

## 2022 BCLMA Conference “Leadership Reimagined”

**KEITH CASSIDY**, Office Services Manager at Borden Ladner Gervais LLP

**T**he 2022 BCLMA Conference titled “Leadership Reimagined: Adaptive Strategies for Evolving our Legal Industry” took place April 21<sup>st</sup> and 22<sup>nd</sup> at the Vancouver Convention Centre East. It was an exciting opportunity for us to return to an in-person conference after everything we’ve all been through the last couple of years. We were very pleased with the attendance as we had 122 delegates including six delegates who travelled in from outside of the Lower Mainland.



Following some opening remarks our conference kicked off with keynote speaker Celina Caesar-Chavannes giving us all a 10-step guide to becoming transformative leaders for our firms. The former Member of Parliament impressed upon us how to bring our own authentic selves to work, and how fundamental that is to ensure that others are able to feel comfortable in bringing their same level of authenticity forward.

Building on this energy and momentum of the opening session our conference attendees then had some time to network before making their way to the lunch and Imaginarium marketplace. A great chance for our delegates to meet, greet, and discuss business while making their way through the vendor booths. A special thank you to all of our amazing vendors and sponsors for supporting our marketplace and for donating such fantastic prizes!

## FEATURES

- 1 2022 BCLMA CONFERENCE “LEADERSHIP REIMAGINED”**  
A recap of and photos from our 2022 BCLMA Conference.
- 9 WHAT TO LOOK FOR IN A MANAGED IT SERVICE PROVIDER FOR FIRMS WITHOUT IN-HOUSE IT**  
5 key things to keep in mind when looking to onboard a managed IT services provider.
- 12 YOUNG PROFESSIONALS EVENT**
- 13 BCLMA SUMMER READS AND PODCASTS**  
Summer is here! Enjoy these suggestions provided by your fellow BCLMA members.
- 17 RECORDING YOUR COLLEAGUES AT WORK**  
There is concern nowadays about being recorded at work – what if it was your colleague doing the recording?
- 19 THINK LOCAL**  
Staying close to home this summer? Check out some fun summer activities suggested by fellow BCLMA members!

### ALSO IN THIS ISSUE

<b>WELCOME &amp; KUDOS</b>	<b>8</b>
<b>MEMBER SNAPSHOT</b>	
Seeta Prasad	<b>16</b>
<b>THE SOUNDING BOARD</b>	<b>21</b>
<b>SAVE THE DATE</b>	<b>22</b>
<b>RECIPE</b>	<b>23</b>

#### Who We Are

The BCLMA, founded in 1972 is a non-profit organization with 195 law firm members and 550 individual members across BC. The BCLMA's goal is to provide educational and networking opportunities, enhance skills as legal administrators and managers, and 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 [general@bclma.org](mailto:general@bclma.org).

#### Editorial Committee

**Heather Orchison**, Chair  
BCLMA  
[general@bclma.org](mailto:general@bclma.org)

**Keith Cassidy**, TOPICS Editor  
Borden Ladner Gervais LLP  
Direct: 604.640.4157  
[kcassidy@blg.com](mailto:kcassidy@blg.com)

#### Lifen Lee

Hastings Labour Law Office  
Direct: 604.609.6699  
[ll@hllco.ca](mailto:ll@hllco.ca)

**Ronda Smyth**, TOPICS Advertising  
Richards Buell Sutton LLP  
Direct: 604.595.2319  
[rsmyth@rbs.ca](mailto:rsmyth@rbs.ca)

#### Lorin Birnie

Miller Thomson LLP  
604-628-2866  
[lbirnie@millerthomson.com](mailto:lbirnie@millerthomson.com)

#### Committee Administrative Support

**Jane Kennedy**  
Direct: 604.988.1221  
[info@bclma.org](mailto:info@bclma.org)

#### TOPICS Production

**Doris Pfister Murphy**  
[DPM Word Projects](mailto:DPM Word Projects)

#### VOLUNTEER OPPORTUNITY!

The TOPICS Newsletter Committee is looking for volunteers to join us! We're a dynamic, fun group who are looking for a few members to help source thought-provoking articles that are relevant and beneficial to all subsections. We have four lunch hour planning meetings per year (lunch provided) in which we plan out each edition. No business writing skills are required, just your enthusiasm.

This is a great opportunity to both network and contribute to BCLMA and the legal community. If you are interested or have any questions please contact Committee Chair, Heather Orchison at [general@bclma.org](mailto:general@bclma.org).

#### Submissions

If you have an article or story idea you would like to submit, please email Heather Orchison at [general@bclma.org](mailto:general@bclma.org). Please note that our prescribed article length is 1000 words. All submissions will be subject to review by the editorial board.

#### Copyright Reproduction Rights

TOPICS is copyrighted. However, we encourage you to circulate or copy this newsletter unmodified for your own internal or private use.

The newsletter, its contents or its material may not be sold, intact or modified, nor included in any package or product offered for sale.

©2022 BCLMA, CANADA. This issue and the newsletter's archive are all available in PDF format at [www.bclma.org](http://www.bclma.org)



MEMBERS HAPPY TO BE BACK TOGETHER

Following the vendor marketplace was a panel discussion “Evolving Leaders – Learning Today’s Lessons to Lead for Tomorrow” moderated by Lindsay Chan. Panelists Tracey Gurton and Linda Lucas gave our attendees a lot to think about after 90 minutes of engaging conversation and thoughtful insight. How people work has shifted so dramatically, so innovating how we lead is a must.

