



Western
Association of
Legal
Assistants

The L.A. Times

FALL 1993 Edition

Editor: Pattee Clark

P.O. BOX 4127, MAIN POST OFFICE, VANCOUVER B.C. V6B 3Z6

NOTICE OF ANNUAL GENERAL MEETING:

NOTICE IS HEREBY GIVEN that the Annual General Meeting of the Western Association of Legal Assistants (the "Association") will be held at the time and place and for the purposes as herein set forth:

DATE: Thursday September 30/93

TIME: 5:15 p.m.

PLACE: Offices of
Russell & DuMoulin
1500-1075 West Georgia
Vancouver, B.C.

1. To receive and consider the report of the Directors, and the financial statements of the Association for the financial year ended May 31, 1993;
2. To waive the appointment of Auditor for the ensuing year;
3. To elect Directors for the ensuing year; and
4. To conduct such other business as may properly come before the meeting.

Under the Society Act and in accordance with our by-laws, the

current board of directors must step down at the Annual General Meeting. During the meeting, incumbent directors and new candidates will step forward for re-election or election. Regretfully, the board has accepted notice from a number of the Directors that they will not be able to continue in their duties for another term. If you are interested in putting your name forward as a director, please contact Jerena Laursen at 293-6418. She will be happy to answer your questions regarding the duties and obligations of a director of WALA.

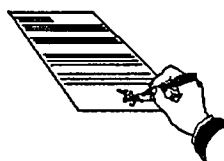
WINE AND CHEESE RECEPTION TO FOLLOW



PRESIDENT'S CORNER

(Jerena Laursen)

The end of summer (such as it was) marks the approach of a significant event for the Western



Association of Legal Assistants: the Annual General Meeting to be held on September 30th.

The Annual General Meeting is a time to reflect on accomplishments of the past year and to contemplate future goals. It is also a time for our membership to elect directors who have volunteered to commit a portion of their valuable spare time to the betterment of our Association. These volunteers are elected by those members interested enough in the Association's future to attend the Annual General Meeting.

We have nine directorships to fill; nine committee chairs to appoint. As I mentioned in our June newsletters, some of the current directors will stand for re-election; others will not. If we do not have a full compliment of directors, we will not have a full compliment of committee chairs.

During part of this current year, we did not have a full compliment of directors and committee chairs. The deficiency was graciously met by those already in office. There is no guarantee that any deficiency in the ensuing year will be so graciously met.

While I do not regret my participation as a director and president of our Association, I can attest to the extra

burden we all carried this year until the vacancies were filled. Considering the time is volunteered, I commend the directors who carried that load and I applaud the individuals who ultimately joined in the sacrifice of their valuable time by filling the vacancies.

To avoid any vacancies the next time around, I sincerely urge you all to consider your membership and your participation in our Association. Please, seriously consider whether you can spare some time and enthusiasm, if only for one term. New thoughts and energy are always welcome. Call me: let's discuss the possibilities.

Come to the Annual General Meeting on September 30th! Get involved! Not only will you find the rewards gratifying, but you just might enjoy it!

I look forward to seeing you, all, soon.

NOTE THESE TIPS FOR AN ENTHUSIASTIC TEAM:

1. Help each other be right - not wrong.
2. Look for ways to make new ideas work rather than for reasons that they won't.
3. If in doubt - check it out. Don't make negative assumptions about each other.
4. Help each other win and take pride in each other's victories.
5. Speak positively about each other and about your organization.
6. Maintain a positive mental attitude no matter what the circumstances.
7. Act with initiative and courage, as it all depends on you.
8. Do everything with enthusiasm - it's contagious.
9. Share the glory - to get credit, give it away.
10. Don't lose faith never give up.
11. Love what you do - have fun.

(Author Unknown)

NETWORK NEWS

(Arlene Pelrine)

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Congratulations to the many Western Association of Legal Assistant members who organized and/or participated in the June 23, 1993 panel discussion on Certification of Legal Assistants. The enthusiastic response of all who attended is to your credit!

In spite of the slower pace of the summer months, we have successfully placed legal assistants in corporate records and litigation (ICBC). Law firms have long regarded September as the "New Year"; as employment in law firms in 1993 has been on the increase. We expect the fall months will bring a variety of positions to our attention.

If we can be of assistance to you, please contact me or my partner, Mary McGillis.

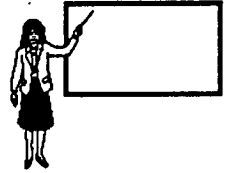


**PANEL DISCUSSION -
Certification of Legal Assistants**

(Jerena Laursen)

By all accounts, the June 23 Panel Discussion was a great success!

Our goal was to organize a panel discussion that would give legal assistants in the greater



Vancouver area an opportunity to learn about the certification issue and an opportunity to express their concerns to a member of The Law Society of British Columbia. We feel both goals were met.

Many issues of concern were addressed that evening, and many more were drawn to the attention of your directors in the days following. If interest is expressed at our Annual General Meeting on September 30, your current directors will be happy to set aside a portion of the evening for further discussion about certification.

