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Human Rights And Unconscious Bias

by Preston Parsons, Overholt Law

In April 2018, Starbucks became the subject of protests and media scrutiny after two young black men were arrested and escorted out of a Starbucks in Philadelphia. The two men came into the café to discuss a business opportunity with a third business associate who had yet to arrive. One of the two asked to use the restroom, but was told that it was for paying customers only. They sat down at a table, without ordering anything, and waited for their companion. Shortly after, a manager called the police to report that they were not buying anything and refused to leave the store. The police arrived, arrested the two men, and escorted them out of the store in handcuffs, much to the bewilderment and outrage of the other customers. A video of the arrest went viral, leading to protests, calls for a nationwide boycott of Starbucks, investigations into the incident, escalated police tensions, and a review of Starbucks' internal policies both by Starbucks itself and by a Philadelphia city commission.

Witnesses reported having seen other Caucasian customers using the bathroom before ordering. Others reported sitting in the Starbucks for lengthy periods of time without ordering and without being asked to leave. The men appeared to have been singled out in this case largely because they were black.

HUMAN RIGHTS AND UNCONSCIOUS BIAS

Some might dismiss this incident—and the ensuing fallout—as uniquely American, particularly given well-documented racial tension

in parts of the United States; however, we would be ignorant to assume Canadians are immune from racial prejudices and stereotyping, including towards people within the black community. Indeed, we have human rights legislation to help educate about, prevent, and remedy acts of discrimination in Canada because they do occur, including against black Canadians.

Under the BC Human Rights Code (the "Code"), everyone has the right to be free from

discrimination based on certain protected characteristics, including race, colour, and ancestry. This applies in employment as well as generally in the provision of services customarily available to the public. Other pieces of legislation in Canada, as well as the Canadian Charter of Rights and Freedoms delineate human rights obligations as they apply to different parts of our country.

Successful companies acknowledge that individual prejudices, stereotypes and biases exist and work to educate employees on how to overcome them. They also acknowledge the impact subconscious biases have on employees' behaviour. Everyone holds unconscious beliefs about groups of people, formed as a result of their personal experiences. Together, employees' conscious and subconscious biases present employers with challenges in everything from recruiting to performance reviews to customer interactions and impact companies' abilities to comply with human rights obligations.

STARBUCKS' RESPONSE AND THE VALUE OF EMPLOYEE TRAINING

The backlash to the Starbucks incident was swift. Starbucks issued an initial apology – which did little to quell the uproar – followed by Starbucks CEO stepping into the breach, asking for a meeting in Philadelphia with the two men,

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A Starbucks in Philadelphia recently came under scrutiny due to an incident that may have stemmed from racial bias. Canadians are not immune from racial prejudices and stereotyping, and well-trained employees can help protect your business from potential breaches of the law, including human rights obligations.

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Summer is typically a fantastic time to catch up on some reading. Here are some great recommendations from Bill Gates.

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Who We Are

The BCLMA, founded in 1972, is a non-profit organization with 187 Firm Representatives and 350 Affiliates across BC. It is the BCLMA's goal to provide educational and networking opportunities, to enhance skills as legal administrators and managers, and to provide professional and personal benefits to its registrants.

Member Services

The BCLMA provides opportunities to network with other law firm administrators and managers at annual Spring and Winter socials, and monthly subsection meetings. We host an annual Managing Partners Event, and a large conference every other year.

Newsletter Services

Topics is a public newsletter. Contact the Editorial Committee to provide comments on articles, to offer suggestions for articles in future issues, or to augment the circulation list. We welcome your feedback! Please send comments to membership@bclma.org.

Submissions

If you have an article or story idea you would like to submit, please email Sunita March at smarch@cfmlawyers.ca. Please note that our prescribed article length is 1000 words. All submissions will be subject to review by the editorial board.

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the mayor, and other stakeholders. Starbucks CEO personally travelled to Philadelphia, apologized to the two men, promised to conduct an investigation, and committed to making necessary changes to Starbucks' policies. In addition, Starbucks announced that on May 29, 2018 it would be closing 8,000 locations throughout the United States to train over 17,500 employees in recognizing implicit bias, among other things. In doing so, Starbucks consulted a number of civil rights experts to best guide long-term efforts to promote inclusion and fight employee biases.

More recently, Starbucks Canada announced it was following in the footsteps of its southern neighbour by closing 1,100 Canadian locations on June 11, 2018 for similar training.

Though it initially stumbled, Starbucks' comprehensive response is commendable, particularly for its CEO showing true leadership in the face of a serious public relations disaster. He demonstrated very clearly, to employees, customers, and society alike, that the experience of these two men was serious and that steps needed to be taken to prevent similar situations from arising. Each Starbucks location will take an income hit by closing up shop for the training, but no one can say that Starbucks is not "putting its money where its mouth is."

Overall, the two men settled for \$1.00 each, the expungement of their arrest records, and a promise of \$200,000.00 in funding for an entrepreneurship program at Philadelphia public high schools. They reported being pleased with the outcome and the opportunity to turn their negative experience into a positive initiative to help others. It is easy to imagine that had Starbucks CEO not responded as openly and transparently as he did, the two men would have pursued the case much further and at a much greater cost to Starbucks.