Our 50th anniversary dinner was headlined by The Right Honourable Beverley McLachlin, P.C. She spoke to us about the sheer amount of change she has seen in her career and lifetime, and how she wouldn’t have been able to fathom how much change has occurred over that timeframe. Commenting on the four industrial revolutions and reminding us of how each of them shaped the world at the time, one couldn’t help but be struck by how accelerated the timeline has been between each successive revolution. Change just doesn’t feel like it’s happening more quickly, it is happening more quickly. Though we need to be adaptable and ready for all the change (and opportunities) that lie ahead of us, Beverley helped remind us that we also need to strive to remain anchored in what is important to us at our core. Disruption will occur all around us and it can consume us if we let it. Stay grounded and stand firm. Take time to think, or to not think at all. Being in the moment is more important than ever before. It was an absolute pleasure to have Beverley in our company and listen to her insightful perspective.

Guests for dinner enjoyed an array of carefully selected BC wines and an amazing spread of food throughout the evening.

Our emcee kept the evening flowing with fun trivia about the early years of the Association and what life was like back in 1972. A slideshow played images of past events and members, old and new, enjoying themselves over the years. Such a great reminder of the collegiality that arises from our legal community. Displayed around the room were various mementos from BCLMA’s history. It was so nice to take a walk down memory lane and appreciate how much has changed from the early VALA (Vancouver Area Law Association) days. What a remarkable 50 years it has been!

The second day of our conference started off with the BCLMA AGM and breakfast. We had 35 attendees for our AGM as the Board welcomed

Robert Sanzalone (Technology Trainer, Bennett Jones) to fill our vacant Director position. The Board looks forward to working with Robert and gaining from all the skills he’ll be bringing to the table. It was also time to officially vote on a new President for the Association, and Alexa Kingsmith (Legal Marketing Manager, Harper Grey LLP) was voted in. Lorraine Burchynsky as the Past President handed over the gavel to Alexa and it was made official. We are excited to have Alexa in this role and the Association and its members will greatly benefit from her leadership and enthusiasm.



GUEST SPEAKER RIGHT HONOURABLE JUSTICE BEVERLEY MCLACHLIN, P.C.

Delegates had their choice of workshop in the morning: Design Thinking lab led by Brianna Leung; Cyber Resilience & Security Incident Readiness led by Claire Feltin, Jomar Gacoscas & Neumann Lim; and Building Trust & Rapport by





BOOK DRAW WINNER  
RECEIVES A SIGNED COPY



WORKSHOP VIA THE DIGITAL AGE



WORKSHOP ENGAGEMENT



CLOSING KEYNOTE

Diane Ross. We received great feedback from our delegates who attended these and we thank the above presenters for all the value they brought to attendees.

After a coffee and more networking, our Day 2 Keynote speaker Keith MacPherson led his session “Making sense of Mindfulness in the Workplace.” Armed with a calming presence, relatable stories, his singing voice and his guitar, he helped us all become more mindful. It was so great to have him join us from Winnipeg and it was a great way to end the conference learning before our lunch and final remarks.

#### A SPECIAL THANK YOU TO ALL OF OUR AMAZING EVENT SPONSORS:

**Visionary sponsors:** Axis Insurance and Forge Recruitment

**Luminary sponsors:** Advanced, Hunter West Legal Recruitment, Net Documents, Ricoh, and Worldox

**Discoverer sponsors:** BMC Networks Inc, Dye & Durham, and LexisNexis

**Contributor sponsor:** Facilityplus.com

**Supporter level sponsor:** Anna Beaudry Photographic Design, DLO Move Support Services Ltd and Heritage Office Furnishings



2022 CONFERENCE COMMITTEE

In addition to our sponsors, this conference would not have been made possible without the tireless work and dedication of our 2022 BCLMA Conference Committee. A special gratitude to Committee members Margaret Cividino, Chelsea Birnie, Ruby Jinnah, Sandra Marshall, Milana Smiljanic, Amy Sobels, Ivy Su, Candy Tsang, Astrid Waalwijk, Jane Kennedy, Heather Orchison. Thanks as well to Ronit Landon and Naomi Anderson who, while both having left legal, had contributed their efforts and time to help our conference succeed. Hope to see everybody at the next conference!





DELEGATES RECEIVE A STAMP  
AFTER VISITING EACH BOOTH



CONFERENCE MARKET PLACE



BCLMA OUT OF TOWN DELEGATES



PANEL DISCUSSION



EVENING MC KEEPS THE PARTY  
ENTERTAINING AND FLOWING



2022 CONFERENCE SPONSORS

# BCLMA gratefully acknowledges our 2022 Top Tiered Conference Sponsors

## Visionary



## Luminary



## Discoverer



## Contributor



## Supporter





## Call for Submissions

Do you have an idea for an article that you think would benefit BCLMA members? Are you itching to put pen to paper (or more likely fingers to keyboard) or do you have an article already written that you'd like to share? We are always looking for submissions!

If you have an article or story idea you would like to submit, please email Heather Orchison at [general@bclma.org](mailto:general@bclma.org). Please note that our prescribed article length is 1000 words. All submissions will be subject to review by the editorial board



## More Ways to Manage Your Documents

**Baker+Cadence is now providing two market leading document management solutions.**

### Worldox

- On-premises and hosted cloud options
- Exceptional simplicity and usability
- Unlimited flexibility and easy integration
- Seamless support for all your information

### NetDocuments

- Built and optimized for the Cloud
- Access your documents anywhere, anytime
- Highest security of any cloud-based DMS
- Internal and external document collaboration
- Industry-leading technical support 24/7/365

Email [info@bakercadence.com](mailto:info@bakercadence.com) for a live demonstration

**baker+cadence** | solutions, LLC

[www.bakercadence.com](http://www.bakercadence.com) | (916) 677-4277 | [info@bakercadence.com](mailto:info@bakercadence.com)



**FORGE**  
RECRUITMENT

**BUILDING  
STRONG TEAMS**

**LEGAL AND ACCOUNTING & FINANCE**



[forgerecruitment.com](http://forgerecruitment.com)

@forgerecruitment [in](#) [@](#) [f](#) [t](#) [v](#)



## Recalibrating Your Technology Selection Process for Changed Times

Join Advanced and NetDocuments for an exciting discussion celebrating the official launch of the next generation document management system for Canadian law firms, we discuss how to effectively address the changing work environment, the evolution of Cloud technology and defending against cyberthreats. [Click here to watch.](#)

[oneadvanced.com](http://oneadvanced.com)

T: +1 888 878 4548

## UNIFIED CORPORATE HEADSHOTS



Is organizing a firm-wide photo shoot stressing you out?  
Then hire the expert!

