

# Council of Canadian Administrative Tribunals (CCAT) 3rd International Conference



Bringing Administrative Justice  
to the People of the World

*“Learning From Each Other”*

June 20, 2004 - June 23, 2004

Held at the Fairmont Royal York, Toronto, Canada

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# Council of Canadian Administrative Tribunals Conseil des Tribunaux Administratifs Canadiens

*Third International Administrative Justice Conference  
Troisième conférence internationale de la justice administrative  
June 20 – 23 juin 2004 - Toronto, Canada*



**National  
Conference of  
Administrative  
Judges/American  
Bar Association**

Dear Colleagues:

As Co-Chairs, we are pleased to invite you to Toronto to attend CCAT's Third international conference "Bringing Administrative Justice to the People of the World". We are quite pleased that the conference has a theme that can have a large and positive influence on so many people. The fact that there will be a separate day of the conference for some "hands on" training will also be valuable to the participants.

Speakers from the United Kingdom, Zambia, Mexico, the U.S.A., Cambodia, Australia and Canada will share their experiences with us. Organizations such as the World Trade Organization (WTO), the World Anti Doping Agency of the IOC and the Organization for Economic Co-operation and Development, SIGMA (OECD) will also share their views with the delegates. Of course, there will be ample time to network with your colleagues. Not only is the conference programme exciting even the venue is exceptional.

Ontario is home to over one third of Canada's population and is strategically located within North America, both in terms of its geography and economy. Toronto is the largest city in Canada, our province's capital and is recognized internationally as a visitor friendly business and cultural centre.

Ontario and Toronto boast a wide range of activities. Toronto is recognized for its multiculturalism and is home to one of the continent's richest collection of ethnic neighborhoods. Take the time to visit Little Portugal, Corso Italia, Little India or Greektown. The 2nd largest Chinatown in North America is here and you will find over 500 Asian restaurants and a multicultural maze of shops known as the Kensington market. Tour Ontario's Wine County and beautiful Niagara Falls located slightly south of the city or venture into the past in St. Jacobs where the old order Mennonites still travel by horse and buggy.

To complement the business program we encourage you to take advantage of what Toronto has to offer. View the city from the CN Tower, the world's tallest freestanding structure and be sure to check out the famous Skydome while you are here. Sports enthusiasts can tour the Air Canada Centre, home of the Toronto Maple Leafs and the Toronto Raptors or take in a major league baseball game with the Toronto Blue Jays. A short walk from the hotel, you could take in a show in the theatre district, or tour the International Hockey Hall of Fame. You can end your day with dinner at any number of fine restaurants in the vicinity.

We sincerely hope you can take time away from your busy schedule to participate in this extraordinary conference. Please join us.

Yours truly,

Murray W. Chitra and Carl F. Dombek  
Conference Co-Chairs

**Bilingual sessions will be presented in English/French;  
trilingual sessions will be presented in French/English/Spanish.**

## SUNDAY JUNE 20th

9:30 am  
foyer Canadian

### REGISTRATION OPENS

10:30 am - noon  
Ontario

#### 1. ADMINISTRATIVE LAW - THE VIEW FROM NORTH AMERICA

Two leading legal scholars provide an update on administrative justice issues before the courts in both Canada and the United States. What are the most recent key cases? Are there common themes or trends?

Moderator: **Chris Graham**, President of National Association of Administrative Law Judges; **Professor David Mullan**, Faculty of Law, Queen's University, Ontario, Canada; Member Human Rights Tribunal of Ontario; **Professor Patricia Salkin**, Dean, Faculty of Law, State University of New York, SUNY at Albany.

*Bilingual*

Tudor 7,8

#### 2. MEDIA BREAKOUT: HOW TO DEAL WITH THE PRESS: SPEAK OR REMAIN SILENT? :

Dealing with the media can be a tribunal member's worst nightmare. Failure to communicate effectively can lead to endless controversy and problems. Strong media presentation skills are crucial for all tribunal members, managers and staff. When should you speak or remain silent? How do you convey a key message successfully? What strategies can an agency put in place to manage these challenges before they arise? Learn how to avoid communications catastrophes and skillfully articulate your message from Barry McLoughlin, one of the best-known media trainers in North America.