While many organizations struggle to find the time to provide proper employee training, let alone shut down operations for a day to do it, investing quality time in the proper training of employees is important. In situations like this, it may be key to minimizing or preventing discriminatory action from arising in the workplace. Starbucks sent a clear signal to other organizations that proper training, particularly on unconscious bias, is important and worth setting aside time to focus on, even if it means shutting down operations for a short period. Starbucks also demonstrated

WELCOME & KUDOS

NEW MEMBER FIRMS AND THEIR REPRESENTATIVE

Tiffany Webb, **Arvay Finlay**, Vancouver
 Deborah Low, **Ashcroft & Company**, West Vancouver
 Kristina Di Tomaso, **Beck, Robinson & Company**, Vancouver
 Linda Chen, **Chen and Xue LLP**, Richmond
 Lindsay Eden, **Dhanu Dhaliwal Law Corporation**, Abbotsford
 Esther Moore, **Geord Holland Law**, Kelowna
 John Logan, **Jenkins Marzban Logan LLP**, Vancouver
 Diane Barkwell, **Swift Dato Law Corporation**, Courtenay

NEW REPRESENTATIVE FOR EXISTING MEMBER FIRMS

Emily Galer, **Borden Ladner Gervais**, Vancouver
 Corinne Paulin, **Delta Law Office**, Delta
 Christin Tschacher, **Koffman Kalef LLP**, Vancouver

NEW AFFILIATES

Brooklyn Short, **Alexander Holburn Beaudin + Lang**, Vancouver
 Graham Bell, **Bennett Jones SLP**, Vancouver
 Jonathan Dickie, **Blakes LLP**, Vancouver
 Candy Tsang, **Dentons Canada LLP**, Vancouver
 Heinz Deubler, **Farris Vaughan Wills & Murphy LLP**, Vancouver
 Jordan Osing, **Farris Vaughan Wills & Murphy LLP**, Vancouver
 Patrice Riordan, **Fasken Martineau LLP**, Vancouver
 Zoe Brookes, **Gowling WLG (Canada)**, Vancouver
 Lei Yang, **Hammerberg Lawyers LLP**, Vancouver
 Joanne Willoughby, **Kahn Zack Ehrlich Lithwick LLP**, Richmond
 Marilyn Wong, **Kornfeld LLP**, Vancouver
 Greg Holubowicz, **Kornfeld LLP**, Vancouver
 Enzo Carotenuto, **Lawson Lundell LLP**, Vancouver
 Rebecca Sandulac, **Miller Titerle + Company**, Vancouver
 Debbie Easton, **Miller Titerle + Company**, Vancouver
 Jessica Leroux, **Richards Buell Sutton LLP**, Vancouver
 Christina Hughes, **Terra Law**, Vancouver

RECESS



"You told me I should be more creative."

the value of an early apology, being transparent about your organization's plans to remedy the problem, and backing those words up with action. Hopefully Starbucks' decision to train all of its Canadian and American employees will lead not only to an improved experience for customers, but for Starbucks' own employees as well.

Taking the time to train employees well helps protect the business from potential breaches of the law, including human rights obligations. The long-term benefits of employee training far outweigh any short-term inconveniences. This is doubly true when it comes to training employees on discrimination and bias as it is likely to reinforce the value of a respectful and inclusive workplace.



Preston Parsons is an associate lawyer at Overholt Law, practicing in the areas of employment and labour relations, human rights and privacy law. Overholt Law is a boutique employment and labour relations firm located in downtown Vancouver, British Columbia. For more information regarding Overholt Law, please visit www.overholtlawyers.com.

WELCOME & KUDOS



Raf Sansalone, a long-time member of BCLMA, retired on July 2, 2018. That date marked 37 years to the day since she joined the law firm Ladner Downs (now Borden Ladner Gervais) as a Human Resources Assistant in 1981.

Back then proper HR practices were only just being introduced in the large firms in Vancouver. And Raf was a pioneer, helping to establish the norms that we now all take for granted.

Raf has been involved with BCLMA (formerly VALA) since its beginning. She has always been a leader in the HR Subsection, providing mentorship and sharing information. She was instrumental in creating the CBA/BCLMA salary survey and chaired the committee until 2016 after which time she continued to help the committee tweak the survey annually.

In addition to her support of the HR sub-section and salary survey, the BCLMA board would like to mention we are all beneficiaries of something crucial that Raf and her cohorts in the early days of VALA did. They imbedded the values of professional generosity and sharing of knowledge within our community. These values have been key to the success of the BCLMA and are aspects that we carefully foster to this day.

We will continue to carry these ideals forward into the future and thank Raf for her commitment, generosity, professionalism and significant contributions to our legal community.



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Three Ways Vacations Boost your Productivity

by Linda Chu, Out of Chaos (Custom Home and Office Solutions)

I'm always a bit surprised when I work with business owners or employees who hesitate about taking vacations.

