



**Building a Successful
Law Firm**

P5

**BCLMA Business Partner
Appreciation Reception
Event**

P8

**Employment Standards
Reform Update**

P12

**Does Your Brand Story
Resonate?**

P24

Don't Let Stress Take You Down

by Heather Gray-Grant, Business Strategist, Marketing Expert, and Executive Coach

Administrators in the Lower Mainland have wonderfully diverse personalities and skill sets, but they all seem to have one thing in common: their jobs are uncommonly stressful. We expect to experience moments of stress in our work lives, but for too many administrators (and lawyers), stress has become a regular part of the job. This can have severe negative consequences for their health and their work product. That's a shame, when so much of their stress could be avoided.

STRESS CAN HARM YOUR MIND & BODY

When we are stressed, our bodies produce cortisol and adrenaline – often referred to as the “fight or flight” response. It's there to give our bodies short-term support when physically threatened. Stress was never meant to be an ongoing state, and the continued release of these chemicals can do our mind and body serious damage.

Mind: Stress can make us tired, unable to think

clearly, more prone to catastrophic thoughts, and susceptible to mental breakdown.

Body: Ongoing exposure to stress chemicals can lead to general weakness in our vital organs and ultimately lead to disease and cancers.

You may not be experiencing the worst symptoms, but understand that ongoing stress exposes you to a continuum that can lead to these issues.

STRESS CAN LOWER YOUR PRODUCTIVITY

Ironically, stress forces us to use a part of the brain that is the least able to get us out of stress. We actually have three brains: the reticular brain, the limbic system, and the cerebral cortex. The reticular brain (our stress-central) focuses on experience to resolve issues. It cannot envision, create, innovate or express empathy. It can't learn from observation of others. It doesn't think much about others at all. It only knows what it has personally experienced in the past and its primary goal is immediate self-protection.

When stress occurs in a business environment, the solution often requires broad thinking, perhaps innovation, and usually a sense of community. None of these are accessible if we are stuck in the reticular brain.

Editorial Committee

Sunita March, Chair
CFM Lawyers
Direct: 604.331.9535
smarch@cfmlawyers.ca

Keith Cassidy, Topics Editor
Borden Ladner Gervais
Direct: 604.640.4157
kcassidy@blg.com

Lifen Lee
Hastings Labour Law Office
Direct: 604.609.6699
ll@hllo.ca

Ronda Smyth, Topics Advertising
Manthorpe Law Offices
Direct: 604.582.7743
ronda@manthorpelaw.com

Kelly Clark
Landmark Law Group
Direct: 604-629-1417
kclark@llglaw.ca

Pelar Davidson
Oyen Wiggs Green & Mutala LLP
Direct: 604-676-9071
pdavidson@patentable.com

Lisa Geddert
JFK Law Corporation
604-687-0549 ext.115
lgeddert@jfkllaw.ca

Carina Umali
Smiths IP
Direct: 604-689-7276
cumali@smithsip.com

Committee Administrative Support

Jane Kennedy
Direct: 604.988.1221
info@bclma.org

Topics Production

Hogarth & Wolf Marketing
& Communications
hogarthwolf.ca

TOPICS in this issue

Don't Let Stress Take You Down P1

Experiencing ongoing stress can have devastating effects on us. Learning to embrace what we control, we can reduce the amount of stress we experience.

Building a Successful Law Firm P5

The first in a five-part series on building a successful law firm. It all begins with leadership!

BCLMA Business Partner Appreciation Reception Event P8

A magical night in Yaletown to say thanks to our amazing business partners.

Changes to the Law Society Anti-Money Laundering Rule..... P9

The Law Society's anti-money laundering rules are changing – will your law firm's practices still be compliant?

Employment Standards Reform Update P12

How Bill 8 – *Employment Standards Amendment Act* could impact law firms as employers.

Best IT Practices for the Modern-Day Law Firm P14

Can your business service a disaster tomorrow if you don't prepare today?

Summer Reading List: 25 Best New Books..... P17

Searching for a beach-side read or a mental vacation? Check out *Good Housekeeping's* The 25 Best New Books for Summer 2019.

Does Your Brand Story Resonate P24

How do we ensure our brand remains compelling in an increasingly busy world? We need to regularly re-evaluate our brand and remain authentic!

DEPARTMENTS

Sounding Board P3

Recess P4

Welcome & Kudos P6

Save the Date P18

Member Snapshots P7,11,15

Recipes P18,20

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.

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.

©2018 BCLMA, CANADA. This issue and the newsletter's archive are all available in PDF format at www.bclma.org

If ongoing exposure to stress lowers our productivity and hurts our mind and body, it makes sense to embrace strategies for limiting or avoiding much of that stress in the first place.

CHANGE YOUR BELIEF SYSTEM

We tend to believe we have far less control of our lives than we really do. I recently spoke with an administrator on this subject, who believed adamantly that her job was to “just make it happen”, regardless of how unreasonable the request. That belief system is, unfortunately, guaranteed to keep her in stress.

Think about the items that cause you stress. To what degree are they absolute? Or, are they a product of your own beliefs?

- Do you really need to work the hours that you do?
- Do you really need to do all actions on a project yourself, or could you ask for help?
- Does a project really need to be done in a certain time frame, or could it be extended if needed?
- If a project is impossible for the budget assigned, do you really have to pull off a miracle?

Some of your stress might be self-imposed; or self-sustained by not questioning the lawyers on unreasonable deadlines or scope of work. We tend to work as if our own houses and lives were in the balance. We are not owners. We can be passionate and professional in our jobs, and at the same time, be realistic and healthy. Start to question what is reasonable and what isn't. Take unreasonable requests back to the lawyers for review and revised instructions.

MOVE INTO THE CEREBRAL CORTEX

To move past stress, into problem solving, you'll need to jolt yourself out of your reticular brain and into your cerebral cortex. There are many ways to do this. One method is to imagine your future self celebrating at the completion of the project or the resolution of the issue causing your stress. Imagine the space you're in, what you're wearing, what you hear. Then ask your future self: how did you do it? This process will gain access to the envisioning and problem-solving areas of your brain. You might find your future self quite chatty and helpful!

Another way to do this, is to imagine you are meeting with three mentors. Bring them into a room, one by one, and ask them the same question, then listen to their answers.

SOUNDING BOARD

YOUR BCLMA. YOUR NEWS.

BCLMA held our Annual General Meeting on Thursday, March 7th at Blake Cassels & Graydon LLP at 4 p.m. After the meeting, participants enjoyed some wine and appetizers. We said thank you and goodbye to Leslie Green. Leslie has been a board member for the past three years and our president for two of those years. Her vast knowledge in the legal management industry and extensive leadership skills have been invaluable to the association.

We welcomed Naomi Anderson, office services manager at Clark Wilson, LLP, as our newest member to the BCLMA Board of Directors. Naomi has already taken on assisting with the onboarding handbooks and will join fellow board member, Yvette Whitson, on the “Education for Members” portion of our strategic plan.

It was a pleasure to have Judy Hissong return to Vancouver and be our speaker at our spring educational event. Judy spoke on conducting meaningful meetings. You can refer to Judy's PowerPoint notes at: Website Forums › All Members – Documents › Meaningful Meetings.

We're happy to announce we have landed Dan Pontefract as our speaker for this year's fall educational event. Dan is a best-selling author, keynote speaker at conferences, and a thinker and leadership strategist. Mark your calendars so you won't miss this event - October 3rd at the Four Seasons.

For our annual managing partners' lunch, we secured Ken Peacock, chief economist and vice president of Business Council of British Columbia as our speaker. Again, mark your calendars for November 6, 2019 at the Terminal City Club.

If you have been attending subsection lunch & learns recently, you'll be aware that we've been recording these through Zoom, a cloud-based platform for video and audio conferencing for simple online meetings. We've also livestreamed our two educational sessions so far this year, which are posted to our YouTube channel. Links for YouTube uploads are available in the forum section.

The board, as outlined in our strategic plan, is committed to offering our valuable sessions to all our BC members. We hope to offer more of these in the future, as opportunity allows, when the topics are of broad interest, the speaker agrees to be recorded live, and shares their PowerPoint presentation. So far, we've provided such services for five sessions with an average of 8-12 members listening in. We will assess and evaluate at the end of the year to see where we can improve, at which time there will be a small fee attached to this service. The costs for the one year trial period are being absorbed by the association.

The BCLMA Board held a business partner appreciation event on May 15th at the Loft at Earls Yaletown. Our loyal business partners support our association in so many ways it was our intent to turn the attention on to them and say thank you for all they do for the BCLMA.

This technique takes time and space for deep thought, almost like a meditation; but you might be surprised by how quickly and effectively your brain works, once there.