**Barry McLoughlin**, President, McLoughlin Associates Inc.

*Bilingual*

1:00 pm  
Canadian

#### OPENING - WELCOME REMARKS

*Trilingual*

1:30-2:15 pm  
Canadian

#### SPEECH - A GLOBAL PERSPECTIVE

2:15-2:45 pm  
foyer Canadian

#### REFRESHMENTS

2:45-4:15 pm  
Ontario

Simultaneous Sessions 3-5

#### 3. ABORIGINAL ISSUES AND

**ADMINISTRATIVE JUSTICE:** The entitlement of indigenous peoples to the control and ownership of land has proved to be a vexing

problem. Similarly, historical injustices such as abuse of First Nations' people in residential schools remain unsettled as well as very difficult. The courts have been the main focus for these concerns for some time, but recently, even the judiciary in their rulings have acknowledged the important role of tribunals in resolving these issues. Tribunals will have to consider different customs and traditions, conflicting rights and competing interests as they develop credibility and integrity in different cultural milieus. How have different tribunals approached these concerns and are there limits to the role of tribunals?

Moderator: **John Steeves**, Director CCAT and Arbitrator; **Ted Hughes**, Chief Adjudicator, Indian Residential Schools Resolution Canada; **Jean Teillet**, Barrister & Solicitor, Pape and Salter, Canada; **Joe Williams**, Chief Judge, Maori Land Court and Deputy Chairperson, Waitangi Tribunal, New Zealand

*Bilingual*

Tudor 7,8

**4. RESOLVING CONFLICT** - Across the world many people have suffered human rights violations as a result of war and other forms of civil conflict. It is not often possible to address these human rights abuses until after a change of regime has occurred. Increasingly when that happens, citizens demand recognition. In some countries administrative agencies have been established to ensure justice and give a voice to these citizens. Hear about the ways in which these agencies are promoting both personal and national reconciliation.

Moderator: **Chisanga Puta-Chekwe**, Chair, Ontario Rental Housing Tribunal, Canada; **Dr. Ken Attafua**, Executive Secretary, National Reconciliation Commission, Ghana; **The Honourable Bob Rae**, Canada.

*Bilingual*

Territories

#### 5. DEALING WITH IMMIGRATION AND REFUGEE CASES IN THE POST-SEPTEMBER 11TH WORLD

- In our new security-conscious environment, all parts of government are under increased pressure and scrutiny with respect to protecting society from terrorists and other security risks. How does this affect the work of adjudicative tribunals that are responsible for protecting vulnerable persons such as refugees? This international panel will explore these challenging times for tribunals that every day must deal with persons who are claiming the state's protection. What are the best ways to handle a high volume of refugee claims or

other immigration files in a simple, quick and fair manner, given the current environment?

Moderator: **Marcie Bourassa**, Deputy Chairperson, Immigration Appeal Division, Immigration and Refugee Board Canada; **Jean-Guy Fleury**, Chairperson, Immigration and Refugee Board, Canada; **Judge Phillip T. Williams**, Assistant Chief Immigration Judge, Falls Church, Virginia, U.S.; **Steve Karas**, Principal Member of the Migration Review Tribunal and the Refugee Review Tribunal, Australia  
*Trilingual*

Banff

**THE WIRED TRIBUNAL / DISPLAY 1:** a hands-on demonstration of technology in use by and for administrative tribunals.

Information Technology display - Large agency's Case Management and Call Centre systems.  
*Bilingual*

Whistler

**THE WIRED TRIBUNAL / DISPLAY 2:** a hands-on demonstration of technology in use by and for administrative tribunals.

A small agency's website, with database-driven searches of its current caseload available to the public.  
*Bilingual*

Montebello

**THE WIRED TRIBUNAL / DISPLAY 3:** a hands-on demonstration of technology in use by and for administrative tribunals.

AGNES -- A password-protected internet site built by central government for its agency community.  
*Bilingual*

6-7:30 pm

**HOCKEY HALL OF FAME: PRESIDENT'S RECEPTION** - Cocktail reception at the Hockey Hall of Fame, a famous Toronto landmark.

