@lawsociety.mb.ca)

Closing date for applications is: **Friday, February 15, 2019**

*The Law Society of Manitoba thanks all applicants for their interest. Please note that only those applicants to be interviewed will be contacted.*

## Bits&Bytes

Kris Dangerfield, Chief Executive Officer



1. For the last 8 years (dating back to the reign of our Past President Irene Hamilton) lawyers have raised money for West Broadway Youth Outreach by participating in Lawyers for Literacy. WBYO is an inner-city drop-in program which does amazing things for kids at risk. On Saturday, March 16, 2019, lawyers (and often their kids and family members) will have an opportunity to either read to, or be read to by a group of great kids, who enthusiastically participate in a day of reading in a fun environment. You can come down to promote literacy and be part of the fun for an hour or two or for the whole day. Get your friends and family and partners to sponsor you and WYBO and the kids will thank you for it. Please contact Debbie Rossol at [drossol@lawsociety.mb.ca](mailto:drossol@lawsociety.mb.ca) for more information or see the article elsewhere in the Communiqué.
2. There have been some very big changes at the Law Society of Alberta in 2019 following the retirement of former Executive Director Don Thompson. I am delighted to report that three very talented women will be leading the work of the Law Society in the years to come. Elizabeth Osler has been named the new Executive Director and Chief Executive Officer and has surrounded herself with a great team. Cori Ghitter the Director of Professionalism and Policy has taken on Liz's former role as Deputy Executive Director. General Counsel Paule Armenau has now also assumed the position of Director, Regulation. The Law Society of Alberta is in capable hands and those of us here at the LSM look forward to continuing our work with them on a range of collaborative projects.
3. And there is one more talented woman to add to the mix. Barb Bailey, the Policy Counsel at the Law Society of Saskatchewan has decided to move west and taken on a position doing policy work at the Law Society of Alberta. So we will all just have to tweak our email addresses a little bit to find her in the new office where she will undoubtedly continue the good policy work she is doing, particularly in the area of entity regulation.

---

## Crossing the Border with Electronic Devices: What You Should Know

Darcia Senft - General Counsel, Director of Policy and Ethics

It used to be the case that when a lawyer took a vacation, work was left at the office. While all of us may try to take a real break from work when we are trying to recharge our batteries, the reality is that clients have become accustomed to being able to email their lawyers at all hours of the day and on weekends. For a variety of reasons, lawyers often respond to client matters while they are on vacation or when out of the country for one reason or another. Lawyers often travel with a laptop or a tablet and almost always with a cell phone in order to access emails, client information and other work-related materials. Do you know what risks you face when travelling with your electronic device and what you can do to minimize those risks

?

The Federation of Law Societies of Canada has published a reference document for the legal profession dealing with the risks of travelling internationally with an electronic device. You can find the document [here](#).

The document, developed by the Policy Counsel Counterpart Group of the Federation with the assistance of law society practice advisors, describes the risks of travelling with an electronic device when returning to Canada, going through pre-clearance with U.S. border officials on Canadian soil, and when travelling to the U.S. and beyond.



## TIME TO REPORT YOUR 2018 CPD ACTIVITIES!

Eileen Derksen, Director of Professional Competence

The 2018 Annual Member Report (AMR) is now open.

It must be completed by **April 1, 2019.**



**Top Tips and Pitfalls** to note when you complete your AMR and MCPD Report:

### 1. The MCPD Report is part of the AMR

The AMR includes and links to the Mandatory Continuing Professional Development (MCPD) Report. The AMR asks you to confirm that you have submitted your MCPD report – which is contained in the CPD Tracker. This is where members can report and confirm their completed CPD activities. You can access the **CPD Tracker** at any time in the main menu of the Members' Portal, located at the top left hand side of the page or you can click the direct link provided in the AMR.

### 2. The Members' Portal Home Page has a handy Checklist for you

Log in to Members' Portal and you will see a checklist which shows you a summary of your reports. Items in **GREEN** are completed. Items in **YELLOW** are not yet done.

### 3. Don't forget to Click "Submit"!

A rectangular button with a green background and white text that says "Submit Report". To the right of the text is a small green square containing a white checkmark.

A number of members have been surprised to find out that their CPD activities were not saved because they failed to complete the last little step...

Once you have completed the CPD Tracker and the AMR be sure to hit the Submit button at the bottom of the reports. If your report has been successfully received, this should now show as being completed on the home page checklist, with a time stamp confirming the date and time the report was submitted.