Often they feel they can't spare the time or afford the cost. Also, they fear the amount of work they'll face when they return. But it's important to take a break from your job to increase your productivity. In fact, residents of some of the most productive countries in the world receive 25 or more paid vacation days a year. Hello, Europe!

Here are three reasons why vacations are actually good for your productivity:

1. AVOID BURNOUT

For our own health, you need a break from daily pressures and the opportunity to truly rest (including getting more sleep!). Particularly if your job is high stress, fatigue affects your decision making and general attentiveness. Let's face it, you're not industrious if you're drained.

2. EXPOSE YOURSELF TO NEW EXPERIENCES

Time away from your day to day routine does wonders for your brain and creativity. Trips away from home can give you a fresh understanding of the world, new knowledge and a unique perspective.

3. COME BACK REFRESHED

When you return, you're more likely to feel recharged, happy and relaxed. This can mean more energy and even some new motivation at work. Studies show you need at least three days away to feel the benefits - and it doesn't need to be pricey.

Working without taking vacations isn't going to advance your career. It's more likely to lower your quality of work and impact your overall health.

Now, go book a vacation!

Learn more about our productivity and time management systems here or contact us at info@outofchaos.ca



Out of Chaos (Customized Home and Office Solutions) is a professional organizing company based in Vancouver, BC. We help residential and corporate clients throughout the Lower Mainland get organized for good by building habits they can easily sustain. Our Move Management Services provide stress-free assistance to families who are downsizing or managing a move. We are also available to corporations looking for Time & Task Management presentations.

PRESIDENT'S MESSAGE



Summer 2018

by Leslie Green, BCLMA President

BCLMA continues to grow. We have increased our membership and now have 187 member firms, and a total of 537 representatives and affiliates as well as 23 honorary members. We have nine subsections and four committees. We host two educational events per year, a biennial conference, two social networking events, and dozens of informational lunch meetings put on by our subsection Chairs and Co-Chairs. We are a thriving Association.

2018 CONFERENCE

In April we held our biennial conference “Law Firm Transformation: Engage, Communicate, Plan” at the Vancouver Convention Centre East. The new venue was extremely popular and very well-suited to our needs. With 122 delegates, attendance was at an all-time high. Our three speakers provided a well-rounded program and the marketplace was a hub of activity.

The post conference survey provided some wonderful feedback for future events. Our heartfelt thanks go to members who took the time to complete the survey either at the conference, or via the post-conference survey. Delegates overwhelmingly supported the downtown location, the April date, and the Thursday evening/full day

Friday format. Thank you to all delegates, vendors and volunteers for making the conference such a success.

SUMMER SOCIAL

The Summer Social was held at Bridges on June 7th, and once again the weather cooperated, allowing us to enjoy the deck and the wonderful view. It was an evening of reconnecting with friends and colleagues, and “unlocking” our networking potential.

STRATEGIC PLANNING

As we announced in January, the Board continues to work on its three-year strategic planning initiatives:

- Technology for membership
- Educational enhancements

- Marketing for growth
- Organizational foundation

As part of the Technology initiative, we are testing systems to livestream and record subsection meetings and educational events. The system will be rolled out this fall, and we have asked subsection Chairs and Co-Chairs to identify upcoming meetings that are appropriate for remote viewing and/or recording.

FALL EDUCATIONAL EVENT

The Fall Educational Event will be held on Thursday, October 4th, and will feature Kristen Brown. Kristen is a much sought-after speaker who recently appeared at the ALA conference. She will be presenting on the topic of personal leadership.

MANAGING PARTNERS LUNCH

This event will be held in early November. Speaker and topic will be finalized in the next few weeks and invitations sent out in September.

WINTER SOCIAL

Mark your calendar! This year's Winter Social will be held on the evening of November 29th

at the Sutton Place Hotel on Burrard Street. The format will be a reception followed by a sit-down dinner.

SURVEYS

BCLMA conducts seven annual surveys and one bi-annual survey. The survey schedule is available in the Resources section of www.bclma.org. Survey results contain valuable information that assist firms in making important financial and HR decisions. In most cases, the results are only available to those who contribute their information. I encourage all firms to participate in as many surveys as possible, thereby gaining access to the results and enhancing the data for all.

If you have any ideas or feedback, please feel free to contact any of your Board members. Our goal is to provide the best possible experience for our members, and your opinion is invaluable.

Wishing you all a wonderful summer!

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MEMBER SNAPSHOTS



KEN WONG

How long have you been a BCLMA member?

Six plus years.

Where do you work?

McQuarrie Hunter LLP.

Where did you vacation last?

Montreal/Ottawa.

Where were you raised?

South Vancouver.

Favourite wine under \$20?

Wine???? Scotch!!

Favourite lunch spot?

Lunch? We are entitled to lunch? LOL.

Favourite restaurant?

Martini's Restaurant.

Favourite or most recent movie?

Ferris Bueller's Day Off.

What's a must-read book?

A Practical Guide to Successful Law Firm Management.

How do spend your spare time?

Golf.....fore!!!!

Favourite BC day trip?