**MONDAY JUNE 21st**

8:00 am  
*foyer Canadian*

**REGISTRATION**

8-9 am  
*Concert Hall*

**BREAKFAST**

9-10:30 am  
*Canadian*

**PLENARY: ADMINISTRATIVE JUSTICE AND THE COURTS** - The first agencies, boards and commissions were created as alternatives to the courts. In some jurisdictions the relationship between administrative justice agencies and the judiciary has been an unsettled one. A panel of leading jurists will give their perspective on the current state of the relationship in light of our common goal of bringing justice to citizens.

10:30-11 am  
*foyer Canadian*

11 am-12:30 pm  
*Territories*

Moderator: **Justice Andromache Karakatsanis**, Superior Court of Justice, Ontario, Canada; **Justice Lynn Smith**, Supreme Court of British Columbia, Canada; **U.S. District Judge Phillip S. Figa**, Colorado, U.S.

*Trilingual*

**REFRESHMENTS**

Simultaneous Sessions 6-8

**6. INTEGRITY** - Throughout the world, governments and international organizations are struggling with concerns about the integrity of public organizations and officials. Public trust in such institutions is an essential foundation of democracy, peace, stability and economic development. This panel will examine the scope of the problem, the ongoing fight against corruption and steps being taken to promote ethical practices. What does your agency need to do to earn public trust?

Moderator: **Murray Chitra**, Chair, Ontario Civilian Commission on Police Services, Canada; **Maartan DeJong**, Director, Dept. of Institutional Integrity, World Bank; **Howard Whitton**, Public Sector Ethics Specialist, Organization for Economic Co-operation and Development, SIGMA; **Justice Ernest Sakala**, Chief Justice of Zambia.

*Trilingual*

Ontario

**7. GETTING IT RIGHT** - Over the past two decades, many jurisdictions have experienced major regime change or political restructuring. New governments have been confronted with the daunting task of creating public institutions to meet high expectations for everyday justice. This panel will examine the efforts underway in several countries. What are the practical challenges? What seems to be working? What can your administrative justice agency do to help?

**Larry Taman**, Leader, Justice Reform International, Canada; **Dr. Mong Hay Lao**, Visiting Professor from Cambodia at the Asian Institute, University of Toronto; **Nora Sanders**, Deputy Minister of Justice, Nunavut, Canada.  
*Bilingual*

Tudor 7,8

**8. ETHICAL DILEMMAS** - All decision makers are confronted with situations that test their values. Using different scenarios this workshop will ask some challenging questions. What makes an ethical dilemma? Can you recognize one? Can you respond in a way that is both right and just? Must solutions be consistent or can they vary?

**Judge R. Bryan McDaniel**, National Conference of the Administrative Law Judiciary (NCALJ), American Bar Association, U.S.; **Judge Edwin L. Felter, Jr.**, Senior Administrative Law Judge, Colorado Division of Administrative Hearings; **Michele Juteau**, President of CCAT

*Trilingual*

12:30-2:00 pm

**LUNCH Delegates on their Own**

2-4 pm  
*Canadian*

**PLENARY: DEALING WITH DIVERSITY - FAIRNESS AND ACCESS** - Every tribunal and agency has parties and stakeholders who are diverse. In the interests of fairness and access to justice, a tribunal must meet the needs and be sensitive to the differences with respect to people from many groups or backgrounds. This session will focus on one aspect of this broad topic - disadvantaged minorities - but the analysis and learning can apply to many contexts faced by tribunals with distinct stakeholder groups that are not balanced in power. What are tribunals in different jurisdictions around the world doing to address diversity? The panel will discuss effective training programs, how to overcome resistance, and other innovative ways to deal with diversity.

