



Minutes

Benchers

Date: Friday, April 13, 2012

Present: Bruce LeRose, QC, President
Art Vertlieb, QC, 1st Vice-President
Jan Lindsay, QC 2nd Vice-President
Rita Andreone, QC
Kathryn Berge, QC
David Crossin, QC
Thomas Fellhauer
Bill Maclagan
Nancy Merrill
Maria Morellato, QC
David Mossop, QC
Thelma O'Grady
Lee Ongman
Vincent Orchard, QC

Greg Petrisor
David Renwick, QC
Phil Riddell
Catherine Sas, QC
Herman Van Ommen
Ken Walker
Tony Wilson
Barry Zacharias
Haydn Acheson
Satwinder Bains
Stacy Kuiack
Peter Lloyd, FCA
Ben Meisner
Claude Richmond

David Loukidelis, QC, Deputy
Attorney General of BC, Ministry of
Justice, representing the Attorney
General

Absent: Leon Getz, QC
Richard Stewart, QC

Staff Present: Tim McGee
Deborah Armour
Lance Cooke
Robyn Crisanti
Jeffrey Hoskins, QC
Michael Lucas
Bill McIntosh

Jeanette McPhee
Doug Munro
Alan Treleaven
Adam Whitcombe
Rosalie Wilson

Guests: Dom Bautista, Executive Director, Law Courts Center
Johanne Blenkin, Executive Director, Courthouse Libraries BC
Maureen Cameron, Director of Membership, Volunteers and Public Affairs, CBABC
Anne Chopra, Equity Ombudsperson
Ron Friesen, CEO, CLEBC
Jamie Maclaren, Executive Director, Access Pro Bono
Kerry Simmons, Vice-President, CBABC
Wayne Robertson, QC, Executive Director, Law Foundation of BC
David Zacks, QC, Board Chair, Courthouse Libraries BC

CONSENT AGENDA

1. Minutes

The minutes of the meeting held on March 2, 2012 were approved as circulated.

The following resolutions were passed unanimously and by consent.

2. **ARS: Amendment of Rule 5-9 (Hearing costs) and Addition of Schedule 4 (Tariff of costs for discipline hearings)**

BE IT RESOLVED to amend the Law Society Rules as follows:

1. In Rule 5-9, by rescinding subrules (1) to (3) and substituting the following:

- (1.1) Subject to subrule (1.2), the panel or the Benchers must have regard to the tariff of costs in Schedule 4 to these Rules in calculating the costs payable by a respondent or the Society in respect of a hearing on a citation or a review of a decision in a hearing on a citation.
- (1.2) If, in the judgment of the panel or the Benchers, it is reasonable and appropriate for the Society or a respondent to recover no costs or costs in an amount other than that permitted by the tariff in Schedule 4, the panel or the Benchers may so order.
- (1.3) The cost of disbursements that are reasonably incurred may be added to costs payable under this Rule.
- (1.4) In the tariff in Schedule 4,
 - (a) one day of hearing includes a day in which the hearing or proceeding takes 2 and one-half hours or more, and
 - (b) for a day that includes less than 2 and one-half hours of hearing, one-half the number of units applies.

- (3) If no adverse finding is made against the applicant, the panel or the Benchers have the discretion to direct that the applicant be awarded costs.
- (3.1) If the citation is dismissed or rescinded after the hearing has begun, the panel or the Benchers have the discretion to direct that the respondent be awarded costs in accordance with subrules (1.1) to (1.4).

2. *By adding the following Schedule:*

SCHEDULE 4 – TARIFF FOR DISCIPLINE HEARING AND REVIEW COSTS

Item No.	Description	Number of Units	
	<u>Citation Hearing</u>		
1.	Preparation/amendment of Citation, correspondence, conferences, instructions, investigations or negotiations after the authorization of the Citation to the completion of the discipline hearing, for which provision is not made elsewhere	Minimum Maximum	1 10
2.	Proceeding under s. 39 and Rule 4-17 and any application to rescind or vary an order under Rule 4-19, for each day of hearing		30
3.	Disclosure under Rule 4-25	Minimum Maximum	5 20
4.	Application for particulars/ preparation of particulars under Rule 4-26	Minimum Maximum	1 5
5.	Application to adjourn under Rule 4-29 <ul style="list-style-type: none"> ➤ If made more than 14 days prior to the scheduled hearing date ➤ If made less than 14 days prior to the scheduled hearing date 		1 3
6.	Pre-Hearing Conference	Minimum Maximum	1 5
7.	Preparation of agreed statement of facts		

