

Listen and Learn: All the Stories to be Told

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April – May 2022



Program

DATE	SESSION
April 7, 2022 1pm-2pm (ET)	<p>Finding Common Ground Through Dialogue – Waneek Horn-Miller</p> <p>While working for the National Inquiry into Missing and Murdered Indigenous Women and Girls, Waneek Horn-Miller knew <i>process</i> was just as important as results. The inquiry sought to expose the underlying causes of violence in this country—and make recommendations to eliminate them—in a timely, organized fashion. But this had to be balanced with the emotional needs of participants—their deep need to be heard, validated, and humanized. In other words, it needed to grant victims, and their families, the opportunity to tell their stories and heal.</p> <p>Waneek unpacks the hard but necessary work ahead of us if we want to move to a place of shared understanding. If the administrative justice community is committed to the true spirit of reconciliation, we need to make it a way of life—a cornerstone of how we proceed as a multicultural society—and not just a destination. To Horn-Miller, this takes listening, and dialogue; it means extending empathy to those with different outlooks, and not shying away from debate; it means solutions-based thinking rooted in our shared aspirations.</p> <p>No matter what role you play in your Tribunal, join Waneek to listen and learn what reconciliation is all about—a way of addressing wrongs, living in harmony, and healing for those who need it most – and take back strategies to design a new path forward within your organization.</p>
April 14, 2022 1pm-2:30pm (ET)	<p>Addressing Trauma: A Practical Approach for Administrative Tribunals</p> <p>There is a growing awareness of the need to be trauma-informed. Trauma is present at every stage of the process, from the questions litigants may ask registry staff, to the courtroom set-up, to credibility assessment. Yet we have few practical tools to manage these needs.</p>

	<p>We've brought together various stakeholders with the following mandate: tell us how, on a daily basis, you deal with this great challenge?</p> <p>Moderator: Mélanie Raymond, Administrative Judge, Tribunal administratif du travail</p> <p>Panelists:</p> <ul style="list-style-type: none"> • Chantal Michaud Counsel, Directeur des poursuites criminelles et pénales • Annick Legault, Immigration Lawyer • Julie Morin, Member, Immigration and Refugee Board of Canada
<p>April 21, 2022 1pm-2:30pm (ET)</p>	<p>Storytelling for Your Users</p> <p>Learn ways to improve user experience through storytelling. This session will explore using graphic design to communicate complex information to tribunal users and will delve into active-sensemaking –a technique that elicits user experience via users' own stories about their experiences with your tribunal.</p> <p>Moderator: Emily Drown, Chair, British Columbia Employment and Assistance Appeal Tribunal:</p> <p>Panelists:</p> <ul style="list-style-type: none"> • Siyona Ravi, Communications & Program Coordinator, Center for Urban Pedagogy • Laurie Webster, Owner, QED Insight • Terry Miller, Organization Development Consultant
<p>April 28, 2022 1pm-2:30pm (ET)</p>	<p>Common Sense: Not so Common?</p> <p>Challenge the notion of common sense with a view to better understanding and applying common sense in adjudicative settings. Is common sense “sound and prudent judgment based on a simple perception of the situation or facts” or “a grab-bag of unjustified beliefs and incoherent intuitions”? This session will explore common sense from a diversity of perspectives with a view to identifying opportunities to improve decision making and adjudicative processes.</p> <p>Moderator: Stephania P. Luciuk, Commissioner, Canada Energy Regulator</p> <p>Panelists:</p> <ul style="list-style-type: none"> • Anita Szigeti, Principal Lawyer at Anita Szigeti Advocates • Kerri Froc, Associate Professor, University of New Brunswick (UNB) Law, and a Trudeau and Vanier Scholar • Josee Audet, Administrative Judge, Tribunal administratif du travail
<p>May 5, 2022 1pm-2:30pm (ET)</p>	<p>Critical Theories for Tribunals</p> <p>This panel will provide invaluable insights and discuss critical theories in various areas, such as race and disability, and their relevance and applicability to administrative tribunals. We will tackle questions such as:</p> <ul style="list-style-type: none"> • What are critical theories, and why should adjudicators know about them? • What can adjudicators take away from critical theories?

	<ul style="list-style-type: none"> • How does this impact my work? • Should tribunals incorporate these theories into their processes? If yes, how? <p>Join us to take a deep dive into critical theories and understand how they impact the lives of those appearing before us.</p> <p>Moderator: Carmelle Salomon-Labbé, Associate Director, Office of Appeals, Discipline and Faculty Grievances, University of Toronto</p> <p>Panelists:</p> <ul style="list-style-type: none"> • Donna E. Young, Founding Dean of the Lincoln Alexander School of Law, Ryerson University (soon to be renamed) • Patricia DeGuire, Chief Commissioner, Ontario Human Rights Commission • Odelia Bay, PhD Student at Osgoode Hall Law School, York University
May 12, 2022 1pm-2:30pm (ET)	<p>How to access your justice: tips to improve Tribunal design</p> <p>We know that access to justice is vital. If those who want to use our services experience barriers when they come through our doors—virtual or otherwise—we are failing them. This session will address the design of tribunals, and how they must be created with the user in mind to be effective.</p> <p>Professors Laverne Jacobs and Sule Tomkinson will present the findings of their research on access to administrative justice for members of marginalized communities through an examination of the Social Security Tribunal of Canada's (SST) Navigator Service, and will provide tips to improve tribunal design to support and empower administrative tribunal users. Edith Bramwell, Chairperson of the Federal Public Sector Labour Relations and Employment Board, will join the panel and discuss the ways her tribunal is implementing changes to improve tribunal design.</p> <p>Moderator: Candace Salmon, Member, Social Security Tribunal of Canada</p> <p>Panelists:</p> <ul style="list-style-type: none"> • Laverne Jacobs, University of Windsor, Faculty of Law • Sule Tomkinson, Associate Professor, Department of Political Science at Université Laval and Director of Centre d'analyse des politiques publiques • Edith Bramwell, Chairperson, Federal Public Sector Labour Relations and Employment Board