### 4. If you practised for any portion of 2018 you must complete the AMR

All members with active practising status at any time throughout the year must complete and submit the AMR and MCPD report, with a minimum of one CPD hour being completed for every month practised in the 2018 calendar year. If practising for 3 or more months, these CPD hours must include 1.5 EPPM hours.

*continued on page 15*

## Time to Report Your 2018 CPD Activities!

*continued from page 14*

### 5. It's the Calendar Year...

CPD is tracked by calendar year so the 12 hours must be completed between January 1st and December 31st even though the report isn't due until April 1st of the following year.

### 6. Newly Called Lawyers

If you received your Call in 2018 you are required to complete the AMR and MCPD report. However, in the year of your Call there is no minimum requirement for the number of CPD hours you must complete. If you participated in CPD, please report those activities. If you had zero activities that is acceptable.

### 7. EPPM (Ethics Professionalism Practice Management)

The EPPM requirement of 1.5 hours per year is not in addition to the overarching requirement of 12 CPD hours. The EPPM is included within the 12 CPD hour requirement. This means of the 12 CPD hours you have completed, 1.5 of these hours must qualify as EPPM.

### 8. There is No Need to Wait

Fill out the CPD Tracker throughout the year....and make sure to click submit!

### 9. It's your Responsibility to find Relevant CPD

The [MCPD Guiding Principles](#) define a CPD activity (in part) as any learning activity that is relevant to the professional needs of a lawyer. The Law Society does not accredit what is and is not acceptable because we feel that you are the best judge of what education you need. If you consider the many, many CPD options available you will find relevant and engaging CPD.

### 10. Questions?

For any questions or concerns about the MCPD requirement please contact us at: [mcpd@lawsociety.mb.ca](mailto:mcpd@lawsociety.mb.ca).

#### *Did you know?*

Professional development is important for everyone in your office. Programs are sometimes offered specifically for support staff, office managers, etc. If you have staff who would like to receive our upcoming program notices directly please tell them they can contact us at [cpd@lawsociety.mb.ca](mailto:cpd@lawsociety.mb.ca) to be added to our email list.

#### *Did you know this?*

There is an [EPPM page on the Law Society website](#) which highlights upcoming programs with EPPM content. So, if you are looking specifically for those kinds of programs this is good starting place. We'd also recommend using this [chart](#) to help guide you when looking at what kind of programming is eligible and in particular which topics fall into the EPPM categories.

# 2019

## Important Dates to Note



### February 14

12:30 p.m.  
Benchers' Meeting

### February 12 to March 26

CPLED  
Online modules begin

### March 15

Annual Joint Family Law Program:  
*The Times They are a Changin'*  
Fort Garry Place

### March 16

Lawyers for Literacy  
West Broadway Youth Outreach

### April 1

2019 Annual Member Report  
FILING DEADLINE

### April 1

2019 Mandatory Continuing  
Professional Development (MCPD) Report  
FILING DEADLINE

### April 1

Law Corporation Permit  
RENEWAL DEADLINE

### April 1

CPLED  
Supplemental Evaluations

### April 2

2019/20 Practising Fee and Contributions  
(or first instalment)  
PAYMENT DUE

### April 14

12:30 p.m.  
Benchers' Meeting

### May 23

12:30 p.m.  
Benchers' Meeting

### June 7 to 9

Northern Bar  
Annual CPD and Meeting  
Flin Flon, MB

### June 19

PAYMENT DUE  
2019/20 Practising Fee and Contributions  
(or first instalment)  
for students being called to the Bar  
on June 20, 2019

### June 20

9:00 a.m.  
Call to the Bar Ceremony  
Centennial Concert Hall

### June 27

12:30 p.m.  
Annual Members' Meeting  
and Benchers' meeting

*continued on page 17*

# 2019

## Important Dates to Note



*continued from page 16*

### **July 2**

**2019/20 Prof. Liability Claims Fund Contribution**  
(or first instalment)  
**PAYMENT DUE**

**September 10 to 14**  
CPLED classes

**September 6 and 7**  
Western Bar  
Annual CPD and Meeting  
Clear Lake, Manitoba

### **October 1**

**2019/20 Practising Fee and Contributions**  
(2nd Instalment)  
**PAYMENT DUE**

### **October 1**

**2019/20 Practising Fee and Contributions**  
(2nd Instalment)  
**for members called to the Bar**  
**on June 20, 2019**  
**PAYMENT DUE**

### **November 8**

**2019 Pitblado Lectures**

### **December 1**

**2019/20 Prof. Liability Claims Fund Contribution**  
(2nd Instalment)  
**PAYMENT DUE**

### **December 1**

**2019/20 Practising Fee and Contributions**  
(3rd Instalment)  
**for members called to the Bar on June 20, 2019**  
**PAYMENT DUE**

## **In Memoriam**

**Clive Lorenzo Ramage**, who passed away on or about October 25, 2018 at the age of 60. Mr. Ramage received his call to the Bar on June 26, 1986. He practised law for 28 years as an associate with three Winnipeg firms: D.N. MacIver & Associates, Teskey & Company and McRoberts Law Office LLP. Mr. Ramage retired from practice in 2014.