	<ul style="list-style-type: none"> ➤ If signed more than 21 days prior to hearing date ➤ If signed less than 21 days prior to hearing date ➤ Delivered to Respondent and not signed 	Min. 5 to Max. 15 Min. 10 to Max. 20 Min. 10 to Max. 20
8.	Preparation of affidavits	Minimum 5 Maximum 20
9.	All process and correspondence associated with retaining and consulting an expert for the purpose of obtaining opinion(s) for use in the proceeding	Minimum 2 Maximum 10
10.	All process and communication associated with contacting, interviewing and issuing summons to all witnesses	Minimum 2 Maximum 10
11.	Interlocutory or preliminary motion for which provision is not made elsewhere, for each day of hearing	10
12.	Preparation for interlocutory or preliminary motion, per day of hearing	20
13.	Attendance at hearing, for each day of hearing, including preparation not otherwise provided for in tariff	30
14.	Written submissions, where no oral hearing held	Minimum 5 Maximum 15
	<u>s. 47 Review</u>	
15.	Giving or receiving notice under Rule 5-15, correspondence, conferences, instructions, investigations or negotiations after Review initiated, for which provision is not made elsewhere	Minimum 1 Maximum 3
16.	Preparation and settlement of hearing record under Rule 5-17	Minimum 5 Maximum 10
17.	Pre-Review Conference	Minimum 1 Maximum 5

18.	Application to adjourn under Rule 5-19 <ul style="list-style-type: none"> ➤ If made more than 14 days prior to the scheduled hearing date ➤ If made less than 14 days prior to the scheduled hearing date 	1 3
19.	Procedural or preliminary issues, including an application to admit evidence under Rule 5-19(2), per day of hearing	10
20.	Preparation and delivery of written submissions	Minimum 5 Maximum 15
21.	Attendance at hearing, per day of hearing, including preparation not otherwise provided for in the tariff	30
	Summary Hearings:	
22.	Each day of hearing	\$2,000
	Hearings under Rule 4-22	
23.	Complete hearing, based on the following factors <ul style="list-style-type: none"> (a) complexity of matter; (b) number and nature of allegations; and (c) the time at which respondent elected to make conditional admission relative to scheduled hearing and amount of pre-hearing preparation required. 	\$1,000 to \$3,500

Value of Units:

Scale A, for matters of ordinary difficulty: \$100 per unit
 Scale B, for matters of more than ordinary difficulty: \$150 per unit

3. 2012 Law Society Scholarship: Credentials Committee Recommendation

BE IT RESOLVED to adopt the recommendation of the Credentials Committee, and to award the 2012 Law Society Scholarship to Jennifer Wai Yin Chan, and to designate Brian Duong as runner-up.

4. Discipline Committee: Approval of Proposed Discipline Committee Mandate

BE IT RESOLVED to approve the Mandate of the Discipline Committee, as finalized by the Committee at its January 26, 2012 meeting (Appendix 1 to these minutes).

REGULAR AGENDA – for Discussion and Decision

5. President's Report

Mr. LeRose briefed the Benchers on various Law Society matters to which he has attended since the last meeting, including 23 events and speaking engagements, highlighted by the annual Queen's Counsel Recipients' Reception hosted by the Law Society. Another highlight was his attendance in Terrace with Staff Lawyer Doug Munro to deliver a presentation to Prince Rupert County lawyers on the current work of the Access to Legal Services Advisory Committee, including an update on the BC Supreme Court Family Law Paralegal Pilot Project.

Other matters addressed:

a) Federation of Law Societies of Canada Semi-Annual Council Meeting and Conference: March 15-17, 2012, Yellowknife, NWT

The value of the national standards discussion and presentations on the the Conference topic, *New Directions in Legal Services Delivery*, was noted.

b) Law Society Legislative Amendments Package

The Law Society's package of proposed legislative amendments has undergone extensive review by senior Society staff and representatives of the Ministry of Attorney General and Minister of Justice, and has been submitted to the Legislative Policy Committee for approval. Passage of the proposed amendments by the end of May is possible. Mr. LeRose thanked the many Law Society staff members who have been involved in this major effort over much of the past two years – spearheaded by Jeff Hoskins, QC and with the leadership and support of Tim McGee, Adam Whitcombe and Michael Lucas.

Mr. LeRose also thanked the Benchers who took part in the March 28-29 series of meetings with members of the government and opposition caucuses in Victoria. He noted the value of those meetings to securing support for the amendments package, and to strengthening the Law Society's relationships with both sides of the house.

c) BC Supreme Court Family Law Paralegal Pilot Project

The Benchers were briefed regarding a recent meeting of the Pilot Project Working Group, and issues arising. Mr. LeRose noted that a key interest of the judiciary is verification of benefits to the public, including cost savings, which may be expected from provision of services by paralegals. The pilot project will run in the Judicial Districts of Kamloops, New Westminster and Prince George

d) Society of Notaries Public of BC (the Notaries) / Scope of Practice

Mr. LeRose briefed the Benchers on recent developments in the Notaries' bid to expand their permitted scope of practice via amendments to the *BC Notaries Act*.

e) Law Society Governance Review Task Force Update

Mr. LeRose advised that the document review and interview elements of the review process are well-advanced, with 60 of the 74 scheduled interviews completed to date. A major update will be provided at the Benchers' Retreat in mid-June.