PLAN

I'm an advocate for career plans, annual plans, and project plans. If I accept work from someone who might not have thought the project through, I rely on my communication skills to get the appropriate details out of them. I don't leave much to chance, because I don't have time for it and also because I don't want the needless stress associated with faulty (or lack of) planning.

Administrators interested in career or annual plans may wish to work with an executive coach on those items. In terms of project plans, the initial information I get clarity on includes:

- What is the end-goal?
- When is the deadline?
- What is the budget?
- What are the steps required?
- Who needs to be involved/is doing what?
- What other support do I have?
- To whom, when/how will I report?

Once these questions are answered I can begin to develop a game plan for that project. If I find that any area of the plan won't work (i.e. the budget, or the deadline), I'll attempt to revise the plan. If I find there's no way to make it work, I go back for revised instructions.

SUMMARY

The most effective and painless remedy to an illness is to ensure you don't get sick in the first place. When it comes to stress, you can learn to avoid it, starting with the belief that you can have far more control over your life than you have now. The way to gain a good portion of that control is through planning and improved communication skills. We can't eliminate all stress, but we can certainly cut down on how often we experience it. As we can't change others, the way to do this is to change ourselves.



Heather Gray-Grant is a business strategist, marketing expert and executive coach for law firms and lawyers. She can be reached at heather@heathergraygrant.com

SOUNDING BOARD YOUR BCLMA. YOUR NEWS.

Our conference committee is well on their way to bringing together the 2020 conference being held at the Vancouver Convention Centre East, on April 16 – 17, 2020. The committee is being chaired by Shakti Jeyachandran, director of administration and HR at Roper Greyell. Stay tuned for more information. The agenda will be available early July.

I'm very pleased to say our plans for a new website are coming along quite nicely. We've contracted Lisa Dawson as our project manager. She will be working closely with the board, the website committee, and ultimately our website provider to develop quality and extensive content, which will fulfil the association's vision of elevating leaders in the business of law. The board is extremely pleased to have Lisa driving this project. She has extensive legal management experience and a lengthy exposure to our association as a member for many years, and she was involved with the past website upgrade. Lisa has insight into what our members want and need from their website, and the board is confident she will deliver exemplary results.

Lorraine Burchynsky
BCLMA President

RECESS



"My evaluation is based on peeking through the blinds."



Building a Successful Law Firm

by Law Firm Leadership Alliance (LFLA)

As the newly formed Law Firm Leadership Alliance, (LFLA), Gary Mitchell, Lisa Dawson, and Mayur Gadhia have come together to collaborate on behalf of law firm leaders and law firms across Canada. By way of introduction, we offer this 5-part series on Building a Successful Law Firm.

This first article serves as an introduction to the series. The next four will cover Practice Management, Administrative Management, Financial Management and Business Development.

There are certain traits that successful law firms share.

They all begin with leadership. There have been many studies (McBassi & Company, Greenfield Belser, Thomson Reuters, Altman Weil to name a few) detailing the skills and attributes of successful law firm leaders. Leadership is a mindset. These studies and our collective experience form the basis for our series.

Where skills are learned, attributes are more the personal qualities or natural temperaments of who we are. Understanding and working with both is essential for strong leadership. For example, the Managing Partner is usually in the leadership role by default. Often the founding partner assumes this title. Typically, this individual has not had direct

training or coaching to develop their skills as a leader, or business director. Yet typically they have direct control or influence over the way the firm is run.

Most lawyers will have their "lawyering" skill set fairly well honed: analytical ability, attention to detail, logical reasoning, persuasiveness, sound judgment, writing ability, and others. At the same time, successful leaders require certain skills to formulate and articulate a shared vision for the firm: leading the fight for constructive organizational change; empowering and developing lawyers and support personnel; working collaboratively with the management team; developing problem solving and multiple-option thinking skills; making tough decisions; establishing both firm goals and performance goals for all lawyers and support personnel; seeking input from others while coaching and developing others; confronting and dealing directly with internal and external (client) conflict and communications problems.

Whew! No small order! If you are a managing partner or owner of the law firm or a law firm administrator, you know what a tug-of-war this is! The good news is, skills can be learned. On-going leadership training and coaching will address this. It is not taught at law school, but it certainly determines the degree of a law firm's success.

Attributes are more innate and are part of our personality temperaments. They are subtle, soft-skill qualities that reinforce what you say and support your desired actions. So, the second part of being a successful leader is to know what kind of leader and person you are. This insight to one's own personality dimension, and that of others, equips one with leverage to influence others, negotiate with influence, and successfully lead.

Lawyers in leadership positions cannot inspire confidence in others if they cannot manage their own emotions and formulate a vision for change or action. Lawyers in leadership situations must have the ability and inclination to listen to their lawyers and support personnel. They must foster a sustainable relationship just as they do with their clients. However, many law firms do not encourage or insist that their leaders develop the skills and abilities necessary to more effectively lead change or action in

their firm. Although many firms are adopting competency-based associate development approaches, there is a lack of the same consideration for those at the top (a bit of a dichotomy?)

Now, success can be defined any way you want it to be: achieving a high degree of profitability; attaining a reputation as the best in practice (in the city, province or country?); fostering highly leveraged teams enjoying a lean process work flow; and/or experiencing low turnover and a highly productive and collegiate team.

Does your firm meet or exceed the definition of your success?

Our series will expose the key elements of successful law firm leaders in achieving this state in their firms.

1. Practice Management:

Think Quality Control

(Effective and efficient delivery of legal services leading to higher productivity and profitability)

2. Administrative Management:

Think Leadership

(Organizational structure and development of human capital/firm culture)

3. Financial Management:

Think Accountability

(Responsibility for the financial health of the firm)

4. Business Development:

Think Growth

(Attracting and keeping more high-level clients)

If you are a managing partner, law firm administrator, or leader in your firm on any level, stay tuned as we go into detail about these four key areas that will impact your success as a leader and ultimately, the success of your firm.

The purpose of LFLA is to provide smaller firm leaders and owners the same level of professional leadership support enjoyed by Canada's largest firms. Collectively we bring over 60 years of knowledge and experience in Administration, Business Development, Financial, HR, Leadership and Operations. We work with smaller firm leaders and owners at three main stages: start-up, growth, and succession. www.lfla.ca

WELCOME & KUDOS

New Member Firms and their Representative

Kathrine Uppal, **Access Law Group**, Vancouver
Krista Biluk, **Bijan Law Corporation**, Vancouver
Laurel Lee, **Carruthers & Company**, Surrey
Robert Doran, **Doran Law**, Surrey
Marlon Murr, **HART Legal**, Vancouver
Ashley Wong, **Morgan Creek Law**, Surrey
Hal Oreck, **Oreck Karby Barristers & Solicitors**, Vancouver
Cindy Mangat, **Panorama Legal LLP**, Surrey
Matt Judd, **Stewart & Company**, Vancouver
Andrea Pickavance, **Woodward and Company LLP**, Victoria

New Representatives for Existing Member Firms

Nolin Westlin, **Aaron Gordon Daykin Nordlinger LLP**, Vancouver
Janine Krosier, **Alexander Holburn Beaudin & Lang LLP**, Vancouver
Francis Li, **Chen and Xue LLP**, Richmond
Virginie Vigeant, **Dentons Canada LLP**, Vancouver
Alison Mayer, **Eyford Partners**, Vancouver
Sharon Strueby, **Harris & Company**, Vancouver
David Poon, **McEwan Partners**, Vancouver
Michelle Peters, **MBJ Lawyers**, Kamloops
Sara Pope, **Reed Pope Law Corporation**, Victoria
Jeff Van Wyk, **Richards Buell Sutton LLP**, Vancouver
Ross Hogg, **Smart & Biggar/Fetherstonhaugh**, Vancouver
Samantha Barichello, **Spraggs Law**, Coquitlam
Krystal Bonner, **Twining Short & Haakonson**, Vancouver
Tammy George, **Watson Goepel LLP**, Vancouver