Our Signature System is a  
full service experience,  
everyone leaves the session  
loving their new headshot



Call today for a quote  
and become the office hero  
604.616.9712

[WWW.ANNABEAUDRY.COM](http://WWW.ANNABEAUDRY.COM)

## WELCOME & KUDOS

### New Member Firms and their Representative

Jordan Dixon **Lindsey MacCarthy LLP**  
Vancouver

Kayleigh Hansen **Poulus Ensom LLP**  
Vancouver

### New Representatives for Existing Member Firms

Nour Salmon **MLT Aikins LLP**  
Vancouver

Michelle Vezina **Cassels Brock & Blackwell LLP**  
Vancouver

Carly Beatty **Cozen O'Connor**  
Vancouver

### New Individual Members

Shelley Braun **Alexander Holburn Beaudin + Lang LLP**  
Vancouver

Aisha Jeffery **Bennett Jones LLP**  
Vancouver

Raf Sansalone **Borden Ladner Gervais LLP**  
Vancouver

Camise Bloomfield **Boughton Law Corporation**  
Vancouver

Allison Werner **Boughton Law Corporation**  
Vancouver

Brad Roach **Cassels Brock & Blackwell LLP**  
Vancouver

Ksenia Michtchenko **Dolden Wallace Folick LLP**  
Vancouver

Roman Kohut **Hammerco Lawyers LLP**  
Vancouver

Aaron Rouillard **Harper Grey LLP**  
Vancouver

Christine Paek **MacCallum Law Group LLP**  
Langley

Linda Misbah **McCarthy Tétrault LLP**  
Vancouver

Patrick Tam **McEwan Partners LLP**  
Vancouver

Dean Murfitt **MLT Aikins LLP**  
Vancouver

Elliot Baker **Norton Rose Fulbright Canada LLP**  
Vancouver

Diana Hamilton **Virgin Hickman**  
Vancouver

### Name Change

**Swadden and Company** is now  
**Meridian Law Group**





# What to Look for In a Managed IT Service Provider for Firms without In-House IT

**MIKE HAMFELT**, VP & Partner at Com Pro Managed Business Solutions

**I**T for law firms has never been more crucial than it is today. With remote working on the rise, and teams spread-out geographically, there isn't just a need to be *connected* through the latest technology, but also the need for **increased security and vigilance**. It may seem impossible to keep up with the demands of a modern office. That's why some firms find it more cost-effective and expedient to outsource part or all of their IT management. But this is your IT, the *life blood* of your business. It's important to know what to look for in a *Managed IT Services Provider*.

## HERE ARE 5 THINGS TO CONSIDER...

### 1. ARE THEY RESPONSIVE?

If your systems are down, *every hour* of that downtime is going to cost your business. Small, day to day, tech problems can also tank your office productivity. Industry reports have shown that the average Canadian worker wastes 80 hours a year trying to troubleshoot IT issues.

The reason you would hire a Managed Services Provider (MSP) for your firm's IT is to *avoid* these issues in the first place. A good MSP will offer round-the-clock monitoring of your systems, to detect any slowdowns or bottlenecks, and to identify issues *before* they escalate.

You're also hiring them to be your *tech trouble-shooters*. But if they can't be reached, or react too slowly, then you have a problem. When researching MSPs, there are a few key indicators that can tell you how *responsive* they may be in an emergency:

- » Do they list their average response times on their website?
- » Are they open about their issue resolution times or "fix rate"?
- » Are they local or based abroad?
- » Do they offer on-call 24/7 services and technical support?

### 2. DO THEY HAVE EXPERIENCE IN YOUR INDUSTRY?

If you're wondering what to look for in a Managed IT Services Provider, this is one of the *top* considerations.

An MSP should have staff who are familiar with your *niche*. They should know common systems that are used in your industry and how to design *strategic solutions* for your business type that complement or enhance your operational and IT capabilities.

Learn how *you* operate,  
so they can design the  
best solutions that bring  
*value* to your business.

They should also make sure they understand *all* your needs, and pain points, during onboarding. Learn how *you* operate, so they can design the best solutions that bring *value* to your business.

### 3. DO THEY OFFER FLEXIBLE OPTIONS AND PLANS?

An MSP should never offer one package, or solution, but should offer you a *variety of services*, and plans, flexible enough to scale up or down. Maybe your firm is small *now* but has the potential to grow in the next few years. You want your IT to be easily *scalable*, so you can grow your IT infrastructure as needed.

They should also be able to work *within* your budget, to find a monthly plan *cost* that won't break the bank. If you only need to outsource certain IT services, they shouldn't try to sell you the full package. That being said, it's often more cost-effective to sign up for full IT Services, as partial plans may be limited. When you need additional support, you could end up paying extra hourly fees that can ruin your budget. But full plans give you peace of mind,

knowing all expenses are covered, even in the worst-case scenarios.