6. CEO's Report

Mr. McGee provided highlights of his monthly written report to the Benchers (Appendix 2 to these minutes), including the following matters:

- a. First Quarter Financial Results
- b. 2013 Budgeting and Fee Recommendations – Process Update
- c. 2012 Operational Priorities – Progress Report
 - a. Continued Implementation and Assessment of our 2010 Regulatory Plan
 - b. National Admission Standards – Federation Steering Committee
 - c. Project Leo
- d. Notaries – Proposed Expansion of Scope of Practice
- e. BC Liberal and BC NDP Caucus Receptions
- f. Governance Review Update

- g. Communications Update
- h. Bencher Retreat – Update re: Planning

7. Report on Outstanding Hearing & Review Reports

The Benchers received and reviewed a report on outstanding hearing decisions.

There was discussion of challenges to timely preparation and completion of written decisions, particularly in relation to the participation of non-lawyers on hearing panels. Mr. LeRose confirmed that every hearing panel is chaired by a Bencher, who is responsible for ensuring that the panel's written decision is completed on a timely basis. Mr. Hoskins noted the value of the Hearing Skills Workshops for hearing panelists.

It was agreed that the current 60-day threshold for inclusion of outstanding decisions in the monthly report to the Benchers should be changed to 45 days, for alignment with the current deadline of 45 days (from the last day of submissions) for delivery of draft reasons to the Hearing Administrator for review.

GUEST PRESENTATION

8. Courthouse Libraries BC Report

Life Bencher David Zacks, QC, Board Chair of Courthouse Libraries BC (CLBC), reported to the Benchers. Mr. Zacks outlined CLBC's mandate and strategic objectives for 2011- 2013, referring to the CLBC Operations Report at page 8000 of the meeting materials for details:

Our Mandate:

Provide legal information services and collections for the benefit of members of the public, members of the Law Society of British Columbia, and members of the Judiciary of the Province of British Columbia.

Assist public libraries to develop and improve public library staff knowledge of and skills in using legal information resources, and to assist in improving collections of legal information for the public.

Develop and operate educational resources and programs designed to improve the capability of users to access, manage and research legal information.

Engage in and promote the development of legal information resources.

Strategic Objectives – 2011- 2013

1. To reach clients where they are to enhance access to and effective use of legal information and tools.
2. To increase financial stability to create a sustainable organization.
3. To create opportunities for learning for staff to build capacity for innovation.
4. To continuously improve our internal practices and processes to provide exceptional service to our clients.

Mr. Zacks emphasized CLBC's operational focus on expanding and strengthening its use of electronic services and assets, noting the alignment of that focus with all four strategic objectives.

Mr. Zacks referred to the approval of a new governance structure, constitution and by-laws at a CLBC Members' Special Meeting in February 2012. He reported that under the new governance structure, CLBC's membership is being reduced from 10 to three (the Chief Justice of BC, the Attorney General of BC and the Law Society), the number of directors is being reduced from 12 to seven, and a Board Nominating Committee is being established.

Mr. Zacks noted that CLBC's finances have improved significantly in recent years. He also noted the valuable contributions made by CLBC Executive Director Johanne Blenkin and her dedicated staff.

STRATEGIC PLANNING AND PRIORITIES MATTERS – For Discussion and/or Decision

9. Strategic Plan Implementation Update

Mr. McGee updated the Benchers on early progress toward implementation of the various strategies and initiatives related to the three aspirational goals set out in the 2012-2014 Strategic Plan:

1. The Law Society will be a more innovative and effective professional regulatory body.
2. The public will have better access to legal services.

3. The public will have greater confidence in the administration of justice and the rule of law.

Mr. McGee reported that of the sixteen initiatives laid out in the current plan, 11 are underway and five are pending. Pending are:

Initiative 1–1(c)

Examine whether the Law Society should regulate just lawyers or whether it should regulate all legal service providers.

Initiative 1-3(b)

Improve uptake of Lawyer Wellness Programs.

Initiative 1–4(b)

Consider qualification standards or requirements necessary for the effective and competent provision of differing types of legal services.

Initiative 2–2(a)

Develop ways to address changing demographics of the legal profession and its effects, particularly in rural communities.

Initiative 2–3(a)

Work collaboratively with other stakeholders in the legal community to identify questions that need to be answered and engage, with others, in focused research [directed at understanding the economics of the market for legal services in British Columbia].

Mr. McGee noted that in his President’s Report Mr. LeRose has already addressed the implementation status of two major initiatives:

Initiative 1–2(a)

Examine issues of governance of the Law Society generally including:

- identifying ways to enhance Bencher diversity;
- developing a model for independent evaluation of Law Society processes;
- creating a mechanism for effective evaluation of Bencher performance and feedback.

Initiative 2–1(a)

Consider ways to improve the affordability of legal services:

- continue work on initiatives raised by recommendations by the Delivery of Legal Services Task Force;
- identify and consider new initiatives for improved access to legal services.

More detailed briefings on the status of those two initiatives will be provided at the Benchers' Retreat in June.