New Affiliates

Ashley Lis, **Alexander Holburn Beaudin & Lang LLP**, Vancouver
Maggie McKenzie, **Blake Cassels & Graydon LLP**, Vancouver
Alecia Rowland, **Borden Ladner Gervais LLP**, Vancouver
Ally Routier, **Dentons Canada LLP**, Vancouver
Lisa Midgley, **Dentons Canada LLP**, Vancouver
Nathan Robertson, **Dentons Canada LLP**, Vancouver
Shannon Henry, **Dentons Canada LLP**, Vancouver
Andrew Botz, **Farris Vaughan Wills & Murphy LLP**, Vancouver
Ivy Zhu, **Farris Vaughan Wills & Murphy LLP**, Vancouver
Jenny Grimes, **Gowling WLG (Canada) LLP**, Vancouver
Eli Trindade, **Hammerberg Lawyers LLP**, Vancouver
Tyson Paris, **Harris & Company LLP**, Vancouver
Christina Drag, **Harris & Company LLP**, Vancouver
Sylvia Tang, **Jenkins Marzban Logan**, Vancouver
Elizabeth Reymundo, **Lawson Lundell LLP**, Vancouver
Shabbir Daya, **Lindsay Kenney LLP**, Vancouver
Calli Ron, **McEwan Partners**, Vancouver
Nathalie Barrett, **Miller Thomson LLP**, Vancouver
Kim Kayley, **Ratcliff & Company LLP**, North Vancouver
Gloria Bordon, **Richards Buell Sutton LLP**, Vancouver
Joel Ello, **Roper Greyell LLP**, Vancouver
Raquel Park, **Rosenberg Law**, Vancouver
Kuljit Hayre, **Terra Law Corporation**, Vancouver
Angela McCleery, **Warnett Hallen LLP**, Vancouver
Scarlett Yim, **Whitelaw Twining LLP**, Vancouver

Retired

Kim Baylis, **Aaron Gordon Daykin Nordlinger LLP**, Vancouver
Wayne Scott, **Alexander Holburn Beaudin & Lang LLP**, Vancouver
Jay Cathcart, **Farris Vaughan Wills & Murphy LLP**, Vancouver
Dirk Fleming, **Lindsay Kenney LLP**, Vancouver

We bring the same **Professional, Reliable and Cost Effective** services to you whether you are a small growing firm looking for a complete reproduction solution or a large established firm seeking to complement your existing reproduction services.

- Digital Printing and Copying
- Colour and Black & White Wide-format Reproduction
- Scanning, Indexing and Digital Conversion
- Legal Reproduction Services
- Document Preparation and Reassembly
- Same Day, Rush and Overnight Services
- Secure

THE MISSING PIECE TO HELP YOUR FIRM.

Call for an estimate today.

MEMBER SNAPSHOTS



CATHARINE RAE

When did you join BCLMA?

Approximately 15 years ago.

Where do you work?

Norton Rose Fulbright.

Where did you vacation last?

Scotland, for a wedding held at a castle.

Where were you raised?

Lynn Valley, North Vancouver.

Favourite wine under \$20?

Red in the Winter, Rose all day in the Summer. Windstorm Lodi Old Vine Zin. It was a gift before the holidays and made it to the regular purchase list.

Favourite lunch spot?

I love going to the gym around the lunch hour, if I can get away. It is also fun to catch up with colleagues and friends over lunch at various places around town. Browns, Nightingale, Cactus, and Joyeux Café.

Something surprising about you?

I love a good laugh.

Favourite restaurant?

Nightingale. You can make it a little or a lot. Great food, nice ambiance, great service.

Most recent movie?

In the Theatre, *Bohemian Rhapsody* and on Netflix *Fyre*.

What are you currently reading?

All the Light We Cannot See by Anthony Doerr.

Best thing about working in legal?

The people and the opportunities. I have been very fortunate in my career to have worked with terrific colleagues and I have had the opportunity to expand my knowledge and career along the way.

How do spend your spare time?

Travelling, spending time with family and friends, and walking my dog, Fergus.

Favourite BC day trip?

Similkameen/Okanagan. I love the wineries, lakes, and rivers in the area.



BCLMA Business Partner Appreciation Reception Event

by Jane Kennedy, BCLMA Administrator & Membership Services

The BCLMA hosted another Business Partner Appreciation Reception on May 15th at The Loft at Earls Yaletown. The Board of Directors hosts this reception every two years as a way of personally thanking our generous and very involved business partners for their support and to express how much we value their assistance with the BCLMA's annual agenda. We thank our business partners at every event they help host, but this reception was 100% vendor focused!

The evening saw approximately 30 BCLMA firm administrators and managers and 25 guests representing companies who frequently support the BCLMA enjoying cocktails and scrumptious hors d'oeuvres. A roving magician worked the room and kept the crowd entertained.

On behalf of the Board of Directors and association members, BCLMA President Lorraine Burchynsky thanked the vendors for their dedication to the BCLMA:

We are very appreciative of all our supporters, whether they help us offer an educational event, or help host a social occasion,

contribute to or advertise in our newsletter, or sponsor and attend our biennial conferences. We couldn't offer our members this multitude of high-calibre events without their support and we are truly grateful.

Upon arrival, business partners were invited to write their name under a number of their choice on a board. Numbers were called and those who had one of the numbers then chose a gift card bag.

A good time was had by all, and the BCLMA Board of Directors thanks everyone who attended our extraordinary reception.



Changes to the Law Society Anti-Money Laundering Rules

by Pelar Davidson, CPA (CGA), financial controller at Oyen Wiggs Green & Mutala LLP

As part of its endeavor to meet the standards set by existing federal anti-money laundering legislation, the Federation of Law Societies of Canada (the Federation), with input from the provincial and territorial law societies across Canada, developed a set of model anti-money laundering rules that were incorporated by those law societies into their own rules. The first of those rules, the “no cash” rule, was finalized by the Federation in 2004. The client identification and verification (CIV) rules were finalized in 2008.

In October 2018 a new model rule and revisions to the model anti-money laundering rules were published by the Federation.

MODEL TRUST ACCOUNTING RULE

The new model rule, the Model Trust Accounting Rule, articulates a fundamental, formerly unwritten, principle regarding the use of trust accounts, namely that lawyer trust accounts must only be used as part of the legal services provided by a lawyer.

This new rule addresses a deficiency that a Law Society of BC discipline case uncovered. Specifically, that a lawyer could essentially “rent” out the trust account by accepting funds into the account without providing substantive legal work, other than the receipt and disbursement of funds through the trust account. Such a practice could expose the lawyer to the risk of inadvertently becoming involved in a money laundering scheme.

This new Federation rule bars lawyers from accepting funds into or disbursing funds from trust, unless the funds are “directly related to legal services that the lawyer or the lawyer’s law firm is providing.” Furthermore, lawyers will be required to pay out the balance in trust “upon completion of the legal services to which the money relates.”

NO-CASH RULE

The “no-cash” rule restricts lawyers from accepting cash from their clients. With some exceptions, lawyers are not allowed to accept cash, in aggregate, on any one file of \$7,500 or more.

Two changes to the Federation’s “no cash” model rule are:

- a lawyer is not allowed to accept more than \$7,500 in cash on a file; and
- the exception for cash received “pursuant to a court order” is eliminated.

The first change, while only a difference of one cent, should make the rule easier to read, understand, and follow.

CLIENT IDENTIFICATION AND VERIFICATION

The Federation’s model CIV rules were designed to ensure that lawyers “know their clients.” Under the old model rules, all clients—including family and friends—had to be identified and, when required, their identities verified. In the new model rules subsection 2(1) has been added, which formalizes the requirement that lawyers keep in mind their “obligation to know their client, understand the client’s dealings in relation to the retainer... and manage any risks.”

CLIENT IDENTIFICATION

Client identification entails gathering specific information from each client, prior to providing legal services. The revised model rules will require that the information gathered also be dated.

CLIENT VERIFICATION

Verification entails verifying the identity of the client through the use of independent source documents and is required when a lawyer provides legal services “in respect of receiving, paying or transferring of funds, other than an electronic funds transfer.”

Changes to the Federation's model rules, related to client verification, include:

- clearer delineation between the verification requirements for individuals and for organizations;
- the deadline to verify organizational clients is reduced from 60 to 30 days;
- information received, including efforts to obtain verification, must be dated;
- all documentation received must be kept;
- "reasonable measures" standard is removed, which means that, when required, lawyers must verify their client within the prescribed deadline;
- new requirement to "obtain from the client and record... information about the source of funds;"
- exceptions related to "funds paid or received pursuant to a court order or a settlement of any legal or administrative proceeding" are eliminated; and
- the lawyer must, with respect to non-face-to-face transactions, engage the services of an agent and must have a "written agreement with the agent and, upon receiving from the agent the information obtained to verify the client" must review that information to "ensure that it is valid and current."

SOCIETY RULE CHANGES

The Law Society of BC (the Society) is in the process of incorporating the new trust accounting rule and modifications to the existing model anti-money laundering rules into its rules. At its April 2019 meeting, the Benchers received the Act and Rules Committee's proposed rule changes with respect to the model trust accounting and model "no cash" rules. Changes related to the CIV rules will be presented at a future Benchers' meeting.

Included in the package of proposed changes were revisions and additions to definitions. For example, the new definition of trust funds requires that the funds be "directly related to legal services." Rule 3-53 will include definitions for: disbursements, expenses, financial institution, and professional fees.