**Peter Edwin Falk**, who passed away on October 26, 2018 at the age of 62. Mr. Falk received his call to the Bar on June 26, 1986. He practised law in Winnipeg, primarily as a sole practitioner, for 31 years. Mr. Falk retired from practice in 2017.

**Terrance Blaine Kumka**, who passed away on October 30, 2018 at the age of 65. Mr. Kumka received his call to the Bar on June 29, 1978. He practised law as an associate with Chapman & Company for four years. In 1983 Mr. Kumka joined Manitoba Public Insurance, serving as in-house counsel until his retirement in 2017.



## NOTICE

### RE: PRACTICE DIRECTION NEW MODEL FOR SCHEDULING AND CASE FLOW MANAGEMENT OF NON-CHILD PROTECTION FAMILY DIVISION MATTERS

The Practice Direction regarding the New Model for Scheduling Case Flow Management of Non-Child Protection Family Division Matters will come into force effective immediately.

The Practice Direction can be located on the Court's website at:

[http://www.manitobacourts.mb.ca/site/assets/files/1152/december\\_19\\_revised\\_and\\_corrected\\_practice\\_direction.pdf](http://www.manitobacourts.mb.ca/site/assets/files/1152/december_19_revised_and_corrected_practice_direction.pdf)

#### ISSUED BY:

The Honourable Chief Justice Joyal  
Court of Queen's Bench (Manitoba)

DATE: December 17, 2018

Supreme Court of Canada



Cour suprême du Canada

## NOTICE

Amendments to the Supreme Court of Canada rules will be coming into force on January 15, 2019.

They have been published in [Part II of the Canada Gazette](#). A Notice to the Profession and guide to the amendments can be found [here](#). The Guidelines for Preparing Documents to be Filed with the Court (Print and Electronic) have been updated to reflect these amendments and are also available on the Court's website. An official copy of the updated Rules will be available there as of January 15th and have been posted on the Justice website.





# Membership Changes

**The following members have changed their membership status effective on the date shown:**

## Non-Practising to Practising:

January 14, 2019 Carolyn G. Reimer

## Practising to Inactive:

November 30, 2018	Linda A. Vincent
November 30, 2018	Erin J. Coyne
December 1, 2018	Monica U. Turner
December 1, 2018	Tyler J. Derksen
December 6, 2018	Jody M. Woligroski
December 17, 2018	Priti Shah
December 31, 2018	Terry A. Gutkin
December 31, 2018	Gordon J. Hoeschen
December 31, 2018	Cyril G. Labman
December 31, 2018	Cory J. Lewis
December 31, 2018	Herbert J. Peters
December 31, 2018	Roderick E. Stephenson
December 31, 2018	Peter A. Tonge
December 31, 2018	Harry J. Wiens
December 31, 2018	Haley Hrymak
December 31, 2018	Thomas P. Dooley
January 4, 2019	William G. McFetridge
January 7, 2019	Kendra J. Jarvinen
January 16, 2019	Heather L.O. Wadsworth
January 23, 2019	Jay G. Simpson

## New Admissions:

November 29, 2018	Catriona S.J. Dooley
November 29, 2018	Tanya M. Kappo
January 9, 2019	Ashley L. Pledger

## Inactive to Practising:

November 29, 2018	Alan D. MacInnes
December 3, 2018	Tanya M. Kappo
December 3, 2018	Joan R. Jack
December 6, 2018	Janelle R. Hammond
December 10, 2018	Karen A. Diggins
January 1, 2019	Catriona S.J. Dooley
January 2, 2019	Kelly T. MacWilliam
January 2, 2019	Leah C.A. Klassen
January 2, 2019	Caitlin B. Bouche
January 7, 2019	Courtney St. Croix
January 8, 2019	Marcella M. Dyck

## Practising to Non-Practising:

November 19, 2018	Carolyn J. Frost
November 23, 2018	Katherine (Katy) Sweet
December 1, 2018	Douglas E. Jones
December 7, 2018	Teresa R.M. O'Donnell
December 12, 2018	Ramona K. Jozsa-Kaptegain
December 31, 2018	Larry J. Selby
December 31, 2018	Scott M. Christiansen
December 31, 2018	James G. Harley
January 14, 2019	Rachel J.O. Smith
January 19, 2019	Omar Siddiqui