OTHER MATTERS – For Discussion and/or Decision

10. Continuing Legal Education Society of BC (CLEBC) Update

Vancouver Bencher and CLEBC Director Thelma O'Grady updated the Benchers on recent developments at CLEBC. Ms. O'Grady highlighted three themes as underlying CLEBC's operational priorities and goals:

- commitment to providing authoritative resources
- commitment to innovation
- commitment to accessibility

Ms. O'Grady elaborated on those themes, referring to a set of PowerPoint slides for illustration and detail (appended as Appendix 3 to these minutes).

In the ensuing discussion the value of the face-to-face learning experience was noted, together with cost and topic selection as two key challenges to be overcome in providing face-to-face instruction in rural and small market settings. There was also discussion of the business model for daily news feeds in user-designated subject areas.

11. Progress Report on Professional Regulation Department Changes

Chief Legal Officer Deborah Armour provided a progress report on the implementation operational changes to the Professional Regulation department arising from the regulatory plan approved by the Benchers a year ago. Ms. Armour began by acknowledging the valuable contributions made by her management team: Maureen Boyd as Manager, Discipline; Andrea Brownstone as Manager, Investigations, Monitoring & Enforcement; Sherelle Goodwin as Manager, Custodianships; Jeff Hoskins, QC as Tribunal & Legislative Counsel; and Graeme Keirstead as Manager, Intake & Early Resolution and Unauthorized Practice.

Ms. Armour outlined the regulatory plan's three goals:

1. significantly reduce timelines;
2. improve working environment and morale; and
3. ensure highly effective investigations and disciplinary actions

Ms. Armour reviewed steps taken, progress made, and work still to be done in pursuit of each goal.

In the ensuing discussion the following points were raised:

- linkage between improved staff morale and job satisfaction on the one hand, and progress toward quantitative targets on the other
- progress made in closing a number of old files distorts aggregate timeliness results
- value of implementation of the Discipline Guidelines to improved orderliness, clarity and consistency of the Law Society's regulatory process
- value of improved quality and evidentiary focus of investigation work in strengthening Discipline staff recommendations to the Discipline Committee
- value of publication of Conduct Review summaries to public understanding and confidence

12. Law Society Indigenous Lawyer Mentoring Project

Mr. LeRose asked Rosalie Wilson to update the Benchers on the status of the [Law Society Indigenous Lawyer Mentoring Project](#).

Ms. Wilson reported that her research confirms the limited availability of mentoring resources for BC's Indigenous lawyers. Yesterday she briefed the Equity and Diversity Advisory Committee on the results of her review of best practices in fostering mentoring resources and opportunities. That review did not reveal any initiative like the Law Society's current mentoring project for Indigenous lawyers being undertaken elsewhere in North America. Ms. Wilson advised that she has developed four models for fostering mentoring for review and comment by BC's Indigenous bar.

Ms. O'Grady (Chair of the Equity and Diversity Advisory Committee) confirmed the Committee's satisfaction with yesterday's report and with the project's progress to date.

IN CAMERA SESSION

The Benchers discussed other matters in camera.

WKM
2012-04-27

Mandate of the Discipline Committee

The Discipline Committee's mandate is to fulfill its obligations under the *Legal Profession Act* and the Law Society Rules by:

- i. Reviewing and assessing complaints and determining the appropriate disposition in accordance with the *Conduct Assessment and Disposition Guidelines*, as set out in detail below;
- ii. approving or rejecting proposed consent resolutions of citations; and
- iii. determining various applications made under the Rules or referred by the President.

The Discipline Committee's mandate does not include policy making; all policy issues should be referred to the Executive Committee.

Review of Complaints

The primary function of the Discipline Committee is to review and assess complaints and initiate any disciplinary action, including authorizing discipline hearings which are adjudicated by hearing panels. The Committee reviews and assesses complaints referred to it by the Professional Conduct Department, the Trust Regulation Department, the Complainants' Review Committee, and the Practice Standards Committee. The term "complaint" is broadly defined in Rule 3-4 to mean "information received from any source that indicates a lawyer's conduct may constitute a discipline violation".

The Discipline Committee only reviews substantiated complaints which are serious enough to result in disciplinary action. Generally, staff has discretion to close files without a referral to the Committee under either of the following Rules:

- Rule 3-5(2), without an investigation, where the complaint is outside the Law Society's jurisdiction, is frivolous, vexatious or an abuse of process, or does not allege facts, which if proven, would constitute a discipline violation, or
- Rule 3-6(1), after an investigation, if the complaint is not valid or its validity cannot be proven, or it does not disclose conduct serious enough to warrant further action.

However, as a result of directions by past Committees, the following types of complaints are required to be reviewed by the Committee:

- any criminal conviction,
- impaired driving charges, even where resolved only on a lesser or related charge,
- breach of the no-cash rule under Rule 3-51.1 (except where the exception in subrule 3.1 applies), and
- breach of undertaking (except where the recipient of the undertaking has consented to or waived the breach).

The *Conduct Assessment and Disposition Guidelines* are intended to guide the Committee in the evaluation and disposition of complaints. It sets out the citation threshold and factors which may be considered in determining when a disciplinary outcome other than citation is appropriate.