### 4. DO THEY HAVE TOTAL TRANSPARENCY?

People talk a lot about transparency. That can mean many things. When you're researching MSPs and trying to understand what to look for in a Managed IT Services Provider, you need to feel that you're getting an *accurate* and *clear picture* of who they are, what they value, and how they treat their clients. Are they collaborative, respectful, knowledgeable, and friendly?

That means *transparency* in how they operate externally and internally. Their offerings should be clear, pricing and plans should be easy to understand, and you should even be able to understand *how* they work, and what they intend to do to your office's IT infrastructure.

Clients should also have *transparency* when it comes to their day-to-day interactions with their IT Services Provider. For example, a client dashboard where you can see in real-time how your IT is being managed, what services are used, and how different forms of support are implemented.

### 5. ARE THEY CONCERNED ABOUT SECURITY?

Small businesses (SMBs) are becoming huge targets for cybercriminals. In fact, 1 out of 5 Canadian SMBs have experienced a major cyber security incident.

With more reliance on tech, and more people working remotely, a *secure network* is so important. Not only do you have to keep up with the latest evolving threats, but you also need the right *expertise* and experience to properly monitor and mitigate those risks.

A good IT Services Provider should make *your* security *their* top priority. Make sure they have a team of experienced IT professionals that don't just *react* to threats but should offer measures to *prevent* them *before* they enter your network. 24-hour monitoring is a must, along with the ability to develop IT security plans, to ensure that the latest security software is installed and regularly updated, and that *disaster recovery* measures are in place, as well as tools that block data intrusion.

### WHAT TO LOOK FOR IN A MANAGED IT SERVICES PROVIDER: RECAP

Whether you require full IT management, or extra support in certain areas, a solid IT Services Provider should offer:

- » **Responsiveness** – are they accessible and available?
- » **Experience in Your Industry** – do they understand your niche?
- » **Flexibility and Variety** – Do they offer customization of plans/services?
- » **Transparency** – Can you clearly understand how they operate?
- » **IT Security** – Do they have the right tools to keep systems secure?

Finding the right provider can make the difference between having a streamlined, efficient, and competitive business and one that's beset by problems, tech glitches and unexpected downtime.



Mike Hamfelt, CPA, CMA is Vice President and Partner at Com Pro Managed Business Solutions, a Managed IT Services and Print Solutions provider serving small and mid-sized organizations in Vancouver and the Lower Mainland. For more information on Com Pro, please visit [www.comprobusiness.com](http://www.comprobusiness.com)



# MANAGED IT SERVICES AND PRINT SOLUTIONS FOR LAW FIRMS

— BOOK YOUR —

## FREE SECURITY ASSESSMENT

Expose and address threats associated with at-risk endpoints, user accounts and sensitive company information.

## IS YOUR IT & Print Infrastructure RUNNING OPTIMALLY?

When your IT is managed by caring professionals, complex problems turn into simple solutions. Com Pro takes an integrated approach to IT and Print, to increase your uptime and peace of mind.



1108 W 8th Avenue  
Vancouver, BC, V6H 3Z5  
604-664-8901  
info@comprobusiness.com

[www.comprobusiness.com](http://www.comprobusiness.com)

### CHOOSE COM PRO FOR:



Quick Response Times from a *Local* Help Desk



Tailored Cyber Security for Your Legal Firm



Specialized Support for Industry Specific Software



Real-time Transparent Service Metrics



Less Downtime and Fewer Service Interruptions



Flexible Options and Scalable Plans



Complete Security, Backup, and Disaster Recovery Solutions

# Young Professionals Event

On April 7, the Colony Bar on Granville Street was home to our Young Professionals event. New connections were made as those in attendance played bocce, basketball and pinball while enjoying food and drinks. We have some talented bocce players in the legal community! Thanks to everyone who came out and we hope to see you at future events.





# BCLMA Summer Reads and Podcasts



Over the past few months we asked BCLMA members for their favourite summer reads and podcasts. We received so many suggestions we couldn't include them all! Look for more top picks on BCLMA's [Instagram](#) and in future TOPICS issues. Meanwhile, check out the list below to help fill your summer downtime.

## SUMMER READS

### **A House Between Earth and the Moon** by Rebecca Scherm

The gripping story of one scientist in outer space, another who watches over him, the family left behind, and the lengths people will go to protect the people and planet they love.

### **The Getaway Girls** by Dee MacDonald

A fun, energetic novel about three older women embracing their lives and having a jolly good time on a road trip to Italy. The three women don't know

one another very well when they set off, so over the course of their journey secrets are revealed alongside petty arguments.

### **The Beekeeper's Cottage** by Emma Davis

Comforted by the gentle hum of the beehives at the bottom of the garden, Grace drains the last of her tea and walks slowly back towards the little hillside house she adores. Her marriage is over, but is it too late to start her life again?

### **The Final Girl Support Group** by Grady Hendrix

Ever wonder what happens to that final girl in a horror movie? She defeats the big bad monster and what's next? This story takes place two decades after the final girls battled their big bad killers and now meet in a support group.

### **Honor** by Thirty Umrigar

Honor tells the story of two couples and the sometimes dangerous and heart-breaking challenges of love across a cultural divide.

**Firekeeper's Daughter** by Angeline Boulley

Daunis Fontaine, an 18-year-old girl with a French mother and an Ojibwe father, often feels torn between cultures. When she witnesses a murder and goes undercover for the FBI, Daunis uses her knowledge of both cultures to unravel the case.

**The Secret Lives of Baba Segi's Wives** by Lola Shoneyin

*Suggestion – listen to this on audiobook if you can!*

African-born poet Lola Shoneyin makes her fiction debut with *The Secret Lives of Baba Segi's Wives*, a perceptive, entertaining, and eye-opening novel of polygamy in modern-day Nigeria.