## Practising to Suspended:

December 11, 2018	Midori Adachi
December 12, 2018	Vibhu R. Jhanji

## Dates For 2019-2020 CPLED Course Year

September 9 to 13, 2019	In person – Instruction Week
September 24, 2019 to November 19, 2019	Online Modules Begin
December 2 to December 6, 2019	In person – Instruction Week
December 9, 2019	Students must have articling position or will be unable to continue with CPLED
December 10 to December 17, 2019	Online Module
January 7 to January 28, 2020	Online Module
February 3 to 7, 2020	In person – Instruction Week
February 11 to March 26, 2020	Online Modules
June 18 or 25, 2020 TBA	Call to the Bar
January to September 2020	CPLED 2.0 Pilot Project

## ANNUAL MEMBER REPORT

Due April 1, 2019

**Complete Online**

This year's Annual Member Report is now available in the [Member's Portal](#) and is due April 1, 2019. It combines your annual report on your continuing professional development activities in 2018 and your Law Corporation renewal (for those that have them). This report must be filed by every lawyer who had practising status in Manitoba at any time in 2018.

Completing and submitting this report is mandatory. If you have provided us with your business email address, then you should have already received notification by email that your personalized online report is ready for completion. The email notification would also have contained your user ID and login instructions on how to access the Member's Portal for easy completion and filing of the report. If you have not received your email notification but believe you should have, then please contact Donna Mihalick at [dmihalick@lawsociety.mb.ca](mailto:dmihalick@lawsociety.mb.ca) or by phone at 204-926-2050. If you have not provided the Law Society with your business email address, please do so immediately.

## NOTICE OF SUSPENSION

**TAKE NOTICE** that by resolution of a Panel of the Discipline Committee of the Law Society of Manitoba, **MIDORI ADACHI** was found guilty of professional misconduct and suspended from the practice of law for a period of 10 months, commencing December 11, 2018 through to and including October 10, 2019.

**DATED** at the City of Winnipeg, in the Province of Manitoba, this 10th day of December, 2018.

**Kristin Dangerfield**  
Chief Executive Officer

## DISCIPLINE CASE DIGEST

You will find these new postings under the [Lawyer Regulation/Discipline Case Digests](#) section of the Law Society Website:

**17-10** Neil William Sullivan  
**18-02** Jonathan Andrew Richert  
**18-03** Michael John Law  
**18-04** Gisele Rita Champagne



The Canadian Bankers Association ("CBA") has provided the Law Society with an updated list of bank officials to contact in the case of delays in the discharge of mortgages.

[CLICK HERE](#)

to see the listing at the end of this publication.



Follow us on

**twitter**

@lawsocietymb



### The Law Society of Manitoba

PRESIDENT  
**KATHY BUETI**

VICE-PRESIDENT  
**ANITA SOUTHALL**

CHIEF EXECUTIVE OFFICER  
**KRISTIN DANGERFIELD**

DIRECTOR OF REGULATION  
**LEAH KOSOKOWSKY**

200 - 260 St. Mary Avenue  
Winnipeg, Manitoba  
R3C 0M6

Telephone: 204-942-5571  
Fax: 204-956-0624

[www.lawsociety.mb.ca](http://www.lawsociety.mb.ca)



# CPD Calendar of Events 2019

## Upcoming Programs

**February 12** 12:00pm - 4:00pm

**Cultural Diversity & Practising Law**

**February 13** 12:00pm - 4:00pm

**Webinar ~ Procrastination and Professional Liability Insurance Claims**

**March 15** 9:00am - 12:00pm

**2019 Annual Joint Family Law Program  
The Times They are a Changin'**

**March 20** 12:00pm - 4:00pm

**Webinar ~ Privacy Please  
New Mandatory Breach Reporting  
Requirements under PIPEDA**

*How many times have you been asked a question that falls outside your regular area of practice?*

**Introducing ~ Top 10 Things  
Every Lawyer Should Know**

**Webinar**

**April 17, 2019**

**Criminal Law**

*This webinar will give you the information you need to answer commonly asked questions in the area of criminal law.*