I am hopeful that the new slate of directors will continue to represent the membership's interest and concern about certification to the Law Society at every opportunity. The best way to ensure your interests and concerns are represented is to attend the Annual General Meeting on September 30th and speak out.

**VIDEO PRESENTATION OF THE
PANEL DISCUSSION
held June 23, 1993**

The directors of the Association made an executive decision to expend certain Association funds to video tape the panel discussion not only for future review but for viewing by the parties unable to attend. We enlisted the assistance of Continuing Legal Education to prepare this video presentation for us. The Law Society requested and we provided them with a copy of the video. We will also make

the Video available, on a rental basis, to Association members - particulars below.

The Association presented the video for viewing to the general public (including members) on July 28, 1993.

As most of you are aware the guest panelists included:

Valerie Fuller

(Adhoc Committee)

Valerie Cochran

(Capilano College)

Maureen McColl

(Legal Assistant)

David Stuart

(David J. Stuart & Associates)

Ann O'Brien

(Vancouver Association of
Legal Administrators)

Don F. Thompson

(Director, Competency & Education
Law Society of British Columbia)

It was moderated by **Anita Vergis**, Solicitor (Clark Wilson) with a historical overview by **Maureen Fitzgerald** from The Law Society of British Columbia.

We wish to thank all of those who participated and made this event a success.

(SEE SYNOPSIS of Presentation by Sarah Hanna - page 8)

VIDEO RENTAL AVAILABLE

Time: 3-day period

Price: \$25 cash deposit (\$20 refundable on return).

For more information contact Patricia Hunt @ 661-9291.



WEST COAST TITLE SEARCH LTD.

(by Leona Pinsky)

REGISTRY UPDATE

On June 22nd and 23rd CLE held a Computers and Law Institute. I was interested to hear speakers from each of the registries discuss computers and how they saw them impacting over the next few years. I would like to take this opportunity to share the information with you.

Corporate Registry

Corporate Registry was the first to offer database access prior to BC Online. They currently offer information via the computer printout. However, because the original document is still in a paper file, the computer print out ("CPO") cannot be relied upon.

Corporate Registry is looking at the feasibility of an imaging system. They currently process between four and six thousand pieces of paper a day. Imaging would help control work flow. It could be in place as early as the spring of 1994. This should allow for the submission and retrieval of documents by a fax interface system.

By far the biggest change for the Corporate Registry will be the new *Companies Act*. The current implementation target is fall 1996. However, I should point out that this new act is continually being delayed. The goal of the new act will be to allow BC companies to meet filing requirements as efficiently as possible. No longer will Memorandums and Articles be filed with the Corporate Registry. The registry will serve as a notice centre for certain information,

such as the name of the company, the registered and records office, the names of the directors and kinds and classes of shares. All information currently contained in the memorandums and articles will be kept at the registered and records office.

Personal Property Registry

The Personal Property Registry ("PPR") has an almost completely paperless system. As you know, it's possible to file PPR notices electronically without ever depositing paper with the registry. The registry wants to push this technology even further. At the end of the transition period on September 30, 1993, work will begin to allow financing change statements to be filed remotely. There will also be expansion to include new registrations under a miscellaneous registrations section. These include Crown Leases, Restraining Orders for the RCMP etc. There are also plans to automate the Manufactured Homes Registry.

Court Registry

A few months ago I wrote about ICPS - the Integrated Court Processing System. ICPS is currently looking at a program with word processing macros which will produce chambers orders in court. Orders will be down in the registry with signature ready documents within minutes of being granted. They are also considering having civil trials scheduled electronically. They would like an electronic scheduling system for court reporters.

The Nanaimo registry is experimenting with a local area network in a project called R.A.F.T.S. (Registry Access File Tracking System) for criminal files.

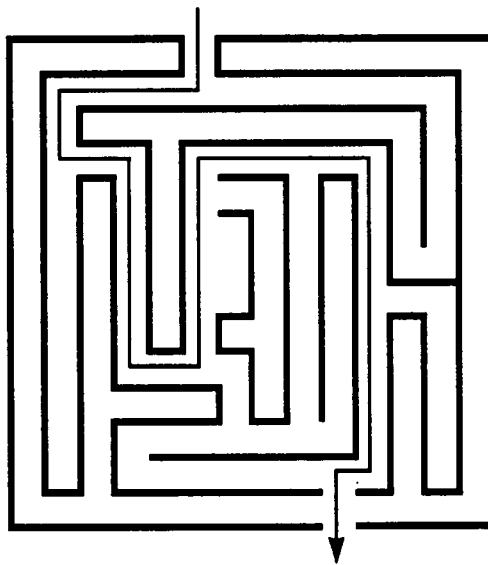
Access has been given to police, judges, law firms, prosecutors, etc. There's been a 99% reduction in the inquiry calls. Wouldn't we all love to see that kind of improvement on the civil side.