New proposed rule 3-58.1 incorporates the Federation's Trust Accounting model rule requirements that trust accounts be used only when "the funds are directly related to legal services" and that any residual trust funds must be returned to the client "on



Your trusted partner in document destruction solutions since 2005

Protect your client's personal and confidential information with one of the most trusted names in the document destruction industry. Since 2005, we have been the preferred shredding provider for law firms across the Lower Mainland.



604.708.4200
silverbulletshredding.com



**Announcing the
Opening of our
Vancouver Office**

Baker+Cadence Solutions is proud to continue serving the Pacific Northwest as we welcome **Dirk Fleming** to our new Vancouver office.

Discover how a Worldox solution with BCS can make document management and file-sharing simple and hassle-free.

www.bakercadence.com
PHONE: (916) 677-4277

**baker +
cadence**
solutions, LLC

completion of the legal services to which the funds relate.”

At that April Benchers’ meeting, proposed changes to the “no cash” rules mirrored the Federation’s revisions to its model “no cash” rule. However, at the May 2019 Benchers’ meeting the proposed changes to the no cash rule were revised so that the exemption with respect to cash received “pursuant to a court order” was not entirely eliminated. Instead, the Act and Rules Committee recommended that the exemption to the “no cash” rule be limited to “court-ordered return of cash that had been seized by law enforcement officers.” Final review of this topic will take place at the July meeting, after the Law Society of BC, through its representative, is able to address these issues at the Federation’s June Council meeting.

CONCLUSION

The Federation’s model trust accounting rule and revisions to the other anti-money laundering rules will, for the most part, be incorporated into the Society’s rules. When that happens, existing law firm policies and procedures could become nonconforming.



Pelar Davidson, CPA(CGA), financial controller at Oyen Wiggs Green & Mutala LLP, a firm devoted to intellectual property law, has over thirty years’ accounting experience in the legal industry. As a founding PCLaw Users’ Group member and an active BCLMA member, Pelar appreciates the educational role that both organizations play in the industry.

CONSISTENT RESULTS



HUNTER WEST
LEGAL RECRUITMENT

1055 W HASTINGS ST SUITE 300, VANCOUVER, BC V6E 2E9

HUNTERWEST.CA

MEMBER SNAPSHOTS



MALOU ANGELES

When did you join BCLMA?

2–3 years ago.

Where do you work?

McMillan LLP.

Where did you vacation last?

Hawaii.

Where were you raised?

Philippines.

Favourite wine under \$20?

Inniskillin Chardonnay.

Best thing about working in the legal industry?

Days are never the same, there’s always something new to learn.

Something surprising about you?

I love to cook.

Favourite BC day trip?

The Okanagan.



EMPLOYMENT STANDARDS REFORM UPDATE

by Preston Parsons, Associate at Overholt Law

In my last article, I noted that significant reform of the BC Employment Standards Act (the “Act”) was on the horizon. As anticipated, the amendments in Bill 8 – Employment Standards Amendment Act, 2019 have come into effect as of June 1, 2019.

Not all of the recommendations urged by reform-seekers were followed. For instance, amendments that would bolster scheduling flexibility in non-union workplaces have generally not been included in this set of amendments. Nevertheless, the changes include a kaleidoscope of amendments to everything from outdated methods of service to the rules around hiring children.

Do the amendments affect law firms? Absolutely. While lawyers are exempt from the Act, most other law firm employees are covered by it, including paralegals and legal administrative assistants. A review of the amended Act raises a few areas that are likely to affect law firms as employers.

NEW LEAVES

The Act’s leave provisions were recently amended in 2018, at which time parental and maternity leaves were extended and a number of new leaves were created. The Act now prescribes two further new forms of leave for employees:

1) Critical illness or injury leave: entitles employees to unpaid leave in order to provide care or support to an immediate family member. This leave may last up to 36 weeks for care of a minor family

member or up to 16 weeks for care of an adult family member.

2) Leaves respecting domestic violence: entitles employees upon request for a leave in order to seek medical attention or certain other social services if the employee or their dependent experiences domestic violence. This leave may last for up to 10 days of unpaid leave, plus a further 15 weeks of unpaid leave.

While it may seem like your leave policies and procedures were just reviewed in the wake of the 2018 leave amendments, it is important to carefully review your policies again in anticipation of these new leaves. Updating policies to ensure they are in compliance with your statutory obligations, implementing effective procedures for leave coverage, and open communication with employees who are on extended leaves can help to minimize the administrative juggling act that can arise from employees taking different kinds of leaves for different periods of time.

EMPLOYMENT STANDARDS BRANCH CHANGES

Employment Standards Branch (“ESB”) proceedings may seem like minor matters to some employers, but that perception may

be largely due to the previous six-month limit on wage recovery claims brought by employees. Until now, unpaid wages could only be awarded if they were payable in the six-month period before the investigation, complaint, or termination of employment.

One of the amendments in the amended Act increased the period of wage recovery to 12 months, doubling the exposure that employers face for claims. The amendments also provide some authority for a further extension of that period to up to 24 months in some instances, such as where contraventions of the Act are severe and wilful.

For example, one of the most common claims before the ESB is for unpaid overtime. Now that an employee will be able to make a claim for 12 or 24 months of unpaid overtime instead of 6 months, the employer could theoretically face a claim for 2-4 times as much overtime as in the past.

The amendments to the Act affecting the ESB do not stop there though. The Self-Help Kit step that was previously first step employees were required to take before filing their complaint was abolished, so employees now go directly to the ESB with their complaints. The amended Act also confers broader authority on the Director of the ESB to initiate an investigation of a workplace, without an ESB complaint being filed by an employee. How this broader investigatory power will be used and place out in practice has yet to be seen. The government has also

stated its intention to hire more staff at the ESB, which would bolster the forum's reach, efficiency, and impact.

CONCLUSION

These are but a few of the amendments that will affect employers, including law firms, going forward. Firms should keep an eye on their evolving obligations and responsibilities as employers in order to best manage their workforce and avoid liabilities. Staying abreast of statutory amendments and making timely adjustments to workplace policies and human resources practices in place will always help keep up institutional knowledge, clarify expectations at work, and hopefully reduce the risk of disputes arising.



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



Trusted.

Wherever... whenever... however you want to work.

The Worldox Document Management solution is trusted by over 6000 firms in over 50 countries. Whether you choose our Worldox Cloud model or one of our on premises solutions, we include the latest mobility tools to complement our powerful client for maximum productivity from anywhere.

 CLOUD

 ON-SITE

 HYBRID

 **Worldox**

worldox.com
800.962.6360
sales@worldox.com

©World Software Corporation



STAFFING ISSUES?

 **R. JOHNSON**

604.687.7555 | rjohnsoncorp.com



Best IT Practices for the Modern-Day Law Firm: It's as Easy as 3, 2, 1!

by Sasha Goble, Brand & Communications Manager at Whipcord

The first thing that comes to mind when thinking about British Columbia is the beautiful landscape: the greenery, mountains, and the parks! Imagine packing for a trip in the mountains. Cell reception is spotty, so you prepare for an emergency with warm clothing, flashlights, and first aid kits. Between the flooding, wildfires, and windstorms leading to long lasting power outages, the weather in BC can be dramatic.

We know we can only prepare so much for those types of unpredictable events. We don't gamble with our lives. We keep it in the back of our minds and try to prepare as best we can.

However, that begs the question about your livelihood: can your business survive a disaster tomorrow if you don't prepare today?

Today's reality is that all unplanned outages cost money and could be devastating to your firm. Plus, we can't forget about the threat of "The Big One", although unlikely in our lifetime, it could be a reality for the next generations – our children and grandchildren.

Let's talk logistics though. There are three levels of data protection, and you'll want to identify what your company is currently utilizing:

- A) Local backups (to disk, tape, etc.)
- B) Cloud backups
- C) Cloud Replication

If you're only using option A as your primary protection plan, your business is extremely vulnerable. According to leading research and advisory firm, Gartner, this translates to an average loss of \$5600 per minute! All companies should be utilizing virtual environments (options B & C). These environments

are necessary to execute "The 3, 2, 1 Rule" for protecting all your firm's data (including archives). What does it entail?

- **Have at least three copies of your data:** in addition to your primary office, you should have at least two more backups (both on different media and one offsite, as mentioned below).
- **Store the copies on two different media:** If your data is currently on disk, you should also keep a copy on a different system or tape.
- **Keep one backup copy offsite:** This can be achieved by keeping one of your three copies offsite, at a secondary office or in a data centre.

We recently spoke to a law firm in BC that has one location with a single point of failure (SPOF). The problem here, is it's the part of your system where, if it fails, will stop everything from working. The goal of

any system is to have high reliability, which can't be achieved with a SPOF. This isn't a typical scenario because most law firms have multiple offices, but I would argue that if this describes your firm, you're at one of the highest risks for devastation!