## Save the Date!

**Criminal Defence Advocacy Workshops**

**April 13 and October 26**

**Full Day Saturday Workshops**

**Morning Program** 9:00am - 12:00pm

**April 26, 2019**

**Evidence "Rules"**

**Every Family Law Lawyer Needs to Know**

*with Professor Rollie Thompson*

**Evening Program** 5:00pm - 7:00pm

**May 15, 2019**

**Bail Applications**

*with Judge Tim Killeen and Panel*

**Annual Rural Bar Program**

**June 7, 2019**

**Northern Bar Annual CPD**

Location: Flin Flon

**Full Day Program**

**November 8, 2019**

**2019 Pitblado Lectures**

## NEW cpdonline Offerings

**CPD en français: À la poursuite des précédents**

**Case Mgmt & Family Law Case Flow in Regions**

**Renouncing U.S. Citizenship**

**Trust Safety Program: What You Need to Know**

**Considering Cannabis: A  
Practical Guide to the New Offences**

**Learn more about this convenient online resource today!**

# 2019 ANNUAL JOINT FAMILY LAW PROGRAM

Friday, March 15 | 9:00 am – 4:30 pm

## The Times They are a Changin'

New Provincial Model

Violence Screening Tool

Expanded Ethical Obligations?

---

*Don't miss "The Times They are a Changin'"  
A guide to help you navigate the changing landscape*

---

### SPEAKERS INCLUDE

David Wright  
*Deputy Minister of Justice*

Patricia Hebert, Q.C.  
*Alberta Lawyer and Child Focused Advocate*

Hilary Linton  
*Ontario Lawyer and Expert on Family Dispute Resolution*

### FROM THE BENCH

**Justice Dueck**

**Justice Dunlop**

**Justice Thatcher**

**Justice Abel**

**Master Clearwater**

### FROM THE BAR

**Greg Evans**

**Robynne Kazina**

**Dean Kropp**

**Sam Raposo**

**Marta Smith**

*And Lawrence Pinsky provides updates on Bill C-87*

Includes 6.5 hours of CPD of which 2 hours is EPPM.

TAKE ADVANTAGE OF **EARLY BIRD** PRICING  
REGISTER BY FRIDAY, FEBRUARY 15

*Jointly presented by the Law Society of Manitoba, The Court of Queen's Bench (Family Division)  
and The Manitoba Bar Association, Family Law Section*



## CBA Contact List for Matters Involving Mortgage Discharges

Bank	Contact Information
<b>Bank of Montreal</b>	<p><b>All inquiries:</b> Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b> For all provinces except Quebec: <a href="mailto:discharge.escalations@bmo.com">discharge.escalations@bmo.com</a> Quebec: <a href="mailto:quittance.escalations@bmo.com">quittance.escalations@bmo.com</a></p>
<b>CIBC</b>	<p><b>All inquiries:</b> CIBC Mortgages Inc (Registered as CIBC Mortgages Inc.) Mortgage Call Centre: 1-888-264-6843</p> <p><u>Simplii (Registered as CIBC Mortgages Inc.)</u> Mortgage Call Centre: 1-888-866-0866 option 3</p> <p><u>FirstLine Mortgages (Registered as CIBC Mortgages Inc.)</u> Mortgage Call Centre: 1-800-970-0700</p> <p><u>Collateral Mortgages (Registered as Canadian Imperial Bank of Commerce) CIBC:</u> contact the local branch of account President's Choice Financial (Secured Borrowing Accounts): 1-888-872-4724 or 1-888-723-8881</p> <p><b>Escalation only:</b> <a href="mailto:Mailbox.DischargeEscalation@cibc.com">Mailbox.DischargeEscalation@cibc.com</a></p> <p><b>Secondary:</b> Tom Spall Senior Director, Retail Mortgage Operations <a href="mailto:tom.spall@cibc.ca">tom.spall@cibc.ca</a></p>
<b>Canadian Western Bank</b>	<p><b>All inquiries:</b> Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b> Lucia Bermedo 780-423-9732 <a href="mailto:lucia.bermedo@cwbank.com">lucia.bermedo@cwbank.com</a></p>
<b>Equitable Bank</b>	<p><b>All inquiries:</b> <a href="mailto:discharges@eqbank.ca">discharges@eqbank.ca</a></p> <p><b>Escalation only:</b> Becky Leibold Director, Mortgage Services <a href="mailto:bleibold@eqbank.ca">bleibold@eqbank.ca</a></p>