**Greenwood** by Michael Christie

A magnificent novel of inheritance, sacrifice, nature and love that takes its structure from the nested growth rings of a tree, *Greenwood* spans generations to tell the story of a family living and dying in the shadows cast by its own secrets.

**The History of Canada in Ten Maps** by Adam Shoalts

This is not a boring history book! Each story, from the Vikings' earliest explorations of North America, through the journeys of the inland explorers of the fur trade to the Franklin expedition, is engagingly told. Shoalts knows how to spin a tale.

A photograph of a woman with long dark hair and glasses, wearing a blue hoodie, sitting at a desk and working on a laptop. A young child is visible in the background, also working on a laptop. The image is used as a background for a Cettec advertisement.

We focus on reproducing your documents so you can focus on the work that matters to you.

Document Printing  
Photocopying  
Legal Support Scanning  
Overnight Service

**cettec**  
digital imaging

Visit us for more information, quick estimates and more at [cettec.ca](http://cettec.ca) or call us at 604-899-1466

**PODCASTS**

Something to listen to while on the beach, hiking trails or just relaxing outside. Check these out wherever you get your podcasts.

**Currently Reading**

Aptly named, this podcast is dedicated to the love of books and reading. Two bookish friends discuss what's on their nightstands, in their earbuds, and on their Kindles.

**Smartless** hosted by Jason Bateman, Sean Hayes and Will Arnett

In this weekly comedy-based podcast, the hosts take turns surprising their co-hosts with a guest. Guests are from all walks of life. Highly entertaining!

**This American Life** hosted by Ira Glass

With over 600 episodes produced and thousands of stories shared, various *This American Life* episodes have touched on topics both serious and sweet, creepy and calming and sometimes just plain odd.

**British Scandal**

In a country obsessed with gossip, the great and the good fear one thing more than any other — scandal. British scandals change the course of history. They bring down governments, overthrow the rich and cause the mighty to fall.

**Against The Odds**

Humans are resilient. In our toughest moments, we will fight, we will struggle, and we will triumph... often against the odds. In this immersive series from Wonderly, host-adventurers Mike Corey and Cassie De Pecol will share thrilling stories of survival.



# Modernize Your Law Firm

## With Effective Technology Solutions

604.789.3401

sales@bmcnetworks.ca

www.bmcnetworks.ca



**bmcnetworks**  
TECHNOLOGY SERVICES



Cloud



Cybersecurity



Managed Services



Projects



Strategy

*Fit is Everything*

**R.JOHNSON**

LEGAL RECRUITMENT

# MEMBER SNAPSHOT

SEETA PRASAD



Q  
&A

## How long have you been a member of BCLMA?

Since 2017

## Where do you work?

Lindsay Kenney LLP

## What would your dream vacation look like?

Sightseeing and eating my way through Europe.

## Tell us your favourite quote or joke

*"It is our choices that show what we truly are, far more than our abilities."*

## What famous person is getting the invite to your dinner party?

Sir Ian McKellan

## Recommend a wine – red or white – for under \$20 a bottle

Monte Creek – Hands Up White

## Favourite BC day trip location

I live in Langley so when we go out to Stanley Park, we make a day out of it. Walk, picnic and let the little one run around.

## Favourite place to have lunch during the work week

Glowbal when I'm working downtown. It's close to the office with a great ambience and good food.

## Favourite restaurant

Chicko Chicken. Best Korean fried chicken in my neighbourhood.

## One thing that not many people would know about you

In my last year of high school (2007), our graduating class fundraised and planned a trip to Juarez, Mexico to visit an orphanage and build a playground on their property. It's still one of the things I'm most proud of.

## Favourite or most recent movie you've seen

Most recent – *Spiderman: No Way Home*. I'd love to relive the moment Tom Holland, Andrew Garfield and Tobey Maguire come together on screen.

## What are you currently reading or what would you recommend as a must read?

The *Blood and Ash* series by Jennifer L. Armentrout.

## In my spare time, I like to....

Read or catch up with tv shows/movies.

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

In my role as the trainer, I enjoy showing people new things or tricks they might not know about the programs they use as well as helping new hires settle into their new roles which can sometimes feel intimidating.

## If you could pick a movie title to describe your life, what would it be?

*Clueless*.





# Recording Your Colleagues at Work

**PRESTON PARSONS**, Partner, Overholt Law LLP

**A** growing workplace issue is the practice adopted by some tech-savvy employees of recording conversations they are a part of at work. Employees' ready access to technology facilitates and perhaps even tempts this: nearly everyone has a phone in their pocket capable of recording audio. But is it legal to do so?

Generally speaking in Canada, individuals can lawfully record conversations that they themselves are a part of, without the consent of the other participants to the conversation. That does not mean, however, that it is acceptable in the workplace.

This scenario appeared recently in a BC Supreme Court decision. The

case — *Shalagin v. Mercer Celgar Limited Partnership*, 2022 BCSC 112, involved a senior employee with approximately 10 years of service who made many secret recordings of conversations in the workplace.

The Plaintiff, Shalagin, grew upset over the discretionary nature of his bonus and threatened litigation in discussions

with his employer. The employer was troubled by this, and decided to terminate his employment, sparking various proceedings by Shalagin including a civil action for wrongful dismissal. In each forum, Shalagin asserted that he was mistreated and discriminated against by his former employer. In the course of disclosure in the subsequent litigation between the parties, the recordings that Shalagin had made came to light.