Disciplinary Action

After reviewing and assessing a complaint, under Rule 4-4, the Discipline Committee may decide to:

- require further investigation of the complaint,
- take no further action on the complaint,
- authorize the Chair or other committee member to send a letter to the lawyer concerning his or her conduct,
- require the lawyer to attend a conduct meeting,
- require the lawyer to attend a conduct review, or
- direct the Executive Director to issue a citation to hold a hearing into the conduct or competence of the lawyer.

Other Matters Decided by the Committee

The Discipline Committee is also responsible for a number of other matters related to the discipline process, including:

- authorizing the rescission of a citation under Rule 4-13(2),
- authorizing allegations to be added to a citation under Rule 4-13(1.1),

- approving or rejecting a conditional admission and consent to disciplinary action made under Rule 4-22,
- approving or rejecting a conditional admission made under Rule 4-21,
- initiating a review of a facts and determination decision or a disciplinary action decision under s. 47 and Rule 5-13, and
- determining an application to extend time to pay a fine or fulfill a condition imposed in a disciplinary hearing, if referred to the Committee by the President under Rule 5-10.1.

As well, the Discipline Committee also is responsible for some matters related to financial responsibility of lawyers and trust reporting, as follows:

- suspending or imposing conditions and limitation on the practice of a lawyer under Rule 3-46 that it considers does not meet the standard of financial responsibility under section 32 of the *Legal Profession Act*,
- determining an application to delay the deadline on which suspension will take effect if a lawyer fails to file a trust report under Rule 3-74.1,
- waiving all or part of any late fee a lawyer is required to pay in respect of late filing of a trust report under Rule 3-74(4) or ordering a lawyer to pay the costs of the Law Society engaging a qualified accountant to prepare a trust report under Rule 3-74.1, or
- determining an application to delay the deadline on which a suspension will take effect if a lawyer fails to produce and permit copying of books, records and accounts under Rule 3-79.1

The Law Society
of British Columbia



Chief Executive Officer's Monthly Report

A Report to the Benchers by

Timothy E. McGee

April 13, 2011

Introduction

The first quarter of the year is traditionally a very busy time for the Law Society and, as my report this month suggests, this year is no exception. I have provided updates below on a number of our current priorities.

1. First Quarter Financial Results

As I write this report, the 2012 first quarter results are being finalized. Jeanette McPhee, Chief Financial Officer, will be reviewing the results shortly with the Chair of the Finance Committee and the results, including a report thereon, will be provided to the Benchers at the April 13 Benchers' meeting.

2. 2013 Budgeting and Fee Recommendations – Process Update

The budgeting process for all Law Society operations for 2013 is now underway under the leadership of Jeanette McPhee. All departmental managers are working on their budgetary projections for 2013 using a “zero based” approach to ensure that departmental needs are assessed afresh in each budget cycle. This is detailed, time-consuming work but it is necessary to support a robust budget assessment and fee recommendation process which the Finance Committee will undertake later in May. Four meetings of the Finance Committee have now been scheduled commencing on May 22, 2011. The timeline provides that formal recommendations to the Benchers on all mandatory fees (including all third party agencies and organizations we support) for 2013 will be made at the Bencher meeting in July.

3. 2012 Operational Priorities – Progress Report

In January I outlined for the Benchers the top five operational priorities for management in 2012. Throughout this year I will provide updates on progress in those areas. For this month, I am providing updates on the following three priorities:

(a) Continued Implementation and Assessment of our 2010 Regulatory Plan

At the meeting Deb Armour, Chief Legal Officer, will present an update on the implementation of the Regulatory Department Plan, which was introduced in 2010 and implemented throughout 2011. In her presentation, Deb will focus on the areas targeted for improvement in the plan and she will analyze the reasons for our successes and also where challenges remain.

(b) National Admission Standards – Federation Steering Committee

Together with Alan Treleaven, Director, Education and Practice, I am a member of the Federation of Law Societies of Canada's National Admission Standards Steering Committee. The Committee, which has been tasked with ensuring that admission standards are consistent across the country, has set an aggressive meeting schedule to ensure completion of its work by the end of 2012. There are three concurrent work tracks: first, the establishment of national competency standards, second, the establishments of a national standard for good character, and third, creation of a draft implementation plan for Law Societies to consider in anticipation of the adoption of the agreed upon standards in due course.

(c) Project Leo

The Leo Project Team has finalized the design phase of the project. This was a very important phase that involved consultation with all staff and compilation of the necessary requirements to complete the request for proposal (RFP) that will be sent to vendors of information management systems. Highlights from Phase 2 are:

- One-on-one meetings with all staff
- Updated business classification and taxonomy scheme (for organizing paper and electronic records)
- Review of business-focused information management needs, issues and requirements
- Review of information management policy framework including related draft policies, standards, processes and guidelines
- Creation of information program governance including structure, roles and responsibilities

The project team will be submitting the RFP to vendors early April and plan to have a vendor secured by June 30. If you'd like to learn more about this important initiative to improve how we manage and protect Law Society information, please contact Project Manager Robyn Crisanti.