Playing golf at Tobiano in Kamloops.

What do you most enjoy about working in the legal industry

The varied work that we do and the opportunity to work with professionals.

BCLMA SUMMER SOCIAL



BCLMA Summer Social 2018

Photos by Jesse Donaldson

The BCLMA annual Summer Social was held on June 7. We lucked out again with the weather and members enjoyed socializing inside and outside on the patio. Along with some chilled local beers, a great selection of wines and plenty of delicious food, we had a wonderful event at Bridges Restaurant on Granville Island.

One hundred and forty representatives, affiliates, honorary members and business partners attended the social.

Leslie Green, BCLMA's President, was the emcee for the evening along with Directors Elizabeth Jackson and Lisa Rennie, who

assisted by handing out generous sponsor donated prizes.

BCLMA honoured recent retiree, Raf Sansalone of Borden Ladner Gervais, who has been a member of the association for many years, a loyal supporter, and the champion

behind the invaluable BCLMA Support Staff Compensation and Charge-Out Rate surveys.

Thank you to everyone who attended our annual Summer Social – it was another very successful social event. And thank you to all our sponsors – we greatly appreciate the ongoing support of BCLMA events.

SPONSORS & PRIZE WINNERS

Thank you to all our sponsors for supporting this event. Sponsors and corresponding donated prizes included:

PREMIER SPONSORS

- **RICOH**, represented by Todd Mulherin and Dalvinder Kular, Camera won by Suzanne (Lakes Whyte)
- **Do Proccess**, represented by Clive Bellian, Visa gift card won by Raf (BLG)
- **Shaw Sabey**, represented by Mario Montagliani and Raquel Cooper, White Caps tickets, won by Alexa (Harper Grey)

SUMMER SOCIAL EVENT SPONSORS

- **Arlyn Recruiting**, represented by Stephen Danvers and Diane Cronk, Coach Purse won by Cindy (RBS)
- **BMC**, represented by Brian Mauch and Sam Lee, three Google Home Minis, won by Blair (Singleton Reynolds), Erin (Owen Bird), Jonathan (Blakes)
- **ZSA** represented by Laura Stanley and Tessie Kovar, Saje diffuser and gift card for Skoah won by Joanne (Singleton Reynolds)

BCLMA was very lucky to have five Contributing Sponsors for this year's Summer Social.

- **Cettec Digital Imaging**, a new BCLMA sponsor, represented by Tamas Cseza and Eric Bullis, Pacific Centre gift card won by Tina (Miller Thomson)
- **DLO Move Support**, represented by husband and wife team, Laurie and Lane Oseen and BCLMA Honorary member Donna Oseen, Magnum of red wine won by Sonja (Whitelaw Twinning)
- **FSquared Marketing**, represented by Lynn Foley, two bottles of wine won by Jay (Singleton Reynolds)
- **Impact Recruiting**, represented by Mark Fenwick and Bridgett O'Connor, Pacific

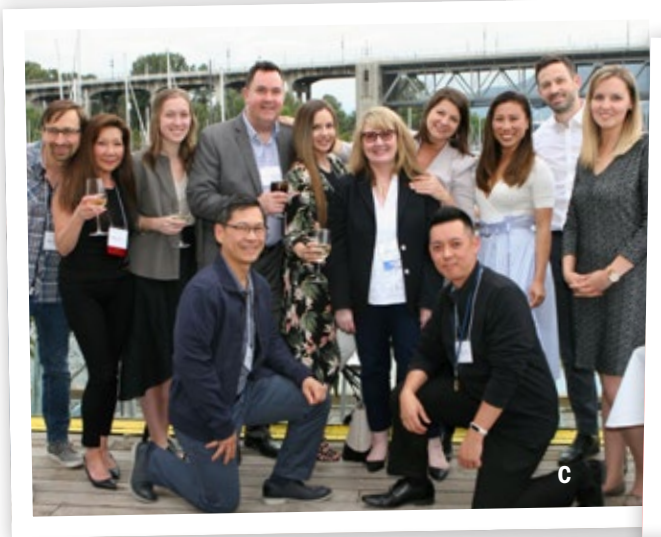
Centre gift card won by Karen (David Doig)

- **Optinet**, represented by James Robertson and David Verklan, two bottles of wine won by Monique (Harper Grey)

Twelve successful players of the BCLMA "Lock & Key" networking game had their names drawn to choose one of twelve colour gift bags, each containing a gift card to a number of different establishments.

Congratulations to all our winners!

BCLMA SUMMER SOCIAL



A) Jacquie & Mary (Lawson Lundell)

B) Our sponsors!