Shalagin's recordings were voluminous, amounting to more than 130+ recordings that took place over a number of years involving many people throughout the company. They ranged from recordings of one-on-one training sessions and meetings with supervisors and human resources personnel about compensation and recruitment, to recordings of larger meetings of 20-30 people at which he made presentations. Some of his recordings included

confidential company information including confidential human resources information. Other recordings also picked up personal sensitive family details disclosed to the plaintiff during the conversations by participants who did not know they were being recorded.

The Plaintiff's justification for the initial recordings was that they were designed to help him learn English. He specifically alleged that he did not ask permission of his colleagues because recording was not illegal, but that he was also aware that people would be uncomfortable if they knew they were being recorded. His stated justifications for later recordings included he wanted to protect himself from future harassment and possible retaliation, and that he wanted to defend the rights of a particular subordinate employee, who he believed was being improperly treated in the workplace.

Employers who may be concerned about the possibility of employees making secret recordings in the workplace may choose to expressly prohibit such behaviour in their policies.

Upon discovering the scope of the surreptitious recordings, the former employer took the position in the wrongful dismissal litigation that there was just cause for Shalagin's dismissal. The Court agreed with the former employer.

The BC Supreme Court framed the issue as being whether the fact of the recordings went to the *root* of the employment contract, that is, whether his actions in surreptitiously recording



at work *fundamentally ruptured* the relationship such that the mutual trust between the parties was broken. In this case, Shalagin provided no evidence to support his assertions that the recordings were necessary to protect him or other employees against discrimination or retaliation—on the evidence, there was simply no legitimate basis to make the recordings. While he did not act with malice in making the recordings, the Court found that he knew it was ethically wrong to continue making these recordings.

The sheer volume of recordings, the time over which they were taken, and the violating effect on the participants were all factors the Court pointed to in its conclusion that the recordings constituted just cause, given their effect on the relationship of trust between the parties. The Court also pointed at the increasing recognition of privacy concerns by courts, noting that accepting Shalagin's position could have the detrimental public policy effect of encouraging employees to start secretly recording co-workers, contrary to the fundamental value of privacy in society.

Accordingly, the law suggests that aggrieved employees seeking to collect evidence against perceived wrongdoers in the workplace are not necessarily

entitled to do so by way of secret recordings. While Canadian one-party consent laws may appear to make recording at work “legal”, that general proposition can be significantly limited at the workplace where employers and employees are bound by mutual obligations of good faith, trust and respect in the workplace.

Further, employers can set even clearer boundaries in the form of relevant employer policies, including policies around electronic surveillance at work, confidentiality and privacy obligations, and respectful workplace conduct. Employers who may be concerned about the possibility of employees making secret recordings in the workplace may choose to expressly prohibit such behaviour in their policies. An employee who breaches any such prohibition may well be subject to discipline or termination for cause.

*With special thanks to colleague Kai Ying Chieh for contributing to this article.*



Preston Parsons is a partner 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](http://www.overholtlawyers.com).



# THINK LOCAL

Are you staying close to home this summer? Check out some of these attractions and activities suggested by fellow BCLMA members and be a tourist in your own backyard!

## FESTIVALS:

- » [Khatsahlano Street Party](#) July 9, Vancouver
- » [Filberg Festival](#) July 29 – 31, Comox

## TASTINGS:

### WINERIES

- » [Backyard Vineyards](#), Langley
- » [Blue Grouse Estate Winery](#), Duncan
- » [Burrowing Owl](#), Oliver
- » [Tin Horn Creek](#), Oliver

### CRAFT BREWERIES

- » [Brassneck Brewery](#), Vancouver
- » [Brewers Row](#), Port Moody
- » [Field House Brewing](#), Abbotsford & Chilliwack
- » [R&B Brewing](#), Vancouver

### MISCELLANEOUS TASTINGS:

- » [Fraser Valley Cidery](#), Langley
- » [Roots & Wings Distillery](#), Langley

## ACTIVITIES:

- » [Krause Berry Farms](#), Brunch, berries and wine tasting, Langley
- » [Kensington Prairie Farm](#), Alpaca farm tours, shop & pre-booked alpaca walks, Langley
- » [Lonsdale Quay and the Shipyards District](#) on Vancouver's vibrant North Shore

## UPCOMING CONCERTS AT ROGERS ARENA:

- » August 24 – Backstreet Boys
- » August 29 – Alicia Keys
- » August 30 – Greta Van Fleet

## METRO VANCOUVER FARMERS' MARKETS – SUMMER 2022:

### WEDNESDAY

- » [Downtown Vancouver](#) (750 Hornby St) 2pm – 6pm
- » [Port Moody](#) 3pm – 7pm

### THURSDAY

- » [False Creek](#) (50 Pacific Blvd) 2pm – 6pm

### SATURDAY

- » [Trout Lake](#) 9am – 2pm
- » [Riley Park](#) 10am – 2pm
- » [Burnaby \(Deer Lake\)](#) 10am – 2pm
- » [Lonsdale Quay](#) 10am – 3pm

### SUNDAY

- » [Kitsilano Farmer's Market](#) 10am – 2pm
- » [Mount Pleasant Farmer's Market](#) 10am – 2pm
- » [Ambleside](#) 10am – 3pm



The first to know about **big opportunities.**

### SARA ADEL

Recruitment Consultant  
sadel@zsa.ca  
(604) 283-9318





# Do you need some workflow relief?

The best solutions for your firm in:

Corporate

Court

Land

Manufactured Homes

Motor Vehicles

Personal Property

Process Serving

Vital Statistics

New Westminster, BC | 604-659-8600

Vancouver, BC | 604-659-8700

Victoria, BC | 250-405-6000

[info@wcts.com](mailto:info@wcts.com)

[www.wcts.com](http://www.wcts.com)



**Digital workplace services** to make work **easier, faster** and more **secure** then ever before.

#RedefineWork

[www.ricoh.ca](http://www.ricoh.ca)

**RICOH**  
imagine. change.



# THE SOUNDING BOARD

YOUR BCLMA.  
YOUR NEWS.