Our next example is from another law firm in BC with a more common problem, as they work over two sites. Before reaching out to us, they did have a backup and replication plan between their A and B offices. However, both are in the same geographic region!

The importance of geographic redundancy cannot be overstated. If BC floods and all three copies of your data are in different sites, but within the same province, your firm is in big trouble.

Think you're ready to pursue a Disaster Recovery (DR) Plan? Here's a checklist to get you started:

- **Functions and processes:** What do your everyday firm practices and processes look like?

- **Authorized executors:** Who will execute the plan when it's time, and who will replace each team member, if they're not available?
- **Staff contact plan:** How will you account for your staff in the event of an emergency?
- **Secondary location of operations:** Is there another premises you can operate from?
- **Communication:** How will you continue communicating with your staff, legal offices, courts, and clients?
- **Data management:** How will you keep your data safe and how will you retrieve it?
- **Devolution control:** What steps are necessary to transfer your operations to another location?
- **Safe Storage:** Where will you store your (DR) Plan and can it be easily retrieved?

Can your business survive a disaster tomorrow, if you don't prepare today? As IT experts who understand and have seen the devastating effects of disasters on an ill-prepared firm, we can confidently answer "no."



Sasha graduated from Lethbridge College's Communications Arts Program with a Major in Advertising and Public Relations in 2015. She previously held the title Technical Copywriter at Whipcord and brings 5+ years of marketing experience from the automotive software industry.

If you need help during the planning process at anytime, our FIPPA compliant BC sales representative, Ron, is ready to meet with you in person for whatever stage you're in. Whether you want to know more about how your firm could be impacted by disaster, guidance with your checklist, or to start the process for a customized solution.

Ron Singh
604-366-6094
ron.singh@whipcord.com
www.whipcord.com

MEMBER SNAPSHOTS



CHERYL MCDONALD

When did you join BCLMA?

Approximately 20 years ago.

Where do you work?

Fulton & Company (Kamloops & Vancouver).

Where did you vacation last?

My husband and I went to Italy in May, where we did some incredible cycling.

Where were you raised?

I was born in Victoria, BC, but have lived most of my life in Kamloops.

Have you lived abroad?

I lived in Australia for 3 years while I was working for Price Waterhouse.

Favourite wine under \$20?

I am not much of a wine drinker. I prefer a good strong cup of coffee!

Favourite lunch spot?

I prefer to workout during lunch and eat leftovers at my desk.

What's a must-read book?

One of my favourite books is *The Boys in the Boat* by Daniel James Brown.

Best thing about working in the legal industry?

The variety and challenge.

Something surprising about you?

I was a competitive figure skater and was an alternate for the national team when I was only 10 years old.

How do you spend your spare time?

I do something active pretty much every day. I am currently addicted to yoga and attend classes about 5 times per week. I also rarely miss watching a Canucks game.

Favourite BC day trip?

It is not really a day trip, but my favourite place in BC is Tofino (South Chesterman), where we have been visiting for over 25 years.

EMPOWERING DIGITAL WORKPLACES

Transforming law firms from the practice of law to the business of law. We improve workplaces using innovative technologies and services that enable law firms to work smarter.

www.ricoh.ca/legal

Celebrating our **50th** **Anniversary**

Process Serving, Registry and Research Services since 1969



West Coast Title Search Ltd.

New Westminster
604-659-8600

Vancouver
604-659-8700

Victoria
250-405-6000

info@wcts.com
www.wcts.com

Corporate • Court • Land • Manufactured Homes • Motor Vehicles • Personal Property • Process Serving • Vital Statistics



Summer Reading List: Good Housekeeping's 25 Best New Books – Are You Up to the Challenge?

Excerpt from [Goodhousekeeping Magazine's article](#) by [Blake Bakkila](#)

Whether you are in search of some beach-side entertainment for your upcoming vacation or looking for a form of mental vacation from the daily grind, Good Housekeeping is challenging its readership to devour the top 25 new and noteworthy novels of 2019. Here is a selection from their list and a brief synopsis of each title.

THE BRIDE TEST **BY HELEN HOANG**

This novel follows the story of Khai Diep, a man who doesn't think he's capable of having feelings. He's still unconvinced when his family tries to assure him that his autism makes him process emotions differently, and his mom sets out to find him the perfect bride in Vietnam.

STAY SEXY & DON'T GET MURDERED: THE DEFINITIVE HOW-TO GUIDE **BY KAREN KILGARIFF & GEORGIA HARDSTARK**

Written by the hosts of the popular podcast, *My Favorite Murder*, these authors share personal stories, recommendations for advocating for yourself, and more in their debut novel.

I'LL NEVER TELL **BY CATHERINE MCKENZIE**

After their parents' sudden deaths, five

siblings reunite to decide what to do with their family's property. But before they can, they have to figure out what happened to their fellow camper Amanda, who was found bludgeoned to death in a rowboat 20 years ago.

CITY OF GIRLS **BY ELIZABETH GILBERT**

Author of *Eat, Pray, Love*, Elizabeth Gilbert, takes a look back at the past. Vivian, a now-95-year-old woman, finally shares her love story from the 1940s. A combination of lust, scandal, and fun.

ON EARTH WE'RE BRIEFLY GORGEOUS **BY OCEAN VUONG**

This novel holds the same name as Vuong's 2014 poem and walks us through the life of Little Dog, a now-late 20-something writing a letter to his mother who cannot read. A gripping and powerful novel and an honest depiction of grappling with identity.

RECURSION **BY BLAKE CROUCH**

Blake Crouch explores the subject of memory in his novel about a disease called "False Memory Syndrome," which protagonist Barry Sutton is investigating. Reality is warped even further when he discovers that a neuroscientist is working on something that will allow people to recall and remake their memories.

THE FRIEND ZONE **BY ABBY JIMENEZ**

Kristen Petersen just met the perfect guy, but he wants to have a big family. That's usually a "pro" for most, but Kristen is about to have a medical procedure that will make her infertile. Should Kristen stay or should she go?

THE MOST FUN WE EVER HAD **BY CLAIRE LOMBARDO**

Set in 2016 with a series of flashbacks, we learn about the unparalleled, perfect relationship between Marilyn and David. And while their love story is idyllic, their four daughters haven't had such luck. Their individual storylines come together to show how complicated it is to love those closest to you.

THREE WOMEN BY LISA TADDEO

Over the course of eight years, Lisa Taddeo unveiled the lives (and desires) of three real women living in the United States: a housewife in Indiana, entrepreneur on the East Coast, and a high school student in North Dakota all have revealing and all-too-relatable stories to tell.

THE TESTAMENTS BY MARGARET ATWOOD

Handmaid's Tale fan? After Offred steps out into the unknown, we were all left wondering what happened next. In this sequel, Atwood takes us 15 years into the future, as we see what's happened to Gilead.

Read The 25 Best New Books for Summer 2019 for a full list of beach reads and reviews from Good Housekeeping <https://www.goodhousekeeping.com/life/entertainment/g3585/summer-reading/>.

SAVE THE DATE

BCLMA Educational Presentation

The Desperate Need for Open Thinking
Thursday, October 3, 2019
11:45 am – 2:00 pm
Guest Speaker: Dan Pontefract
Four Seasons Hotel

Managing Partners Event

Guest Speaker: Ken Peacock, Chief Economist & VP, Business Council of BC
Wednesday, November 6, 2019
11:30 am – 1:30 pm
Terminal City Club

BCLMA Annual Winter Social

Thursday, November 28, 2019
5:15 pm – 9:00 pm
Sutton Place Hotel

Save the Date – BCLMA 2020 Conference

Thursday April 16, 2020 12:00 pm – 8:00 pm
Friday, April 17, 2020 8:30 am – 1:30 pm
Visit bclmaconference.com

For more information about our events and to register visit www.bclma.org



Chili Rub Steaks with Corn Salsa

A perfect easy tasty summer dish. Serves 4.

Steaks:

- 2 Teaspoons chili powder
 - 2 Teaspoons ground cumin
 - 1 Teaspoon salt
 - ½ Teaspoon ground coriander
 - ¼ Teaspoon cayenne pepper
 - 1 ½ Pounds rib eye steaks
- ½ Cup red bell pepper, finely chopped
1 Clove garlic, minced
1 Jalapeno pepper, seeded and minced
2 Tablespoons fresh parsley, chopped
2 Tablespoons fresh cilantro, chopped
2 Tablespoons olive oil
3 Teaspoons fresh lime juice
Salt to taste

Corn Salsa:

- 2 Cups frozen or fresh corn kernels, cooked and drained
- ½ Cup red onion, finely chopped

Steaks:

Mix together chili powder, cumin, salt, ground coriander, cayenne pepper in a

small bowl. Rub both sides of steak with the spice mix. Cover and chill for 1 hour or longer in refrigerator. Preheat barbecue. Grill until cooked, about 5 minutes per side. Serve with corn salsa.