C) Greg & Marilyn (Kornfeld) join in AHBL's team photo, Brooklyn, Peter, Erica, Ann, Tammey, Scarlett, Hamish, Kate, George, Ken

D) Ruth-Ann (RBS) Alicia (Norton Rose) Shirley (RBS)

E) Neena (Holness) Grace & Bria (BLG) Jazmin (Holness)

BCLMA SUMMER SOCIAL



F) Maureen (Jeffery & Calder), Angela (BCLMA Treasurer)

G) Larisa & Manal (Blakes), Hazki (Miller Thomson)

H) Lisa (BCLMA Director) presents flowers for retiree Raf (BLG)

I) Blair (Singleton Reynolds), Debbie (Lawson), Gwen & Alexa (Harper Grey)

J) Lane & Laurie (DLO) ,Greg (SAI), Christin, Lily & Sonja (Whitelaw Twining)



BCLMA SUMMER SOCIAL



K) Lisa & Monique (Harper Grey), Tracy (Miller Thomson)

L) Kathy (Boughton Law), George (AHBL)

M) Dalvinder & Todd (Ricoh) Peter (AHBL)

N) Carina (Smiths IP), Jackie (Lindsay), Lifan (Hastings Labour Law), Kelly (Lesperance Mendes)

O) Lock and Key networking activity





eDiscovery Course Now Offered at Vancouver Community College

By Ann Halkett and Monique Sever

Law firms require staff knowledgeable in eDiscovery. For those not familiar with the concept, eDiscovery is a process mapped out in the Electronic Discovery Reference Model (www.edrm.net). Software tools are used to augment the process.

eDiscovery is a technical discipline that requires one foot in information technology and one foot in the legal sphere.

Now, for the first time, there is a course in British Columbia that will provide the basic skill set and knowledge to handle eDiscovery.

The course, “Electronic Discovery & Litigation Technology (LEGL 1180)” is an intensive introduction to the area and runs for seven weeks as part of the curriculum at the downtown campus of Vancouver Community College. Weeks one to four provide a high-level introduction to eDiscovery theory. In weeks five to seven students work in a computer lab and are introduced to some different types of litigation technology and how it can be applied. While the course is open to everyone, those with knowledge of the civil litigation process will

particularly benefit in that they will gain an understanding of the technical basics along with the theory involved with the area.

The course is very practical in nature and assignments mimic tasks that staff undertake in a matter involving electronic evidence, such as:

- Identifying the general legislation and principles governing ediscovery in Canada;
- Explaining where electronic records reside, where to look for them, and how to collect them;
- Estimating data volumes and costs;
- Determining how to reduce costs associated with ediscovery, and understand the importance of processing data;
- Drafting an electronic data exchange agreement and appreciating why you would need one;

- Developing and approaching the review of evidence and the presentation of electronic evidence;
- Grasping the importance of encryption and ethical issues;
- Navigating through an evidence database program and explaining the purpose of a database;
- Discussing the more advanced database functions including the creation of load files for the exchange of evidence with opposing counsel, and the importance of conducting quality control and other checks; and
- Acknowledging the importance of best practices and protocols when dealing with electronic evidence.

With the growing challenges of how best to handle the immense data and documentation now being processed, this edition to the legal education sector is definitely welcome and timely. While the course will not provide software training, it does provide an introduction to some different types of litigation technologies.

For more information see the VCC website at: [Programs & Courses - Electronic Discovery & Litigation Technology](#)



Ann Halkett is the Litigation Support Manager at Alexander Holburn Beaudin + Lang LLP, and is responsible for all aspects of building and maintaining firm-wide litigation support systems and practices,

selection and implementation of litigation support and Electronic Discovery technologies, creation and implementation of effective litigation support practice policies, procedures, oversight and management of litigation support personnel, and education within the firm. She has 20 plus years of legal experience and is certified in a number of different litigation support software programs.



Monique Sever is a Paralegal and eDiscovery Specialist at Harper Grey LLP in the Commercial Litigation Practice Group. She has extensive knowledge in the design and use of various document management systems utilized for complex, document-intensive and multi-party litigation. She provides advice and support to assist with the firm's variety of litigation support software as well as assisting clients with the collection of their electronically stored information, and the review, analysis and production of same.

selection and implementation of litigation support and Electronic Discovery technologies, creation and implementation of effective litigation support practice policies, procedures, oversight and management of litigation support personnel, and education within the firm. She has 20 plus years of legal experience and is certified in a number of different litigation support software programs.



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Summer Reading List: Bill Gates shares his summer book recommendations

Looking for some interesting new reads for summer getaways or downtime? Or maybe something for your commute? From his [gatesnotes.com](https://www.gatesnotes.com) site, here are five books you might enjoy according to Bill Gates, along with his comments on each.

LEONARDO DA VINCI BY WALTER ISAACSON

I think Leonardo was one of the most fascinating people ever. Although today he's best known as a painter, Leonardo had an absurdly wide range of interests, from human anatomy to the theater. Isaacson does the best job I've seen of pulling together the different strands of Leonardo's life and explaining what made him so exceptional. A worthy follow-up to Isaacson's great biographies of Albert Einstein and Steve Jobs.

EVERYTHING HAPPENS FOR A REASON AND OTHER LIES I'VE LOVED BY KATE BOWLER.

When Bowler, a professor at Duke Divinity School, is diagnosed with stage IV colon cancer, she sets out to understand why it happened. Is it a test of her character? The result is a heartbreaking, surprisingly funny memoir about faith and coming to grips with your own mortality.