## BCLMA YEAR IN REVIEW

We're growing and we're confident. BCLMA had lots to celebrate at our recent conference and AGM as we looked back on 50 years as a vibrant community of legal management professionals, and ahead to the rapidly changing industry we're all so proud to be a part of. In her **2021/22 BCLMA Year in Review**, outgoing President Lorraine Burchynsky reflects on the remarkable resilience and progress of the Association in this past challenging year. From finding upbeat solutions to COVID interruptions, to strengthening our relationships with sponsors and advertisers, listening to our members and changing how we do things in response, our Association has rallied. You can read Lorraine's detailed review on the [BCLMA website](#).



## Ever Wonder Who Does BCLMA's Lovely Flowers?



### Rosa Floral Design

3101 Woodbine Drive  
North Vancouver BC V7R 2S3  
T. 604 929 9813  
[www.rosaflorealdesign.com](http://www.rosaflorealdesign.com)

## Worldox Customers Never Miss a Beat

Document Management  
Wherever, However you  
need to work



CLOUD



ON-SITE



HYBRID

Discover the power and mobility of the  
Worldox Document Management System.



[worldox.com](http://worldox.com) 800.962.6360 | [sales@worldox.com](mailto:sales@worldox.com)

©World Software Corporation

# Save the Date

## **BCLMA Educational**

Date: Tuesday, October 4, 2022

Time: 11:45 am – 1:30 pm

Location: Paradox Hotel

## **Managing Partners Event**

Date: First week of November

Time: 11:45 am – 1:30 pm

Location: TBA

## **BCLMA Annual Winter Social – Buffet Dinner**

Date: Thursday, November 17, 2022

Time: 5:00 pm – 8:30 pm

Location: Sutton Place Hotel



For more information and to register for events visit [www.bclma.org](http://www.bclma.org)

P R I O R I T Y  
PROJECTS LIMITED

Servicing Vancouver's  
Law Offices Since 1989

FACILITIES MAINTENANCE  
&  
CONSTRUCTION MANAGERS

ppl.ca | 604.254.4499 | info@ppl.ca

**Interested in  
Professional  
Development?**

Check out what  
BCLMA has to offer.



## RECIPE

# How To Quick Pickle Any Vegetable

Cool, briny pickles straight from the fridge are one of the simplest pleasures of summer. Quick pickling is also a brilliant solution for preserving a plethora of vegetables from the market or your garden. Quick pickling doesn't require canning or a bushel of vegetables. Best of all, you can adapt this simple formula for any fresh vegetables; try a mixture of vinegars and spices for a truly custom pickle pleasure.

### What Is a Quick Pickle?

Quick pickles are also known as refrigerator pickles. They are simply vegetables that are pickled in a vinegar, water, and salt (sometimes sugar, too) solution and stored in the refrigerator. Quick pickles don't develop the deep flavor that fermented pickles do, but they also only require a few days in the brine before they can be enjoyed. Quick pickles also do not require canning when refrigerated.

### Preparing Vegetables for Pickling

Thinly slice: cucumbers, summer squash, ginger, red onion

Cut into spears: carrots, cucumbers

Peel: carrots

Blanch: green beans (optional, but helps preserve their color)

**YIELD** Makes 2 one-pint jars

**PREP TIME** 20 minutes

**COOK TIME** 5 minutes



### [Recipe Source](#)

### INGREDIENTS

1 pound fresh vegetables, such as cucumbers, carrots, green beans, summer squash, or cherry tomatoes

2 sprigs fresh herbs, such as thyme, dill, or rosemary (optional)

1 to 2 teaspoons whole spices, such as black peppercorns, coriander, or mustard seeds (optional)

1 teaspoon dried herbs or ground spices (optional)

2 cloves garlic, smashed or sliced (optional)

1 cup vinegar, such as white, apple cider, or rice

1 cup water

1 tablespoon kosher salt, or 2 teaspoons pickling salt

1 tablespoon granulated sugar (optional)

### EQUIPMENT

Chef's knife and cutting board

2 wide-mouth pint jars with lids

Canning funnel (optional)

### INSTRUCTIONS

Prepare the jars. Wash 2 wide-mouth pint jars, lids, and rings in warm, soapy water and rinse well. Set aside to dry, or dry completely by hand.

Prepare the vegetables. Wash and dry the vegetables. Peel the carrots. Trim the end of beans. Cut vegetables into desired shapes and sizes.

Add the flavorings. Divide the herbs, spices, or garlic you are using between the jars.

Add the vegetables. Pack the vegetables into the jars, making sure there is a 1/2 inch of space from the rim of the jar to the tops of the vegetables. Pack them in as tightly as you can without smashing.

Make the brine. Place the vinegar, water, salt, and sugar (if using) in a small saucepan over high heat. Bring to a boil, stirring to dissolve the salt and sugar. Pour the brine over the vegetables, filling each jar to within 1/2 inch of the top. You might not use all the brine.

Remove air bubbles. Gently tap the jars against the counter a few times to remove all the air bubbles. Top off with more brine if necessary.

Seal the jars. Place the lids on the jars and screw on the rings until tight.

Cool and refrigerate. Let the jars cool to room temperature. Store the pickles in the refrigerator. The pickles will improve with flavor as they age – try to wait at least 48 hours before cracking them open.

Storage: These pickles are not canned. They can be stored in the refrigerator for up to 2 months. If you process and can the jars, they can be stored at room temperature.