4. **Notaries – Proposed Expansion of Scope of Practice**

The Society of Notaries Public is seeking amendments to their governing legislation to allow them an increased scope of practice in certain specific areas. President LeRose and I (along with our policy group) have been actively involved in consultations with the Attorney General’s ministry regarding this proposal. As I write this report, we have been asked to participate in a stakeholder meeting on April 4. The meeting has been convened by the Justice Services Branch of the Ministry of Attorney General, who are seeking input about how these proposed changes might impact the provision of legal services in British Columbia, and, particularly in light of the Law Society’s mandate, how the public interest can continue to be protected. The meeting will be attended by representatives of the CBABC, the Notaries and the Law Society. President LeRose and I will brief you on that meeting when we meet on April 13.

5. **BC Liberal and BC NDP Caucus Receptions**

As part of our ongoing government relations efforts, the Law Society hosted caucus receptions on March 28 for the BC Liberals and on March 29 for the BC NDP in Victoria, BC. We had an excellent turnout of MLAs, who were interested to learn more about the Law Society and the need for the legislative amendments which we are seeking. Special thanks is owed to Ben Meisner who spoke at the caucus receptions, giving his perspective as an appointed Benchers on the Law Society and the importance of our mandate.

6. **Governance Review Update**

Interviews being conducted as part of the Governance Review are nearing completion. Of the 74 interviewees listed as “should do” and “try to do”, 42 interviews have been completed, 24 have been scheduled and 8 have yet to be scheduled.

Interviews	Benchers	Staff	Other	Total
Completed	19	11	12	42
Scheduled	10	n/a	14	24
Yet to be scheduled	2	n/a	6	8

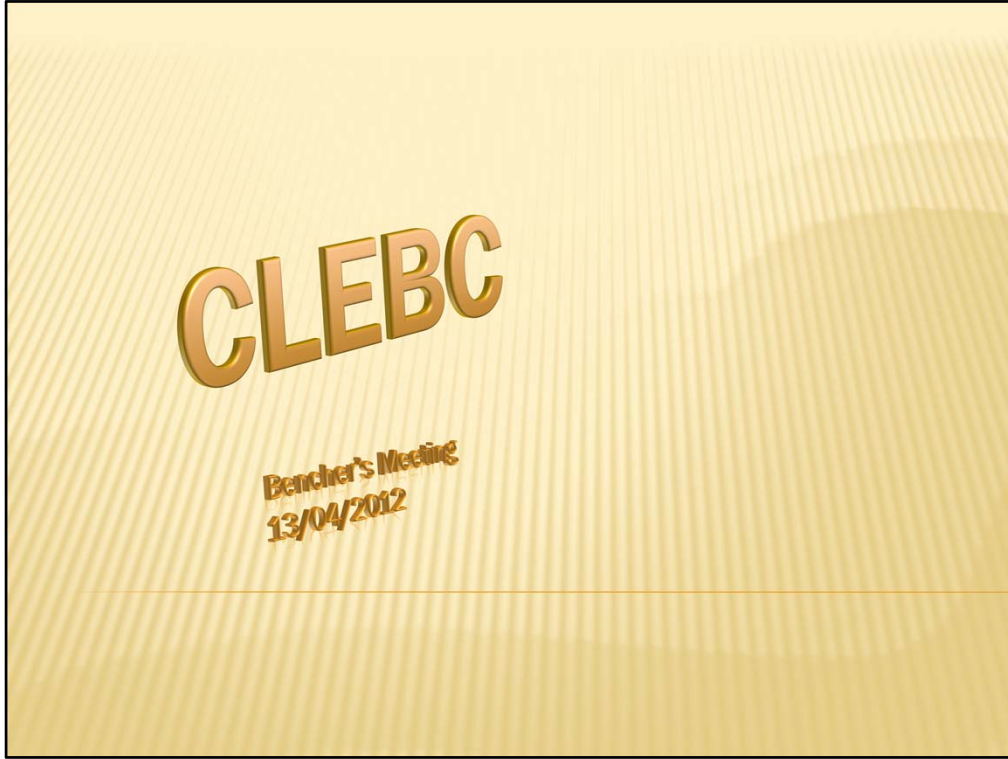
7. Communications Update

It has been one year since the Law Society launched its revamped website and put in place a new expanded approach to transparent and consistent communications with respect to media relations. Robyn Crisanti, Manager, Communications and Public Affairs, will be at the Benchers' meeting to provide a number of highlights with respect to both of these communications initiatives.

8. Bencher Retreat - Update re: Planning

Planning for the upcoming Bencher retreat at the Sparkling Hills Resort in Vernon, BC from June 14 - 17 is proceeding well. The theme for the Friday conference portion of the retreat is "Good Governance in the Public Interest". The retreat agenda will be finalized by the May 11 Benchers' meeting, and further details will be provided at that time.