LINCOLN IN THE BARDO BY GEORGE SAUNDERS.

I thought I knew everything I needed to know about Abraham Lincoln, but this novel made me rethink parts of his life. It blends historical facts from the Civil War with fantastical elements—it's basically a long conversation among 166 ghosts, including Lincoln's deceased son. I got new insight into the way Lincoln must have been crushed by the weight of both grief and responsibility. This is one of those fascinating, ambiguous books you'll want to discuss with a friend when you're done.

ORIGIN STORY: A BIG HISTORY OF EVERYTHING BY DAVID CHRISTIAN.

David created my favorite course of all time, Big History. It tells the story of the universe from the big bang to today's complex societies, weaving together insights and evidence from various disciplines into a single narrative. If you haven't taken Big History yet, *Origin Story* is a

great introduction. If you have, it's a great refresher. Either way, the book will leave you with a greater appreciation of humanity's place in the universe.

FACTFULNESS BY HANS ROSLING, WITH OLA ROSLING AND ANNA ROSLING RONNLUND.

I've been recommending this book since the day it came out. Hans, the brilliant global-health lecturer who died last year, gives you a breakthrough way of understanding basic truths about the world—how life is getting better, and where the world still needs to improve. And he weaves in unforgettable anecdotes from his life. It's a fitting final word from a brilliant man, and one of the best books I've ever read.

Read Mr. Gates' full reviews from his site here: <https://www.gatesnotes.com/About-Bill-Gates/Summer-Books-2018>

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MEMBER SNAPSHOTS



NAV GILL

How long have you been a BCLMA member?

Since March 2018.

Where do you work?

Embarkation Law.

Where did you vacation last?

Punta Cana.

Where were you raised?

Born in Calgary, grew up in Vancouver.

Favourite wine under \$20?

Dona Paula-Malbec.

Favourite lunch spot?

SMAK.

Favourite restaurant?

Sandbar.

Favourite movie?

Gladiator.

What's a must-read book?

Currently reading: *Pachinko.*

Recommend: *Many Lives, Many Masters.*

How do you spend your spare time?

Go for a walk.

Favourite BC day trip?

Shuswap Lake.

What movie describes your life?

As lame as it sounds - *Law Abiding Citizen* lol.

Do you have siblings?

I am the eldest. Two younger brothers, who act older.

What do you enjoy about working in the legal industry?

That it's always changing and evolving.



8 Things to Stop Beating Yourself Up About

by Mel Robbins. This article was originally published on Audible's official blog, *Audible Range*

It's time to stop beating yourself up if you're stuck in old patterns. I'm going to show you how with science-backed tools that are proven to help you identify the root causes of your stress, and allow you to move forward with your life.

1. PROCRASTINATION.

Some really smart people have devoted their lives to researching procrastination. The findings? Procrastination has nothing to do with laziness, lack of work ethic, or your ability to be productive. It has everything to do with the stresses in your life. If you procrastinate, stuff like making to-do lists, buying new planners, and trying all of the time-management hacks will never work.

Until you go to the root cause of why you procrastinate — which is stress in some area of your life — you'll keep blowing off work in order to binge on cat videos. Cat videos relieve your brain of stress in the moment, making your brain feel like the overall stress in your life is gone. Whether your stress is related to something simple or serious, the same rule applies. Go to the root and take those stresses out of your life. And if you experience repeated stress related to things in your past, you may struggle with PTSD. As counterintuitive as it may seem, the best solution for your procrastination problem is EMDR (Eye Movement Desensitization and Reprocessing) or other targeted therapy. (Editor's note: Agreed! Reach out to your favorite medical professional to explore your treatment options.)

2. YOU'VE TRIED TO QUIT BAD HABITS BUT YOU CAN'T.

Habits are behaviours that get encoded into our brains. They are regulated by a trigger. When you feel, hear, smell, sense, or taste the trigger, your body automatically, without thinking, starts what researchers call a "habit loop." The relief: all habits can be broken.

The first step is to understand that the root of a habit is a trigger.

If you're trying to quit smoking, just using the patch will never be enough. Even after the physiological dependence leaves your body, all of those million triggers are still there. With cigarettes, there's the trigger of "the alarm goes off, I need a smoke." There's the "I just brushed my teeth, I need a smoke." There's the "I just poured a cup of coffee" and the smell of the coffee, the time of day, the sound of it hitting the cup, that all triggers the part of your brain that goes into automatic.

With this understanding, you have a little bit of compassion for yourself and realize that you're in a situation where everything in your house is going to remind you of a cigarette. Instead of trying to get rid of the

triggers — which is impossible — you need to find a new, adaptive behavior that you turn to as soon as you are triggered. An example might be changing the flavour of your coffee or replacing having a smoke with going on a three-minute walk. If you can't break a habit, there's nothing wrong with you. You're just going about it in the wrong way.

3. YOU DON'T KNOW HOW TO FIND YOUR PASSION.

Let me tell you a little secret: you will never just "find" your passion. We talk about passion as this woo-woo thing that's supposed to come into our lives. If you're struggling to figure out what you're passionate about, that's totally normal. Your passion isn't what you "love" doing. Passion is simply energy. If something energizes you, follow it. If it depletes you, stay away from it.