## Connectivity and Efficiency



RealtiWeb connects you to title searching with LTSA, generating and signing LOTR declarations and web filing forms, and more!

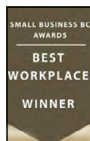
Lower your cost today!  
Contact us to learn how.

ldd.ca  
Twitter Facebook LinkedIn /LawyerDoneDeal

1-800-363-2253  
sales@ldd.ca

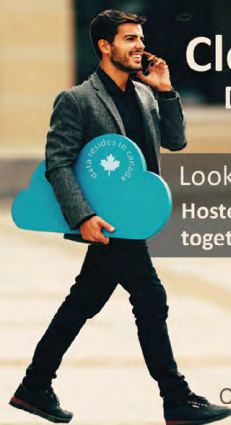


™ LawyerDoneDeal Corp. and Design are trademarks of LawyerDoneDeal Corp.  
\* LawyerDoneDeal is a registered trademark of LawyerDoneDeal Corp.



## Cloud Services for Lawyers Delivered by People Who Care

Looking for technology that enhances teamwork?  
Hosted Desktops allow teams to easily connect and work together no matter where they are - office, court, Hawaii



Call for more information (604) 639.6300 | [www.i-worx.ca](http://www.i-worx.ca)

HOSTED DESKTOPS . HOSTED EMAIL . HOSTED FILE SHARING .



# THE BCLMA TEAM

## SUBSECTION CHAIRS & CO-CHAIRS

### FACILITIES & SERVICE MANAGEMENT



**Stephanie Muzur**, Chair  
Boughton Law Corporation  
604.647.4164  
smuzur@boughtonlaw.co



**Michelle Vezina**, Co-Chair  
Cassels Brock & Blackwell LLP  
778-372-7693  
mvezina@cassels.com

### FINANCE



**Renata Drag**, Co-Chair  
Eyford Partners  
604.899.5247  
rdrag@eyfordpartners.com



**Mirela Gakovic**, Co-Chair  
Harris & Company  
604-684-6633  
mgakovic@harrisco.com

### LITIGATION TECHNOLOGY & eDISCOVERY



**Susan Van Altena**, Chair  
Nathanson Schachter & Thompson LLP  
778.945.1479  
svanaltena@nst.bc.ca



**Tracy McBride**, Co-Chair  
Miller Thomson LLP  
604-628-2899  
tmcbride@millerthomson.com

### KNOWLEDGE MANAGEMENT



**Danielle Brosseau**, Chair  
Harper Grey LLP  
604.895.2861  
dbrosseau@harpergrey.com



**Sara Richmond**, Co-Chair  
Alexander Holburn Beaudin +  
Lang LLP  
604-628-2719  
srichmond@ahbl.ca

### MARKETING



**Jonathan Dickie**, Chair  
Blake, Cassels & Graydon LLP  
604.631.4260  
jonathan.dickie@blakes.com

### HUMAN RESOURCES



**Christine Drag**, Chair  
Harris & Company LLP  
604-891-2239  
cdrag@harrisco.com



**Tiej Dapp**, Co-Chair  
Clark Wilson LLP  
604-643-3188  
tid@cwilson.com



**Sara Fry**, Co-Chair  
Watson Goepel  
604-642-5662  
sfry@watsongoepel.com

### SMALL FIRMS



**Nour Salman**, Chair  
Kornfeld LLP  
604-331-8300  
nsalman@kornfeldllp.com



**Kelsea Craig**, Co-Chair  
Zargar Lawyers + Business  
Strategists  
604-558-6806  
kelsea.craig@zargar.ca

### LEARNING & DEVELOPMENT



**Judie Boroevich**, Co-Chair  
Borden Ladner Gervais LLP  
604.632.3421  
jboroevich@blg.com



**Barbara Blouin**, Co-Chair  
McQuarrie Hunter  
604.408.5411  
bblouin@mcquarrie.com

### INFORMATION TECHNOLOGY



**Dharam Dheensaw**, Chair  
Harper Grey LLP  
604.895.2853  
ddheensaw@harpergrey.com



**Greg Holubowicz**, Co-Chair  
Kornfeld LLP  
604.331.8324  
gholubowicz@kornfeldllp.com

### 2022 CONFERENCE



**Margaret Cividino**, Chair  
Miller Thomson LLP  
604.628.2902  
mcividino@millerthomson.com

### BOARD OF DIRECTORS

**Alexa Kingsmith**, President  
Harper Grey LLP  
604.895.2907  
akingsmith@harpergrey.com

**Lorraine Burchynsky**, Past President  
Boughton Law Corporation  
604.647.4162  
lburchynsky@boughtonlaw.com

**Dorothy Cheung**, Director / Treasurer  
DuMoulin Black LLP  
604-602-6815  
dcheung@dumoulinblack.com

**Rubyna Jinnah**, Director / Business Partner  
Liaison  
HHBG Employment Lawyers  
604.639.1755  
rjinnah@hhbg.ca

**Kirsten Whitley**, Director / Secretary  
McMillan LLP  
778.328.1482  
kirsten.whitley@mcmillan.ca

**Keith Cassidy**, Director  
Borden Ladner Gervais LLP  
604.640.4157  
kcassidy@blg.com

**Sandra Lowe**, Director  
Jenkins Marzban Logan LLP  
604.681.6564  
slowe@jml.ca

**Robert Sanzalone**, Director  
Bennett Jones LLP  
604-891-5368  
sanzaloner@bennettjones.com

### ADMINISTRATION

**Jane Kennedy**  
BCLMA Administrator & Membership Services  
Phone: 604.988.1221  
info@bclma.org

**Heather Orchison**  
BCLMA Administrative Assistant  
Phone 604-315-2087  
general@bclma.org