Moderator: **Gary Yee**, Special Advisor to the Deputy Chairperson, Immigration Appeal Division, Immigration and Refugee Board (Canada); **Professor Hazel Genn**, Faculty of Laws, University College, London, England; **Professor Saras Jagwanth**, University of Capetown, South Africa; **George Thomson**, Executive Director, National Judicial Institute, Canada.

*Trilingual*

4 - 4:30 pm  
*Canadian*

**LITERACY AND ACCESS TO JUSTICE**

**PROJECT:** A new CCAT initiative will be announced at this conference. In this project CCAT will work with its members representing administrative tribunals across Canada, and its partners in the field of literacy, to increase the capacity to identify and respond to literacy challenges faced by clients in the tribunal system through professional development of its members. This project is made possible by a grant from the National Literacy Secretariat, Human Resources Development Canada.

Moderator: **J. Paul Lordon**, Chair of the CCAT Committee: Administrative Tribunals, Literacy and Access to Justice in Canada ProjectOntario.

*Bilingual*

4:30-4:45 pm  
*Canadian*

**ANNOUNCEMENTS**

6:30 pm  
*Royal Ontario Museum*

**GALA RECEPTION AND DINNER AT THE ROYAL ONTARIO MUSEUM** - a gourmet meal and exciting, unique entertainment.

**TUESDAY JUNE 22nd**

8:00 am  
*foyer Canadian*

**REGISTRATION**

8-9 am  
*Concert Hall*

**BREAKFAST**

9-10:30 am  
*Canadian*

**PLENARY: AGENCY REFORM** - At the beginning of the new millennium some jurisdictions are seriously rethinking the way in which they have historically provided administrative justice services. Everything from case management practices, organizational structure and the role of decision makers is on the table. This panel will examine the cutting edge of agency reform. What can your administrative justice agency learn?

Moderator: **Tyrone Butler**, Chair of the National Conference of the Administrative Law Judiciary of the American Bar Association and Chief Administrative Law Judge of the Office of Administrative Hearings, Washington, D.C.; **The Rt. Hon. the Lord Newton of Braintree**, Chairman of the Council on Tribunals, Great Britain; **Georges Lalonde**, Deputy Minister, Direction générale des services à l'organisation-Responsable de la réforme des tribunaux administratifs, Quebec, Canada; **Magistrate Victoria E. Quiroz Pesquera**, Magistrate Member of the Superior Appellate Court of the Tribunal de lo Contencioso Administrativo del Distrito Federal

*Trilingual*

10:30-11 am  
*foyer Canadian*

**REFRESHMENTS**

11 am - 12:30 pm  
*Ontario*

Simultaneous Sessions 9-11

**9. REGULATING THE ENVIRONMENT:** This session will focus on global environmental issues and the ways environmental boards can affect them through public outreach, effective decision writing and forward thinking. Cross border issues will also be discussed including the effect of the recent spate of world wide trade pacts. Tensions amongst governments, environmentalists and business will be examined.

Moderator: **Ian Mcphail**, Chair of the Environmental Review Tribunal, Ontario;

Territories

**Gordon Miller**, Environmental Commissioner of Ontario; **Adam Babich**, Associate Professor, Tulane Law School, New Orleans, U.S.A.

*Bilingual*

**10. INTERNATIONAL RULE MAKING – THINK GLOBALLY, ACT LOCALLY:** Globalization has brought about new rules in a number of fields, as well as binational and other mechanisms to deal with resolving international conflicts and issues. This session will focus on regulations regarding three areas of worldwide concerns including international trade, trade blocks, and international sports.

Moderator: **Simon V. Potter**, Senior Partner, Ogilvy Renault, Montreal, Canada; **Dick Pound**, Chairman of the World Anti-Doping Agency, International Olympic Committee; **Dr. Gabrielle Marceau**, Counselor, World Trade Organization; **Professor Loretta Ortiz Ahlf**, University Iberoamericana, Mexico City.

*Trilingual*

Tudor 7,8

**11. ETHICAL DILEMMAS**

A repeat of session 8.