Bank	Contact Information
<b>Home Capital / Home Trust / Home Bank</b>	<p><b>All Inquiries:</b> Home Bank Service Centre 1-855-270-3630</p> <p><b>Escalation Only:</b> Miki Asano VP Customer Experience <a href="mailto:miki.asano@hometrust.ca">miki.asano@hometrust.ca</a></p>
<b>HSBC</b>	<p><b>All inquiries:</b> Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b> <u>HSBC Bank Canada; HSBC Trust Company (Canada):</u></p> <p>June Yao Assistant Manager, Unit Operations Secured Lending West (Maintenance/Security) <a href="mailto:bonnie_pow@hsbc.ca">bonnie_pow@hsbc.ca</a> <a href="mailto:june_yao@hsbc.ca">june_yao@hsbc.ca</a></p> <p><b>Secondary:</b> Ruby Callahan Senior Operations Specialist Secured Lending West <a href="mailto:ruby_callahan@hsbc.ca">ruby_callahan@hsbc.ca</a></p> <p><u>HSBC Finance Mortgages; Household Realty Corporation Limited Liliana Terriaca</u> <a href="mailto:ca.csc.discharge@us.hsbc.com">ca.csc.discharge@us.hsbc.com</a></p>
<b>Laurentian Bank of Canada</b>	<p><b>All inquiries:</b> For Quebec LBC branches and LBC Ottawa branch number 118</p> <p>Customer service – Credit 514-284-7800 option 2</p> <p>Antonietta Di Raddo 514-284-4500 extension 4505 <a href="mailto:Antonietta.dirado@banquelaurentienne.ca">Antonietta.dirado@banquelaurentienne.ca</a></p> <p>Chantal Turchot 514-284-4500 extension 5101 <a href="mailto:Chantal.turchot@banquelaurentienne.ca">Chantal.turchot@banquelaurentienne.ca</a></p> <p><b><u>For B2B Bank</u></b> Shirin (Sherry) Sharif Senior Manager, Credit 416-865-5707 (65707) <a href="mailto:shirin.sharif@b2bbank.com">shirin.sharif@b2bbank.com</a></p> <p><b><u>Backup:</u></b> Jonathan Chavez Vice President, Operations (Administration) Phone: 416-865-5768 Mobile: 437-778-7283 Email: <a href="mailto:jonathan.chavez@b2bbank.com">jonathan.chavez@b2bbank.com</a></p>

Bank	Contact Information
<b>Manulife Bank of Canada</b>	<p><b>All inquiries:</b> Manulife Bank Service Centre 1-877-765-2265</p> <p><b>Escalation only:</b> Kendra Lowry Director, Mortgage Services, Bank Admin 519-594-8214 <a href="mailto:Kendra_Lowry@manulife.com">Kendra_Lowry@manulife.com</a></p>
<b>National Bank Financial Group</b>	<p><b>All inquiries:</b> Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b> Discharge department 1-800-361-8688, ext. #20360 <a href="mailto:ctph.quittances@bnc.ca">ctph.quittances@bnc.ca</a></p>
<b>Royal Bank</b>	<p><b>All inquiries:</b> Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b> 1-844-418-9436 <a href="mailto:disescal@rbc.com">disescal@rbc.com</a></p>
<b>Scotiabank</b>	<p><b>All inquiries:</b> Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b> For all provinces except Quebec: <a href="mailto:discharge.escalations@scotiabank.com">discharge.escalations@scotiabank.com</a> Quebec: <a href="mailto:montreal.cmu@scotiabank.com">montreal.cmu@scotiabank.com</a></p>
<b>TD Canada Trust</b>	<p><b>All inquiries:</b> Contact the office that provided the payout documentation</p> <p><b>Escalation only:</b> Ontario: <a href="mailto:TD.DischargeEscalationsOntario@td.com">TD.DischargeEscalationsOntario@td.com</a> or <a href="mailto:Seema.Sharma@td.com">Seema.Sharma@td.com</a> and <a href="mailto:Katie.Knox@td.com">Katie.Knox@td.com</a></p> <p><b>Western Provinces and Territories:</b> <a href="mailto:Kelli.bird@td.com">Kelli.bird@td.com</a> or <a href="mailto:TD.WesternCASLEADS@td.com">TD.WesternCASLEADS@td.com</a></p> <p><b>Quebec and Atlantic Provinces:</b> <a href="mailto:Alexander.Erenburg@td.com">Alexander.Erenburg@td.com</a> and <a href="mailto:Anthony.Nobile@td.com">Anthony.Nobile@td.com</a></p>
<b>Tangerine Bank</b>	<p><b>Escalation only:</b> <a href="mailto:servicing@tangerine.ca">servicing@tangerine.ca</a></p> <p><b>Secondary:</b> Nassur Ibrahim Client Business Support <a href="mailto:nibrahim@tangerine.ca">nibrahim@tangerine.ca</a></p>