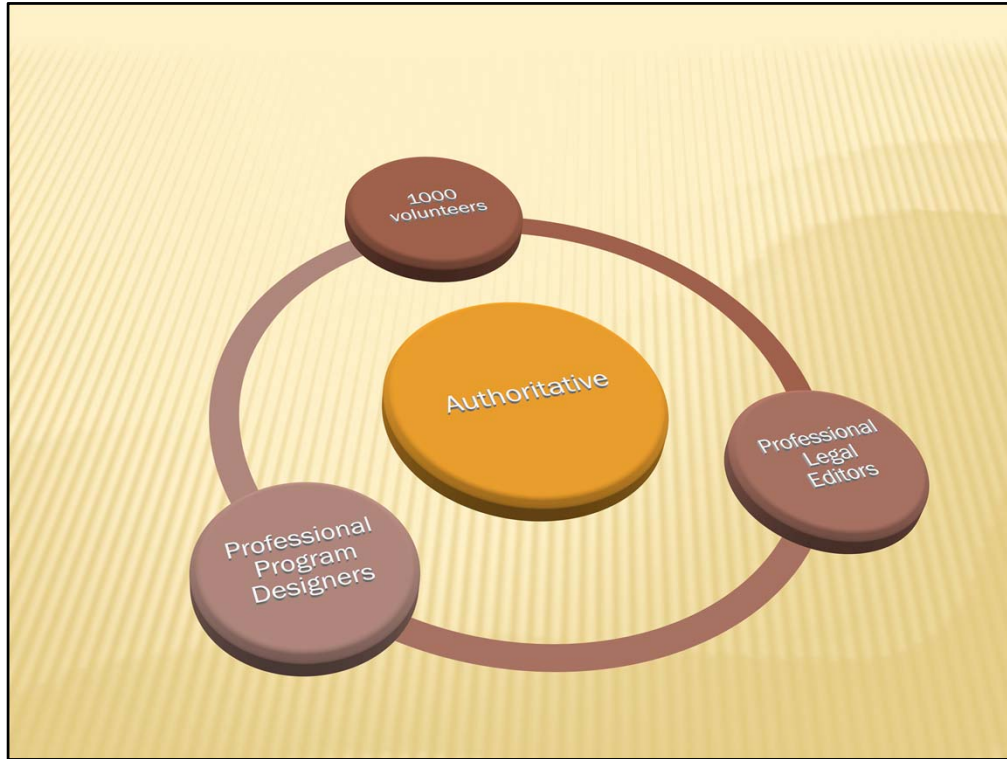
Timothy E. McGee
Chief Executive Officer



Thank you for giving us this opportunity to present at the Benchers meeting today.



1. CLEBC works hard to be **authoritative, innovative and accessible**.



1. CLEBC takes pride in the **authoritative** nature of our resources
2. To make our resources authoritative, we work with over **1000 volunteers** every year. These include Board members, County Coordinators, editorial advisory board members for books, book and course materials authors, presenters and trainers. We couldn't do it without our outstanding volunteers.
3. We also have a team of **professional legal editors**, who work with our Book authors.
4. And a team of **professional program designers**, who work with our course faculty.



1. CLEBC has made a commitment to **innovation**. And in that regard we have been helped by the generous support of the Law Foundation
2. Access has been a major priority for innovation at CLEBC. I'll focus later in this presentation on our initiatives to make our products and services more accessible.
3. In order to meet the needs of lawyers who want training that is shorter in length, we developed our **CLETV** modules. This is not talking heads. CLETV is a like a television talk show, produced in our own studio. As part of the CLETV experience, you have the opportunity to chat with faculty, ask questions and engage in polls and quizzes.
4. We developed an **online store**, so customers can purchase products and services and manage their accounts efficiently. Of course, our customer service staff are always there to help out.
5. We received a tweet from a customer recently talking about our new **search engine**, he said, "First search on the new CLEBC search engine: Brilliant. Took me right to what I wanted."
6. We have just launched a new **Document Builder** service within our Family Law Agreements and Wills Precedents manuals. If you own these manuals, you can now create a document by clicking on the various clauses that you want and saving the resulting precedent to your computer.
7. And we're very excited about our new **Precedent service**, which we expect to launch in October 2012. We brought together all of the precedents from our books and many from our course materials to give every lawyer in the province their own precedent bank.