*Bilingual*

12:30-2 pm  
Concert Hall

**LUNCHEON AND GUEST SPEAKER AND PRESENTATION OF CCAT MEDAL:**

*Trilingual*

2-2:30 pm  
Concert Hall

**"THE CCAT GAME SHOW"** - Join your conference colleagues in a half hour of mystery and fun that will also provide a useful summary of what we have learned at the Conference! **Prizes to be won!**

2:30 - 3:00 pm  
Concert Hall

**CLOSING REMARKS - FUTURE PLANS AND CONTINUED INTERNATIONAL NETWORKING**

3-3:30 pm  
Concert Hall

**CCAT GENERAL ANNUAL MEETING**

**WEDNESDAY JUNE 23rd**

**POST CONFERENCE TRAINING WORKSHOPS:**

held at: *Ontario Bar Association Conference Centre - 20 Toronto Street, Toronto*

9 am - noon

**STREAM 1 - PERFORMANCE MEASUREMENT, FEEDBACK AND ADJUDICATIVE INDEPENDENCE - DIFFERENT APPROACHES TO SUCCESSFUL PERFORMANCE MANAGEMENT AND THE PURSUIT OF BEST PRACTICES** - This session

will explore issues that arise when designing and managing performance expectations for independent statutory decision makers. We will review basic principles of performance

review from a management perspective to develop an understanding of the fundamental tools and structures used in this process, and hear about actual experience of specific tribunals in the United States and Canada that have attempted to implement and manage performance review systems. An interactive session will ask participants to identify successful elements of a performance management system in the context of their particular tribunals.

**Keynote Speaker - Mr. Gilles Paquet**, Professor Emeritus and Senior Research Fellow, University of Ottawa, Canada; Panelists: **Chief Judge Bruce Johnson**, Minnesota, U.S.A.; **Ann Marshall Young**, Federal Nuclear Regulatory Commission, Washington, D.C., U.S.A.

**STREAM 2 - ETHICS FOR DECISION-MAKERS: FROM INTUITION TO APPLICATION - A "TRAIN THE TRAINERS" WORKSHOP:**

This highly participatory one-day workshop is designed particularly for tribunal members, administrative judges and magistrates, as well as legal counsel and others, who will be offering ethics training within their own tribunals. Participants will examine scenarios and their practical application in simulated training sessions, progressing from awareness building and issue identification to the practical aspects of training in the tribunal setting.

Topics include:

- Sorting the wheat from the chaff: Identifying the real issues
- Establishing consistency within a tribunal without threatening independence in decision-making
- Assisting colleagues in identifying and dealing with potential or actual ethical issues
- Choosing approaches to training in the tribunal setting.

THIS IS A FULL-DAY WORKSHOP.

**James A. Ogilvy**, Member, Canadian International Trade Tribunal, Ottawa, Canada; Facilitators: **Catherine Kennedy**, Board Member, Appeal Division of the National Parole Board, Ottawa, Canada; **Martine Richard**, Senior Counsel, Patented Medicine Prices Review Board, Ottawa, Canada; **Magistrate Rubén Minutti Zanatta**, Tribunal de lo Contencioso Administrativo del Distrito Federal, Mexico City, Mexico.

### **STREAM 3 - RULES – THEIR USES AND**

**ABUSES** - Join our panel of tribunal experts for a comprehensive workshop on rules. Topics will include a discussion of risk management principles – when to choose a rule, regulation or practice direction; adopting a first set of rules – including preliminary consultations and obtaining user acceptance; applying rules; and amending existing rules. How do you determine what rules are needed? Can you prevent rules from making proceedings too technical? In the absence of general paralegal regulation, can rules be used to encourage good conduct and prevent abuse of process?

**Bob Butterworth**, Vice-Chair, Assessment Review Board, Ontario, Canada; **Krista Daley**, General Counsel, Immigration and Refugee Board, Ontario, Canada; **David Draper**, Director of Arbitrations, Financial Services Commission, Ontario, Canada; **John Higgins**, Legal Counsel, Information and Privacy Commission of Ontario, Canada; **Robert Owen**, Vice-Chair, Ontario Municipal Board, Ontario, Canada; **Carole Prest**, Counsel to the Chair, Workplace Safety and Insurance Appeals Tribunal, Ontario, Canada.