Corn Salsa:

Combine all ingredients in a small bowl and toss well.

Barb Kemp is a food educator and passionate home cook who believes food is the foundation of good health. She writes a blog, a newsletter, and offers online courses for the everyday home cook. Visit the [Recipes To The Rescue Website](http://RecipesToTheRescueWebsite) for more information.

AN INTERVIEW WITH...



JAY CATHCART

Retiring Exec. VP / Chief Operating Officer, Farris Vaughan Wills & Murphy LLP reflects and answers questions about retirement.

How many years have you been in legal?
34 years, I started in December 1985.

What attracted you to working in legal?

I obtained my CA with Coopers & Lybrand, now PWC, and while there, I was responsible for the audits of Ladner Downs (BLG), Campney & Murphy, Mawhinney & Kellough (now Dentons), the Law Society, and the BC Courthouse Library Society. I also did forensic accounting work with the Commercial Crime Section of the RCMP. My dealings with these firms and organizations piqued my interest in working in the legal environment.

What firm did you start out at, and which other firms have you worked at?

I've had the pleasure of working for three great firms. I started in 1985 with Ladner Downs as the manager of finance and administration, and moved in 1989 to Alexander Holburn as COO. In 1998, I moved to Farris as COO. All three firms were located in the high-rise portion of the TD Tower – I didn't need to change parking spots or elevators!

How many years have you been at your present firm?

It will be 21 years in September.

How many years have you been a member of the BCLMA (formerly VALA).

I started at Ladner Downs in December 1985, joined VALA immediately, and still recall my first Christmas party with the group at the Law Courts Inn.

What words of wisdom would you like to pass onto fellow BCLMA members?

I would encourage members to become

engaged with both their firm and our organization. Within their firm, learn not only about their role, but also about what other members of management are doing. Learn about your firm's clients: who they are/ what they're doing, and learn about your lawyers: what practice areas they focus on, and who they are. This will allow you to add value beyond the confines of your primary role. This will assist the firm, but also expand your knowledge and challenge you to learn more. Within BCLMA, participate both to learn and to create networks and friendships. After 34 years, I still find sessions of value for both their educational content and the opportunity to see long time friends.

What will you miss about the community?

Without a doubt the biggest thing I'll miss is the collegiality within the group. While our firms are "competitors", our association sees beyond that and encourages the sharing of ideas and information. While that is happening, decades long friendships are formed, not only with fellow members but also with our vendors and suppliers. One soon realizes we are all in this together, so working as a team achieves the best results. That's what I'll miss most. Having said that, I plan to keep in touch with all of these friends from time to time.

What are you looking forward to most about retirement?

I look forward to welcoming and spending time with our first grandchild, and travelling extensively with my wife, Heather. Trips to Hawaii, Palm Desert, a Caribbean cruise, and two months in Europe are already on the agenda in our first year.

Call for Submissions

Do you have an idea for an article that you think would benefit BCLMA members? We are always looking for 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.

Small Business BC Awards
BEST WORKPLACE
WINNER

Cloud Services for Lawyers

Delivered by People Who Care

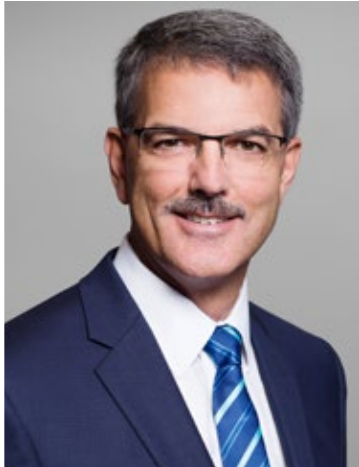
Looking for technology that enhances teamwork?
Hosted Desktops allow teams to easily connect and work together no matter where they are - office, court, Hawaii

i-workx
making i.T. work for you

Call for more information (604) 639.6300 | www.i-workx.ca

HOSTED DESKTOPS . HOSTED EMAIL . HOSTED FILE SHARING .

AN INTERVIEW WITH...



WAYNE SCOTT

Retiring COO at Alexander Holburn Beaudin + Lang LLP reflects and answers questions about retirement.

How many years have you been in legal?

I've worked in the legal industry for 32 years and have enjoyed my career very much.

What attracted you to working in legal?

Before legal, I worked in the hotel industry at the Hyatt, Delta, and Mandarin Hotel chains. My last hotel was The Mandarin Hotel on Howe Street, where I was the Assistant Controller. They decided to close their doors, and I needed a job. I was just starting out in accounting, and a position came up at Swinton & Company. I liked the hotel industry but decided to make a change.

What firm did you start out at, and which other firms have you worked at?

I started at Swinton & Company, as their assistant accountant working under Spencer Hartigan. Spencer taught me a lot while I was there, and his position looked very interesting to me. I decided that I wanted to be an administrator during my time at Swinton & Company. I took this opportunity to learn as much as I could from Spencer. After six years at Swinton & Company, I moved to Stephens & Holman as their first office administrator, looking after their Vancouver and Calgary offices. I was there for five years before getting a call from Edwards, Kenny & Bray. EKB was looking for an office administrator to replace Peter Asselstine who moved to Alexander Holburn. I had been working at Edwards, Kenny & Bray for nine years, when I was approached by Laura Reid in the summer of 2007. Alexander Holburn were looking for a COO. I was happy at Edwards Kenny & Bray, but was looking for

a new challenge, so I accepted the position.

How many years have you been at your present firm?

I've been at Alexander Holburn for 12 years now.

How many years have you been a member of the BCLMA (formerly VALA)?

I joined the BCLMA when I joined Edwards Kenny & Bray and got involved with the BCLMA shortly thereafter. I have met a lot of people through the BCLMA and the ALA.

What words of wisdom would you like to pass onto fellow BCLMA members?

I suggest that if you're new to the legal industry, to get involved with the BCLMA and grow your network of people. There are many people within the organization with years of experience that you can benefit from. I spent many years building my network and learning as much as I could from them.

What will you miss about the community?

What I will miss most is the friends that I have made at the firms I have worked at and the various associations that I have been involved in throughout my career. I've had the luxury of working with some really great people over the years, who have all helped with my success along the way. I have a great management team at Alexander Holburn, and I will miss them very much.

What are you looking forward to most about retirement?

I'm looking forward to doing lots of traveling over the next few years, spending time at our cabin during the summer and hopefully doing some more flying.

Red Wine Sangria by Bobby Flay

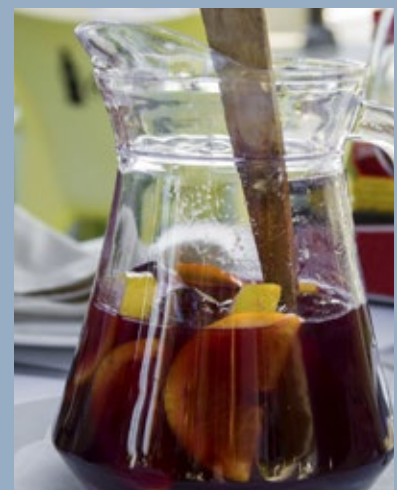
Ingredients

2 Bottles red Spanish table wine
1 Cup brandy
1/2 Cup triple sec
1 Cup orange juice
1 Cup pomegranate juice
1/2 Cup simple syrup, or more to taste (equal parts sugar and water, heated until sugar dissolves, cooled)
Orange slices
Apple slices

Blackberries
Pomegranate seeds

Directions:

Mix all ingredients together and let stand in a tightly sealed container or pitcher for at least 24 hours in the refrigerator before serving.



BCLMA SUMMER SOCIAL



BCLMA Summer Social 2019

Photos by Jesse Donaldson

The BCLMA annual Summer Social was held on June 13th. Oh, what a night! One hundred and thirty-five representatives, affiliates, honorary members, and business partners attended this year's social.

The sun was shining and the temperature was warm as 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.

Lorraine Burchynsky, 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 paid tribute to retiring COO's, Wayne Scott of Alexander Holburn and Jay Cathcart of Farris. Both gentlemen have been long term members and are both past presidents. They have supported, advocated, and

mentored our members throughout the years – we are very thankful.

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.

PREMIER SPONSORS

Do Process

Shaw Sabey

RICOH – Todd Mulherin & Kandice Molshansky

EVENT SPONSORS

Arlyn Recruiting – Stephen Danvers

BMC – Brian Mauch & Alex Steele

ZSA – Eda Alper & Tessie Kovar

CONTRIBUTING SPONSORS

Cettec Digital Imaging – Eric Bullis & Donna King

Forge Recruitment (New BCLMA sponsor) – Joncarlo Bairos & Brittany Melo

Hub Insurance – Dave Mills

Impact Recruiting – Mark Fenwick & Bridgett O'Connor

Purves Redmond (New BCLMA sponsor) – Dina Shenouda & Gary Kawaguchi

Mark your calendars now for the annual Winter Social on Thursday, November 28th at the Sutton Place Hotel.