If you want to figure out what energizes you, you need to get out there and start doing things. Trial and error. If you are trying to "find your passion" do everything in your day with this question in mind: Does this energize me or deplete me?

You won't discover that you love carpentry if you've never tried making something out of wood. You won't know if you're a good speaker until you get up on stage. You won't know that you'd make a great bakery owner until you volunteer or work at one. You have

to try a bunch of things and find out what you don't like before you can be 100 percent positive about what you're here to do.

4. YOU NEVER HAVE ENOUGH TIME.

Instead of saying "I don't have time," start saying "It's not a priority" and see how that feels. By changing just a few words, you're forced to get clear on what actually matters and what doesn't.

Understand that you're ultra-busy for a reason. Oftentimes, we're busy — but busy spinning in circles. One of the reasons people stay so busy is because if they were to slow down, they would be forced to deal with whatever they are dealing with underneath the disguise of "busy-ness".

We need to slow down and tune in into our emotions in order to see the problems we're scared to face.

Instead of being stressed about your schedule, take a look at why you're taking on so many commitments in the first place. If you "never have enough time," I challenge you to slow down today and see where there's an opportunity to say "no" to new things at work or in your personal life so you can start to make time for your priorities.

5. YOU DON'T DO THE THINGS YOU NEED TO DO.

If you are somebody who is smart, is able to identify the things you need to do, and yet you constantly don't do them, there is an underlying story that you have about yourself — and it keeps playing out. You become a self-sabotaging, self-fulfilling prophecy.

Instead of asking why you aren't able to do the things you need to do, I want you to look at what happened to you. I remember a time when I was super stuck, and the one thing that marked that time period in my life was a ton of shame and feelings of worthlessness and self-loathing.

Maybe you've been there. Maybe you're there now. We all have different reasons for being there. Maybe you were in an abusive relationship, maybe you haven't recovered from a huge setback in life. Whatever it is, you've got to stop being so mean to yourself. With self-sabotage, we take something that someone else used to do or say to us, or something life has done to us, and we do it to ourselves. The reason you don't carve



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out time for yourself, and blow off the things that mean the most to you, is because of this underlying feeling that you're not important or worthy of happiness.

And the only way to break this story is through action.

Today, start being kind to yourself and change your story about the kind of person that you are.

Take one small action on something that matters to you, try this every day for a week, and I promise your confidence muscle will start to take shape.

6. YOU QUIT WHAT YOU START.

If you're a quitter who has trouble following through on things, I can guarantee this is a pattern encoded in your brain since you were young. The first thing to do is take a look into your past. When was the first time that you quit at something? And, when you quit at that thing, why did you do it? What feelings led you to quit?

Most likely, when those same feelings rise up today, you quit, again and again. These are

sneaky feelings because they subconsciously trigger us to execute the same reaction: quitting. The habit has become your way of life. Today, instead of wondering why you can't stick to anything, have some self-compassion and realize quitting has become your coping strategy for when things get hard.

Once you get familiar with the feelings that rise up before you quit, you can start to push through them and become someone who gets shit done.

7. YOU'VE BEEN COMPLAINING ABOUT THE SAME PROBLEM FOR YEARS.

If you have a problem that you have been trying to fix forever and you're not making any progress, I've got a prediction. You don't have any interest in fixing it. Accept that you don't want to change. In fact, you might be using that problem as a way to get out of taking responsibility.

If you've been moaning for years about your job, your weight, your relationships, but you haven't done anything to actually change anything, I bet complaining is actually your way of manipulating others to feel bad for you. Stop complaining about the problem and realize changing doesn't really matter to you.

If you decide you truly want to change, you need to stop complaining and get to the root of why you still have that problem.

It's probably because you gain support (or the ability to manipulate) from others with your complaining. Ask yourself why it matters to you without needing external validation. This will help you make sustained changes, starting with ending the habit of complaining.

8. YOU ARE NOT YOUR PAST.

Many of us get hooked when thinking about the past. Even if you've changed and today no longer have the destructive habits and mindsets that you once did, it can be incredibly hard to make peace with your past. However, when you're making yourself wrong about your past, you're not being proud of how far you've come.

If you want to be happy, you need to forgive yourself for the mistakes that you've made and embrace and be proud of where you're at now. No matter where you are, I know that in several areas of your life you have come a long way. How could you possibly move beyond the mistakes that you've made in the past if you're not proud and celebratory of how far you've come?

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How can we help your business today?

Right now, I want you to acknowledge yourself for how far you've come. Just like you, I'm a work in progress who is working on taking my life to the next level.

Motivation is a myth, but taking control of your life is simple with action.



For more of Mel's life-changing, no-B.S. perspectives on how to change your mindset, life, work, and relationships, check out Kick Ass with Mel Robbins. You'll hear real people with real problems experiencing real change. They're dealing with everything from procrastination to anxiety and alcoholism to weight loss. The lessons will help you take action in your own life to once and for all identify and move on from what's been holding you back.