### **LUNCH PROVIDED TO DELEGATES**

#### **STREAM 1 - DISTANCE LEARNING AND WEB-BASED LEARNING AS VEHICLES TO PROMOTE TRAINING AND COMPETENCY - HOW DOES IT WORK, AND WHAT DOES IT TEACH?**

- In this session, we will see a demonstration of currently available types of distance learning and web based learning, and hear about different ways in which these technologies can be used to deliver information and training in an adjudication environment. Presenters will discuss how this type of education has been implemented in Canada, the United States and elsewhere in the world; how substantive content is presented in these media; specifics of implementation and maintenance of this approach to education; and potential future applications for distance learning and web-based learning.

Moderator: **Vladimir (Walter) A. Pylypchuk**, Counsel, Workers' Compensation Appeal Tribunal, British Columbia, Canada; Keynote Speakers: **Susan Lightstone**, National Judicial Institute, Ottawa, Canada; Demonstrators: **Ben Gianni**, National Judicial Institute, Ottawa, Canada; **Judge Jean Lytwyn**, Provincial Court,

British Columbia, Canada; **Ronald Friesen**, The Continuing Legal Education Society of British Columbia, Canada.

#### **STREAM 2: ETHICS FOR DECISION-MAKERS: FROM INTUITION TO APPLICATION - A "TRAIN THE TRAINERS" WORKSHOP:**

Morning workshop continues.

**James A. Ogilvy**, Member, Canadian International Trade Tribunal, Ottawa, Canada; Facilitators: **Catherine Kennedy**, Board Member, Appeal Division of the National Parole Board, Ottawa, Canada; **Martine Richard**, Senior Counsel, Patented Medicine Prices Review Board, Ottawa, Canada; **Magistrate Rubén Minutti Zanatta**, Tribunal de lo Contencioso Administrativo del Distrito Federal, Mexico City, Mexico.

#### **STREAM 3 - ADVOCACY BEFORE**

**ADMINISTRATIVE TRIBUNALS** - While administrative tribunals share important features with each other and with the courts, there are important differences in their mandates and procedures. A panel of leading counsel with experience before a variety of regulatory and rights-based tribunals will share their views on strategy and presentation. Hear the perspective of counsel for the parties, counsel for the intervenors and tribunal counsel -- then hear what a panel of Chairs and Vice-Chairs finds persuasive (or not)!

**Matthew Garfield**, Chair, Human Rights Tribunal of Ontario, Canada; **Knox Henry**, Vice-Chair, Environmental Review Tribunal, Ontario, Canada; **Pat Moran**, Counsel, Ontario Energy Board, Canada; **Margot Priest**, Chief Review Officer, Environmental Protection Review Canada; **Beth Symes**, Eberts Symes Steet Pinto & Jull, Toronto, Canada; **Robert B. Warren**, WeirFoulds, Toronto, Canada.

noon - 1 pm

1-4 pm

**REGISTRATION INFORMATION****CONFERENCE REGISTRATION FEES:****Registration Fee** (before May 1st)= \$795.00 CAD + GST \$55.65 = \$850.65 **Registration Fee** (after May 1st)= \$850.00 CAD + GST \$59.50 = \$909.50 

CCAT GST #120 697 362

**Simultaneous Session Selection:**

please indicate a 1st and 2nd choice of session you wish to attend per time slot.