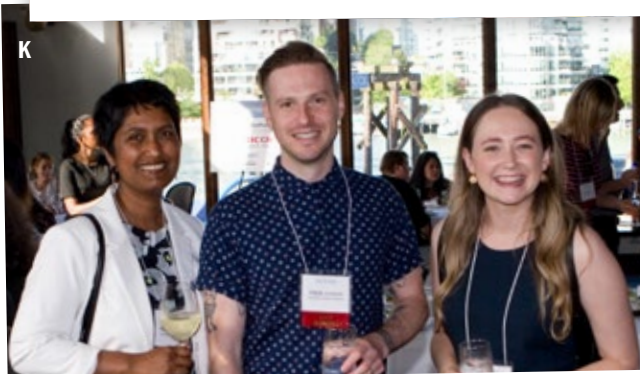
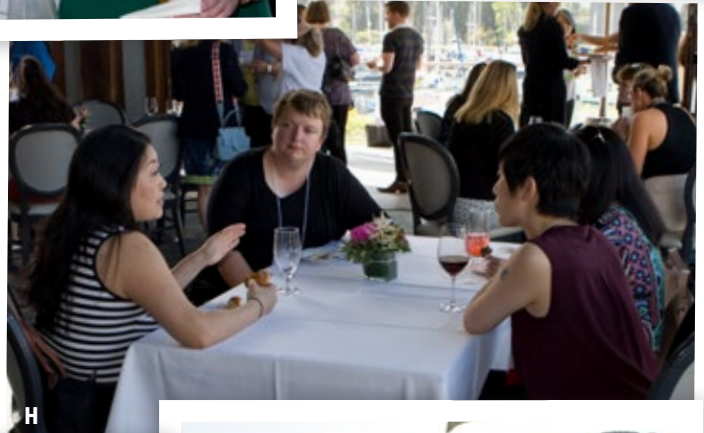
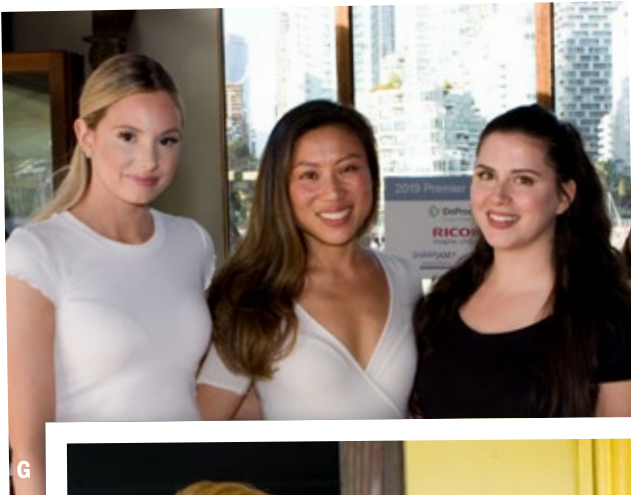
Photos

A. Lorraine, BCLMA president (Boughton) addresses the crowd

B. Sarah (Farris) Polly (Norton Rose) Noel (Watson Goepel) Katherine (Farris)

C. Sandra (BLG) accepts draw prize from Dave of Hub International

BCLMA SUMMER SOCIAL



D. Todd (RICOH – Premier Sponsor) Brian (BMC – Event Sponsor)

E. Kuljit (Terra Law) Erin (Owen Bird) Christina (Terra Law)

F. Elaine (Kornfeld) Mabel (Clark Wilson)

G. Elsa, Scarlett, Sonia (Whitelaw Twining)

H. Gathering of colleagues & friends

I. Cindy (RBS), Ronda (Manthorpe) Shirley (RBS)

J. Leslie (Hunter Litigation) Parm (Osler)

K. Geeta, Cole, Grace (BLG)

BCLMA SUMMER SOCIAL



L. Emily, Alecia, Emma, Bria (BLG) Lorin (Miller Thomson) Catharine (Norton Rose)

M. Polly, Catharine (Norton Rose) Paula (Bennett Jones)

N. Gillian, John, Tatum (Edwards Kenny)



**Outsourced IT Services
for Law Firms**

**be ready
be secure
bmc networks**



bmc networks inc.
TECHNOLOGY SERVICES

800-888 Dunsmuir Street
Vancouver, BC V6C 3K4
604-789-3401
contact@bmcnetworks.ca

www.bmcnetworks.ca



Peace of Mind



Industry Expertise



Security



Support & Uptime



Infrastructure Audit

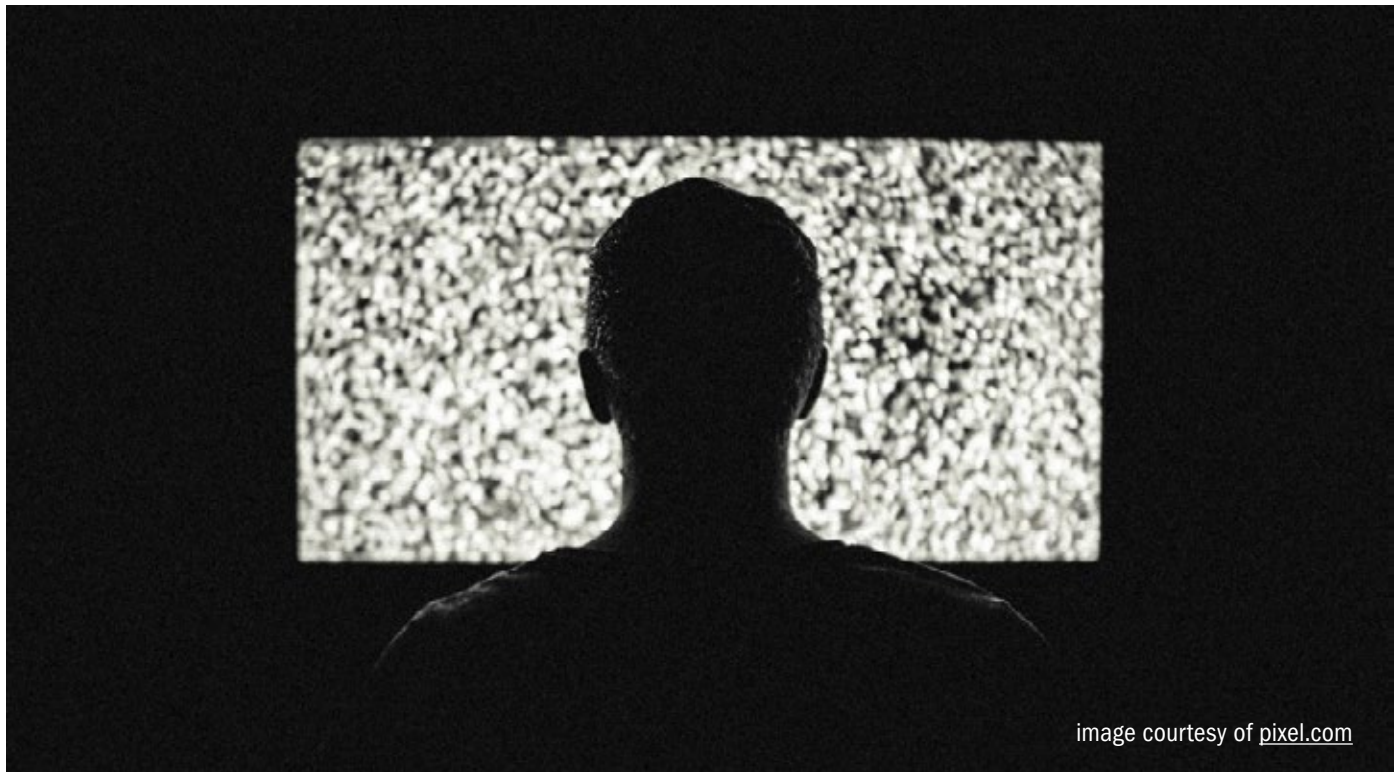


image courtesy of pixel.com

Does Your Brand Story Resonate?

by Ben Baker, Portions of this article first appeared on [Medium.com](https://medium.com) October 22nd, 2018.

Personal Brands, like corporate ones, are built on trust and understanding of the value that we provide to others. The main issue is, most people spend too much time focusing on what they perceive as being valuable to others and not taking the time to verify this through observation and conversation.

Everyone has a personal brand, whether they understand it or not. No matter what position you hold within a company, it is the ability to understand your value to others, and have that value recognized and understood, that allows you to articulate your point of view and build influence through trust.