Bank	Contact Information
<b>Wealth One Bank of Canada</b>	<p><b>All inquiries:</b>  Operations@wealthonecanada.com</p> <p><b>Escalation only:</b>  Angie Marra, Director, Operations  <a href="mailto:Angie.Marra@wealthonecanada.com">Angie.Marra@wealthonecanada.com</a></p>

Updated: January 28<sup>th</sup>, 2019



## Liste des personnes-ressources pour les dossiers de quittance hypothécaire

Banque	Coordonnées
<b>Banque de Montréal</b>	<p><b>Toutes les demandes de renseignement</b> Communiquer avec le bureau qui a fourni la documentation de remboursement.</p> <p><b>Porter le dossier à un échelon supérieur</b> Québec : <a href="mailto:quittance.escalations@bmo.com">quittance.escalations@bmo.com</a> Les autres provinces : <a href="mailto:discharge.escalations@bmo.com">discharge.escalations@bmo.com</a></p>
<b>Banque CIBC</b>	<p><b>Toutes les demandes de renseignement</b></p> <p><u>Hypothèques CIBC inc. (enregistrée sous Hypothèques CIBC inc.)</u> Centre d'appels pour hypothèques : 1-888-264-6843</p> <p><u>Simplii (enregistrée sous Hypothèques CIBC inc.)</u> Centre d'appels pour hypothèques : 1-888-866-0866, option 3</p> <p><u>Hypothèques FirstLine (enregistrée sous Hypothèques CIBC inc.)</u> Centre d'appels pour hypothèques : 1-800-970-0700</p> <p><u>Hypothèques accessoires (enregistrée sous Banque Canadienne Impériale de Commerce)</u> CIBC : Communiquer avec la succursale du compte Services financiers le Choix du Président (comptes d'emprunts garantis) : 1-888-872-4724 ou 1-888-723-8881</p> <p><b>Porter le dossier à un échelon supérieur</b> <a href="mailto:Mailbox.DischargeEscalations@cibc.com">Mailbox.DischargeEscalations@cibc.com</a></p> <p><b>Secondaire</b> Tom Spall Directeur principal, Prêts hypothécaires de détail <a href="mailto:tom.spall@cibc.ca">tom.spall@cibc.ca</a></p>
<b>Banque canadienne de l'Ouest</b>	<p><b>Toutes les demandes de renseignement</b> Communiquer avec le bureau qui a fourni la documentation de remboursement.</p> <p><b>Porter le dossier à un échelon supérieur</b> Lucia Bermedo 780-423-9732 <a href="mailto:lucia.bermedo@cwbank.com">lucia.bermedo@cwbank.com</a></p>
<b>Banque Équitable</b>	<p><b>Toutes les demandes de renseignement</b> <a href="mailto:discharges@eqbank.ca">discharges@eqbank.ca</a></p> <p><b>Porter le dossier à un échelon supérieur</b> Becky Leibold Directrice, Service des prêts hypothécaires <a href="mailto:bleibold@eqbank.ca">bleibold@eqbank.ca</a></p>



<b>Banque Home / Home Capital / Home Trust</b>	<p><b>Toutes les demandes de renseignement</b> Centre de service Banque Home : 1-855-270-3630</p> <p><b>Porter le dossier à un échelon supérieur</b> Miki Asano Vice-président, Expérience client <a href="mailto:miki.asano@hometruster.ca">miki.asano@hometruster.ca</a></p>
<b>Banque HSBC</b>	<p><b>Toutes les demandes de renseignement</b> Communiquer avec le bureau qui a fourni la documentation de remboursement.</p> <p><b>Porter le dossier à un échelon supérieur</b> <u>Banque HSBC Canada; Société de fiducie HSBC (Canada) :</u></p> <p>June Yao Directrice adjointe, Exploitation de division Prêts garantis, Ouest (entretien/service) <a href="mailto:bonnie_pow@hsbc.ca">bonnie_pow@hsbc.ca</a> <a href="mailto:june_yao@hsbc.ca">june_yao@hsbc.ca</a></p> <p><b>Secondaire</b> Ruby Callahan Spécialiste principale de l'exploitation Prêts garantis, Ouest <a href="mailto:ruby_callahan@hsbc.ca">ruby_callahan@hsbc.ca</a></p> <p><u>Financement hypothécaire HSBC; Household Realty Corporation Limited</u> Liliana Terriaca <a href="mailto:ca.csc.discharge@us.hsbc.com">ca.csc.discharge@us.hsbc.com</a></p>
<b>Banque Laurentienne du Canada</b>	<p><b>Toutes les demandes de renseignement</b></p> <p><u>Succursales BLC au Québec et succursale BLC 118 à Ottawa</u> Service à la clientèle – Crédit 514-284-7800, option 2</p> <p>Antonietta Di Raddo 514-284-4500, poste 4505 <a href="mailto:antonietta.dirado@banquelaurentienne.ca">antonietta.dirado@banquelaurentienne.ca</a></p> <p>Chantal Tourchot 514-284-4500, poste 5101 <a href="mailto:chantal.tourchot@banquelaurentienne.ca">chantal.tourchot@banquelaurentienne.ca</a></p> <p><b>Banque B2B</b> Shirin (Sherry) Sharif Directrice principale, Crédit 416-865-5707 (65707) <a href="mailto:shirin.sharif@b2bbank.com">shirin.sharif@b2bbank.com</a></p> <p>Remplaçant Jonathan Chavez Vice-président, Opérations (administration) Tél : 416-865-5768 Cell. : 437-778-7283 <a href="mailto:jonathan.chavez@b2bbank.com">jonathan.chavez@b2bbank.com</a></p>

