

August 23, 2021

Professionalism and Practice Management Issues in Administrative Law 2021



CHAIR: **Lisa Brownstone**, Chief Legal Officer, *College of Physicians & Surgeons of Ontario*

October 1, 2021

12:00 p.m. to 1:30 p.m.

**Total CPD Hours = 1 h + 20 m Professionalism ^P +
10 m EDI Professionalism ^e**

**Law Society of Ontario
Toronto, ON**

Webcast Only

SKU CLE21-01001

Agenda

12:00 p.m. – 12:02 p.m.

Welcome and Opening Remarks

Lisa Brownstone, Chief Legal Officer,
College of Physicians & Surgeons of Ontario

12:02 p.m. – 12:25 p.m.

How to Better Serve and Manage your Clients

Colleen Hoey, *Mann Lawyers LLP*

Robin Nobleman, *HIV & AIDS Legal Clinic Ontario (HALCO)*

12:25 p.m. – 12:31 p.m.

Question and Answer Session

12:31 p.m. – 12:54 p.m.

Dealing with Compassion Fatigue and Mental Health Issues (10 m 🕒)

Françoise Mathieu, M.Ed., CCC. RP., Executive Director,
TEND

Jacqueline Swaisland, *Landings LLP*

12:54 p.m. – 1:00 p.m.

Question and Answer Session

1:00 p.m. – 1:23 p.m.

Who is your Client?

Danielle Bisnar, *Cavaluzzo LLP*

Eli Mogil, *McCarthy Tétrault LLP*

1:23 p.m. – 1:30 p.m.

Question and Answer Session

1:30 p.m.

Program Ends