1. **Access** has always been a significant priority for Board and Staff. Our customers have told us that the major barriers to access are time out of office and, for those outside Vancouver, the cost of travel.
2. We are thrilled that many of our products are available **anytime and anywhere**
3. Almost all of **our live courses are available anywhere**.
4. And over the past 4 years, we have made a commitment to ensuring that our products are **priced right**.
5. In terms of anytime anywhere access, we have **2000 course modules** online in our Webinar Archive. Many lawyers are using these resources for study groups.
6. We have **31 of our 50 books available online**
7. And there are **3000 course papers** in our online course materials archive.
8. In terms of live anywhere access, we now offer **80% of our live courses province wide**. We started with PowerPoint slides and audio only. We now have video for all of our live webinars, which has dramatically enhanced the quality of the online experience. We're committed to making the online experience as good as the face to face experience. And given customer feedback, we're beginning to achieve that goal. In fact, many customers prefer the live webinar to the live face to face course because they save travel time and expense and reduce time out of office.
9. We have 23 episodes of **CLETV** available every year. These are scheduled on Tuesdays and one is available approximately every 2nd week.
10. In terms of getting our price right, we have an **early bird rate for our courses and an installment payment plan that allows you to pay for courses or publications over 4 months**.
11. We also have an **automatic 50% discount** for courses. Any lawyer or his or her support staff, who says they require financial assistance, automatically receives this discount. There is no means test. And we frequently provide greater discounts – up to 100%.
12. Finally and most important, **we haven't raised our course prices since 2008**. I want to emphasize that: We haven't raised our course prices since 2008. As well, over the past 2 years we have been working with pricing experts to develop our pricing strategy. Our priority has been to ensure that lawyers feel that the products they receive from CLEBC are worth more than the price they pay. Holding the line on course prices for the past 4 years has been a significant result of this strategy. We are currently working

to price our products more effectively for solo and small firm lawyers. They are asking us if we can bundle our products so they can get access to a number of different products at a price that works for them. In the next few months, we will be surveying solo and small firm lawyers to get feedback on their needs.

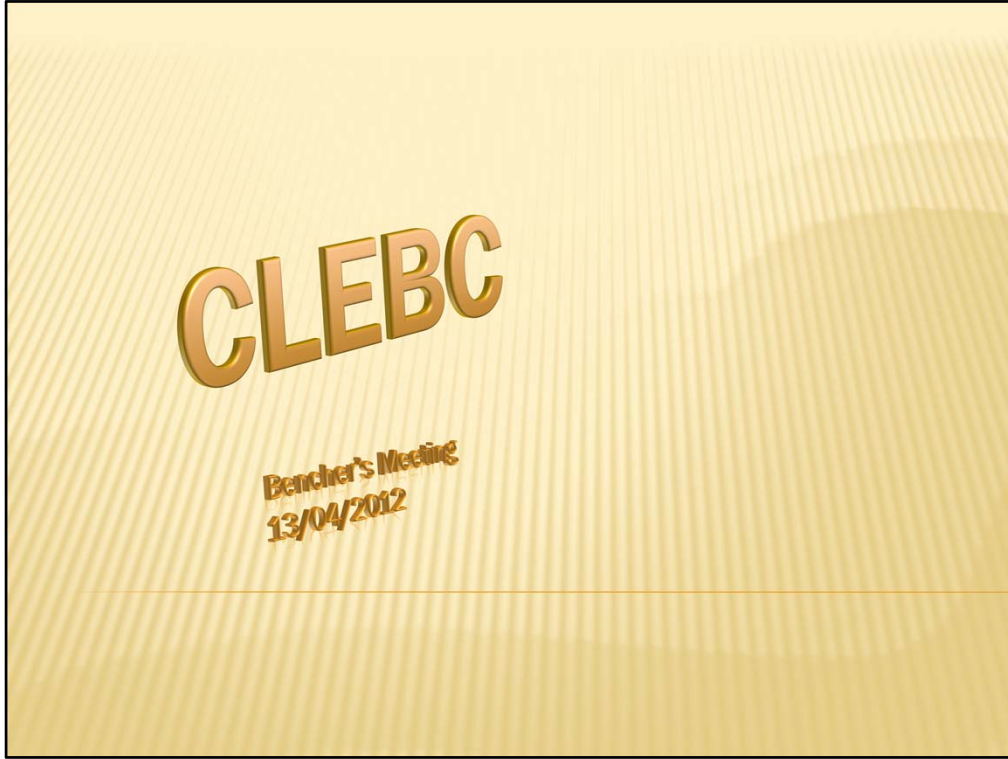


1. CLEBC is committed to serving the profession and **working together** with other groups to do so. Some of the groups we work with include:
2. We worked with the **Law Society** to present a free CLETV session on succession planning. There were 400 participants.
3. We work with **CBABC** on the annual Real Estate and Wills Conferences and on the Solo and Small Firm Conference. We are a top level sponsor for Law Week and we sponsor a hole at the CBA Golf Tournament.
4. We work with **Access ProBono**
5. **Courthouse Libraries BC**
6. **Legal Services Society**
7. **BC Law Institute**
8. **Mediate BC**
9. **Justice Education Society**
10. **UVic and UBC** and
11. the **Judiciary**

Finally, the CLEBC Board is in the planning stages of a **governance review** to determine how we can serve lawyers more effectively in the future and how we can work more effectively with other groups that serve the legal profession. We will be working hand in hand with the CLEBC founding Members, which are the Law Society, the CBA, and the Faculties of Law at UBC and UVic.



1. **CLEBC** works hard to be **authoritative, innovative** and **accessible**. Over the next year, through our Governance Review, and working with our founding Members, we will be looking for new ways to serve the profession more effectively. By focusing on innovation and access, we have made it possible for every lawyer in the province to meet their cpd requirements and access CLEBC resources no matter where they live and no matter what their financial situation.



I'd be pleased to take any questions.