<b>Banque Manuvie du Canada</b>	<p><b>Toutes les demandes de renseignement</b> Centre de service de la Banque Manuvie : 1-877-765-2265</p> <p><b>Porter le dossier à un échelon supérieur</b> Kendra Lowry Directrice, Prêts hypothécaires 519-594-8214 <a href="mailto:kendra_lowry@manulife.com">kendra_lowry@manulife.com</a></p>
<b>Banque Nationale du Canada</b>	<p><b>Toutes les demandes de renseignement</b> Communiquer avec le bureau qui a fourni la documentation de remboursement.</p> <p><b>Porter le dossier à un échelon supérieur</b> Service des quittances 1-800-361-8688, poste 20360 <a href="mailto:ctph.quittances@bnc.ca">ctph.quittances@bnc.ca</a></p>
<b>Banque Royale du Canada</b>	<p><b>Toutes les demandes de renseignement</b> Communiquer avec le bureau qui a fourni la documentation de remboursement.</p> <p><b>Porter le dossier à un échelon supérieur</b> 1-844-418-9436 Courriel : <a href="mailto:disescal@rbc.com">disescal@rbc.com</a></p>
<b>Banque Scotia</b>	<p><b>Toutes les demandes de renseignement</b> Communiquer avec le bureau qui a fourni la documentation de remboursement.</p> <p><b>Porter le dossier à un échelon supérieur</b> Québec : <a href="mailto:montreal.cmu@scotiabank.com">montreal.cmu@scotiabank.com</a> Les autres provinces : <a href="mailto:discharge.escalations@scotiabank.com">discharge.escalations@scotiabank.com</a></p>
<b>Banque TD Canada Trust</b>	<p><b>Toutes les demandes de renseignement</b> Communiquer avec le bureau qui a fourni la documentation de remboursement.</p> <p><b>Porter le dossier à un échelon supérieur</b></p> <p><b>Québec et provinces de l'Atlantique</b> <a href="mailto:alexander.erenburg@td.com">alexander.erenburg@td.com</a> ou <a href="mailto:anthony.nobile@td.com">anthony.nobile@td.com</a></p> <p><b>Ontario</b> <a href="mailto:TD.DischargeEscalationsOntario@td.com">TD.DischargeEscalationsOntario@td.com</a> ou <a href="mailto:seema.sharma@td.com">seema.sharma@td.com</a> ou <a href="mailto:katie.knox@td.com">katie.knox@td.com</a></p> <p><b>Provinces et territoires de l'Ouest</b> <a href="mailto:kelli.bird@td.com">kelli.bird@td.com</a> ou <a href="mailto:TD.WesternCASLEADS@td.com">TD.WesternCASLEADS@td.com</a></p>
<b>Banque Tangerine</b>	<p><b>Porter le dossier à un échelon supérieur</b> <a href="mailto:servicing@tangerine.ca">servicing@tangerine.ca</a></p> <p><b>Secondaire</b> Nassur Ibrahim Soutien à la clientèle <a href="mailto:nibrahim@tangerine.ca">nibrahim@tangerine.ca</a></p>

<b>Banque Wealth One du Canada</b>	<p><b>Toutes les demandes de renseignement</b>  Operations@wealthonecanada.com</p> <p><b>Porter le dossier à un échelon supérieur</b>  Angie Marra, Directrice, Opérations  <a href="mailto:Angie.Marra@wealthonecanada.com">Angie.Marra@wealthonecanada.com</a></p>
------------------------------------	--

Mise à jour : 28 janvier 2019