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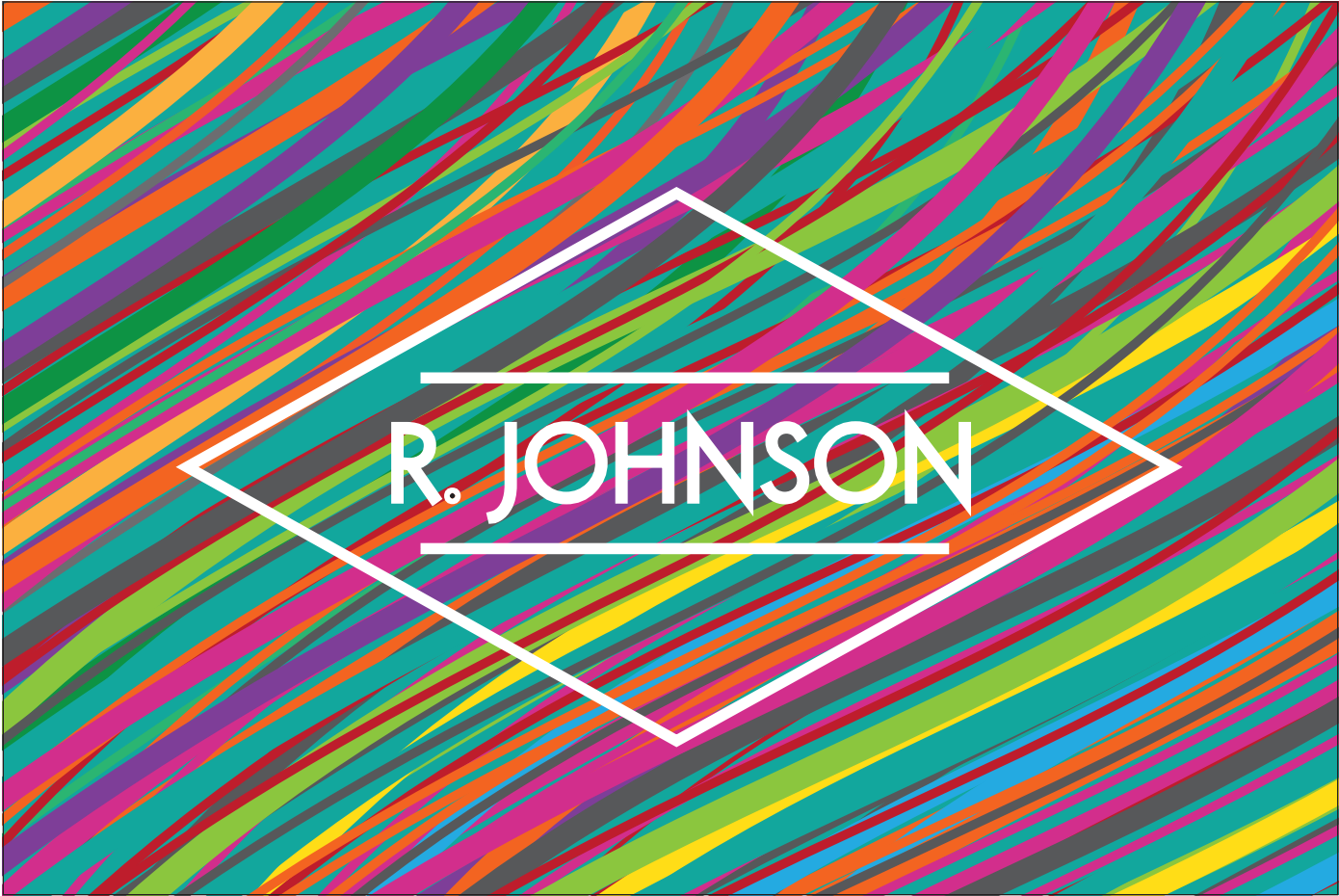
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MEMBER SNAPSHOTS



SHANNON HENRY

How long have you been a BCLMA member?

One year in September - I still get to wear the blue "New Member" ribbon.

Where do you work?

Borden Ladner Gervais LLP.

Where did you vacation last?

Maui, Hawaii.

Where did you grow up?

London, Ontario and it's debatable if I would call myself "grown up".

Favourite wine under \$20?

Cevennes Rose - Les Fleurs du Mal.

Favourite lunch spot?

Thai Express, spicy basil fried rice with LOTS of Sriracha on top.

Favourite restaurant?

BLVD Bistro, North Van - I love brunch!

Most recent movie?

Incredibles 2, I think I enjoyed the movie more than my daughters.

What are you reading?

I just started reading, *12 Rules for Life*, by Jordan Peterson.

What do you most enjoy about working in the legal industry?

I work with so many brilliant people and every day I find myself learning something new - sounds so cliché but it's the truth.

Something surprising about you?

I competed as a National gymnast for Ontario in my youth, and can still walk on my hands.

How do spend your spare time?

Anything outdoors and spending time with my family.

What movie describes your life?

Inside Out.

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