Sunday 10:30 am \_\_\_\_\_ 1st: \_\_\_\_\_ 2nd:

2:45 pm \_\_\_\_\_ 1st: \_\_\_\_\_ 2nd:

Monday 11:00 am \_\_\_\_\_ 1st: \_\_\_\_\_ 2nd:

Tuesday 11:00 am \_\_\_\_\_ 1st: \_\_\_\_\_ 2nd:

**TRAINING DAY - JUNE 23RD (OPTIONAL)**Registration Fee = \$195.00 + GST \$13.65 = \$208.65 **Workshop Stream Selection:**

please indicate a choice of which "stream" you would like to attend.

morning stream \_\_\_\_\_ 1st: \_\_\_\_\_ 2nd:

afternoon stream \_\_\_\_\_ 1st: \_\_\_\_\_ 2nd:

ROM Banquet (Monday June 21st): the banquet is not included in general registration fees.

Banquet Fee = \$75.00 + GST \$5.25 = \$80.25

\*how many tickets do you require = \_\_\_\_\_

Guest names (if applicable):

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Dietary requirements for guests:

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**GUEST PROGRAM:**

**City Highlights Tour:** Motorcoach tour of Toronto. The perfect activity to capture a glimpse of the many wonderful sites available in Toronto! This "get acquainted" tour will include such famous attractions as Queen's Park (the provincial parliament buildings), old and new City Halls, St. Lawrence Market, the University of Toronto, the CN Tower (the world's highest structure), the Skydome Stadium, the four city block shopping complex Eaton Centre, Harbourfront, Chinatown, the elegant neighbourhood of Forest Hill and Toronto's own castle, Casa Loma. Sunday June 20th: depart Royal York 1 pm return by 4 pm.

**Niagara Falls and Wine Country:** Stops:

- Niagara Falls to view the Falls or visit Niagara Butterfly Conservatory;
- Winery Tour and Tasting and gourmet winery lunch at Vineland Estates Winery;
- shop in the boutiques of Jordan, Niagara's wine village. Maximum 50 persons.

Monday, June 21st: depart Royal York 8:30 am return by 4:30 pm

**GUEST PROGRAM:** (All bookings are firm - no refunds)**City Highlights Tour (June 20th)**

number of tickets \_\_\_\_\_ X \$35.00 per person

**Niagara Falls and Wine Country Tour (June 21st)**

number of tickets \_\_\_\_\_ X \$140.00 per person

**REGISTRATION INFORMATION**

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Affiliation: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

Prov/State: \_\_\_\_\_

Country: \_\_\_\_\_

Postal/Zip Code: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

EMAIL Address: \_\_\_\_\_

Special Needs: \_\_\_\_\_

\_\_\_\_\_

Credit Card Number: \_\_\_\_\_

Expiry Date \_\_\_\_\_

Card Holder Name \_\_\_\_\_

Signature: \_\_\_\_\_

Cheques and money orders accepted. Make payable to CCAT Events Services.

**Language of Preference** -  English,  French,  Spanish**Dress code** and recommended apparel is business casual. BUSINESS SUIT is the dress for the Gala Dinner.**Hotel Accommodations:** The Fairmont Royal York is the official host hotel for the 2004 International CCAT Conference. A block of rooms is being held for our guests at a rate starting from \$199/nt CDN .

To reserve your room call 1-800-441-1414 prior to May 18th, 2004 and identify yourself as a guest of the Canadian Council for Administrative Tribunals Conference - to receive the group rate.

You will receive a confirmation of registration via email within 5 business days. If you do not receive a confirmation, please contact us at (905)436-0375 or email [accounts@wdysevents.com](mailto:accounts@wdysevents.com)**CANCELLATION POLICY:** All registrations received are considered firm. Cancellations made before May 1st will be refunded less a \$100 administration fee. Substitutions may be made at any time given notification is provided to Events Services. No refunds will be made after May 1st.**REGISTER ONLINE AT:** [www.ccat-ctac.org](http://www.ccat-ctac.org)

or

**FAX REGISTRATION TO:** 905.436.0892

or

**MAIL REGISTRATION AND PAYMENT TO:**

CCAT Events Services

1421 Nash Rd., Courtice, Ontario, Canada L1E2J9

**Register Online @ [www.ccat-ctac.org](http://www.ccat-ctac.org)**

You will receive an email confirmation within 5 business days of receipt of your registration. If you do not receive confirmation please contact our office directly. Thank you.