Personal branding is about understanding, codifying, and communicating who you are, what you do, who you do it for, and why they should care and want to engage with you. Your brand is built on consistency and authenticity. Day after day, week after week, year after year, dedicating yourself to being consistent in your communication and actions, so that others listen, observe, internalize, and eventually trust.

Without trust, brands can be dismantled in seconds and are nearly impossible to rebuild. That trust can be dismantled through

personal interaction that is inauthentic, an email that is misleading, social media posts that are incongruent with how people otherwise perceive you, or inappropriate actions observed away from the office.

You need to be you 24/7/365. No one is expecting you to be perfect; they are just expecting you to live and communicate within a set of norms that you have consistently presented. If you let people know that you are consistently 15 minutes late for meetings, they will either accept this as part of who you are, or look for someone more punctual. However, if you profess to be on time and then you are consistently late for a meeting, actions and verbiage do not line up and trust can be lost (or at least questioned).

HOW DO YOU COMMUNICATE YOUR BRAND?

We live in a world that is extremely noisy.

One where our attention is constantly being pulled from pillar to post and back again.

There are way too many people, brands, and causes fighting for our limited amounts of time, attention, and bandwidth. Unfortunately, that means most of what we come in contact with is ignored, on a daily basis.

THE PROBLEM IS, AS MUCH AS YOU ARE FILTERING OTHERS, THEY ARE FILTERING YOU.

They are deciding, within a very short period, probably seconds, whether what you do is important to them now. If not, you are either cast aside or in the best-case scenario, put into a part of the brain that will allow for recall when needed.

SO, WITH THIS IN MIND, DOES YOUR BRAND STORY RESONATE?

Do the people you wish to influence, whether they be customers or employees, really care about you and what you have to offer? Do they perceive that you add value to their lives and if not, why not?

Are you communicating effectively and telling a story that people will listen to, understand how it benefits them, and want to engage with, or are you merely the teacher in the Peanuts cartoons? (Wah, wah, wah, wah, wah).

When was the last time you took the pulse of the relevance of how you present yourself and how you communicate? When was the last time you asked your clients: "how do you perceive me, and do I add real value to you?" When was the last time you asked your employees: "what do we stand for, what differentiates us from our competitors, who are the people we serve, and how do we add value to them?"

Every person within a company needs to evaluate their brand on a regular basis. Have you changed? Do you offer things that you never offered before? Do you serve different clients and solve different problems from when you incorporated?

THE ANSWER IS PROBABLY YES! THE CHALLENGE IS, YOU ARE PROBABLY STILL COMMUNICATING BASED UPON A BRAND STORY THAT IS NO LONGER RELEVANT!

Your story needs to tell not only where you came from, but where you are and where you are going. It needs to be a visual map that is easy to understand, recall and retell. Vision and mission statements do not do this.

Vision and mission statements, although agonized over by people all over the world, are not ingrained into the psyche of employees, management, or customers. They are words on a page, that had relevance the day that they were developed, to a limited group of people, but they are hard to recall and almost impossible for the average person to retell accurately.

A brand story, on the other hand, even if not told perfectly, is a tool that everyone can identify with, internalize, and recount. It is through that recounting of the story that brands become relevant to a new audience and develop champions who want to retell them.

BUT ONLY IF THEY ARE AUTHENTIC!

The story will only be retold and engaged with if those involved believe in it and they will only believe in it if it is authentic.

The story needs to tell who you are today, and where you want to go, and show the

Innovation

It doesn't just keep
you ahead of the game,
it keeps you in the game



LDD.ca
1 800-363-2253

LAWYER
DONE DEAL®

* LawyerDoneDeal and design are registered trademarks of LawyerDoneDeal Corp.

SOLUTIONS DRIVEN. CUSTOMER FOCUSED.



COLOCATION



CLOUD



BACKUP AND
REPLICATION



WHIPCORD

WHIPCORD FOR B.C. LAW FIRMS

- Canadian owned & operated
- Disaster Recovery Solutions

whipcord.com
604.366.6094

roadmap that people can follow. It needs to demonstrate your value to your audience, either internal or external and tell the “why” behind what you do.

If you can do this compellingly, you can stop being just another brand in the marketplace. You can stop being marginalized and stop being a commodity and start being a brand worth loving.

And isn't that what we all want to be?



Ben Baker is the Chief Storyteller at Your Brand Marketing, author of *Powerful Personal Brands: A Hands-on Guide to Understanding Yours*, and works with his clients to provide workshops, keynotes, and consulting services on brand strategy and brand communication. He wants to work with you to allow you to STOP BEING A COMMODITY and instead BE A BRAND WORTH LOVING! www.yourbrandmarketing.com

SAVE
the
DATE

bclma 2020 CONFERENCE

April 16, 2020

12:00 pm – 4:00 pm Lunch & Sessions

4:00 pm – 6:00 pm Market Place

6:00 pm – 8:00 pm Conference Dinner

April 17, 2020

8:30 am – 1:30 pm Sessions

Further information as it develops will be posted to
www.bclmaconference.com

2020 CONFERENCE COMMITTEE

Shakti Jeyachandran, Conference Chair (Roper Greyell)

Ronit Barenboim (Borden Ladner Gervais)

Dorothy Cheung (Bennett Jones)

Margaret Cividino (Miller Thomson)

Christine Drag (Harris)

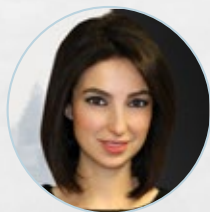
Jane Kennedy (BCLMA)

Alexa Kingsmith (Harper Grey)

Roshni Reddy (Stirling)

Sonia Simic (Whitelaw Twining)

Your perfect job is out there.
We'll help you find it.



EDA ALPER

Consultant, Support Services

(604) 283-9318 • ealper@zsa.ca

LAW CLERKS • PARALEGALS • LEGAL ASSISTANTS • LAW FIRM MANAGEMENT

CANADA'S LEGAL RECRUITMENT FIRM™



© 2007-2019 ZSA Legal Recruitment Limited. ZSA, the ZSA logo, and CANADA'S LEGAL RECRUITMENT FIRM are trademarks of ZSA Legal Recruitment Limited.

THE BCLMA TEAM

SUBSECTION CHAIRS & CO-CHAIRS

FACILITIES & SERVICE MANAGEMENT



Hazki Kambe, Co-Chair
Miller Thomson
604.628.2877
hkambe@millerthomson.com

FINANCE



Pelar Davison, Chair
Oyen Wiggs
604.676.9071
pdavidson@patentable.com



Mabel Chow, Co-Chair
Clark Wilson LLP
604.891.7755
mchow@cwilson.com

LITIGATION SUPPORT



Lisa Evenson, Chair
Harper Grey
604.687.0411
levenson@harpergrey.com



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

KNOWLEDGE MANAGEMENT



Larisa Titova, Chair
Blakes
604.631.3300
larisa.titova@blakes.com

HUMAN RESOURCES



Megan McAllister, Chair
DLA Piper (Canada)
604.687.9444
megan.mcallister@dlapiper.com



Bria Taker, Co-Chair
Borden Ladner Gervais LLP
604.632.3410
btaker@blg.com

MARKETING



Johanna Mills, Chair
Watson Goepel LLP
604.609.3090
jmills@watsongoepel.com



Alexa Kingsmith, Co-Chair
Harper Grey
604.895.2907
akingsmith@harpergrey.com

SMALL FIRMS



Rubyna Jinnah, Chair
Hamilton Howell Bain & Gould
604.639.1755
rjinnah@hhbg.ca



Ronda Smyth, Co-Chair
Manthorpe Law Offices
604.582.7743
ronda@manthorpelaw.com

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



Dave Mathews, Chair
Whitelaw Twining
604.443.3464
dmathews@wt.ca



Ron Lai, Co-Chair
DLA Piper (Canada)
604.648.3123
ron.lai@dlapiper.com

2020 CONFERENCE



Shakti Jeyachandran, Chair
Roper Greyell LLP
604.806.0922
sjey@ropergreyell.com

BOARD OF DIRECTORS

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

Angela Zarowny, Treasurer
Angela M. Zarowny, CPA, CGA
Accounting Services
604.351.0124
azanddz@shaw.ca

Lisa Rennie, Director
Blakes LLP
604.631.3300
lisa.ennie@blakes.com

Rob Walls, Director, Business Partner Liaison
Boughton Law
604.605.8340
rwalls@boughtonlaw.com

Yvette Whitson, Director
Dentons Canada LLP
604.443.7143
yvette.whitson@dentons.com

Elizabeth Jackson, Director
Farris Vaughan Wills & Murphy
604.661.9350
ejackson@farris.com

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

ADMINISTRATION

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

BCLMA Mail
PO Box 75562
RPO Edgemont Village
North Vancouver, V7R 4X1