Land Titles

Last but not least the Altos 2 project continues. The latest implementation dates were in spring. These have come

and gone and no new dates have been set. The best the Land Title Branch can say at this time is that they hope to convert from microfilm to image documents in late fall. At that time

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documents will be ordered by BC Online and print in the Land Title Office. Agents will have their own dedicated printers. If you order the documents from your office they will be collated and sorted by land title staff. You will need to make your own arrangements for pick up. If you order through your agent, they will have their own printer where they can collate and return work on regular runs.

Phase three is scheduled for late 1993 early 1994. This phase will involve changes to internal LTO procedures. We'll see more contact between law office staff and examiners and the LTO will also guarantee a 24 hour turnaround between filing and full registration.

Phase four is scheduled for implementation in the summer and fall 1994. It will concentrate on external services, such as folio management (where is the file?), presubmission, and the possibility of satellite LTO's.

Conclusion

As you can see this was a very interesting conference. Technology is affecting government registries as much or more than private law firms. In five years the way we do business today will have completely disappeared.

NEW PERSONNEL AGENCY OPENS

I have also been asked to comment on our new Personnel Agency. West Coast Title Search Ltd. has opened a new division, West Coast Personnel. We're located at 750 - 777. Hornby Street, Vancouver, BC V6Z 1S4, 696-6367. We specialize in legal placements, although we do general

office placements as well. We have a temporary and a permanent division. If you or someone you know is interested in making a change or if you need new staff, please try us. We bring our 24 years of experience serving law firms to this new venture.



NEW!! SEMINARS

(Pattee Clark)

From our review of the comments in the Renewal Application forms, it is apparent to us that the members would like to see more educational seminars. If you have any suggestions for topics or know of anyone who would be interested in conducting a seminar, please contact Patricia Hunt at 661-9291.

Mr. Michael Slater of Fox Morgan & Company has agreed to speak on - Personal Injury Litigation followed by Dr. Harv Haakonson of HEALTHSERV who will speak on The Role of the Occupational Medicine Physician and Work Capacity Evaluation Services in Personal Injury Litigation Cases.

Date: Tuesday, October 26/93
Time: 5:30 - 7:30 p.m.
Place: Offices of Russell & DuMoulin

Schedule:

5:30 - Mr. Michael Slater
6:15 - Questions and Answers
6:30 - Dr. Harv Haakonson
7:15 - Questions and Answers

To reserve a seat please contact Pattee Clark at 631-4750.

If you do reserve a seat and are unable to attend please let us know. Seating may be limited.

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REMINDER 1993-94 MEMBERSHIP DUES

(Laura MacLean)

Thank you to all members who have paid their annual membership dues for the upcoming year. To those who have not renewed your membership please complete the attached form and return it to us with the appropriate fees by October 15, 1993.

WELCOME NEW MEMBERS!

JoAnne O'Neill
Lisa Anne Lawrence
Susan Jance
Laurie McPherson
Teresa Morra



LEGAL TALES

(Sarah Hanna)

Not much new since the last article. I did manage to read "The Client" by John Grisham and highly recommend it - probably his best one yet.

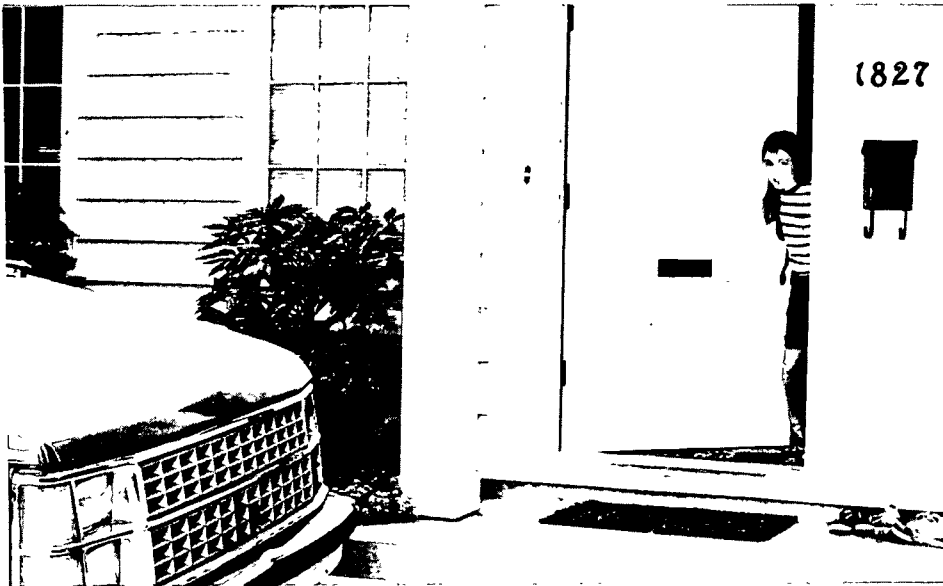
For those of you who have been trying to locate the novels I recommended last time by William Coughlin, he has a new novel out "Death Penalty".

Hopefully next edition we will have more legal tales for you including a review of the above new book and more....



CALENDAR OF EVENTS		
DATE	EVENT	LOCATION
September 30/93	ANNUAL GENERAL MEETING of Western Association of Legal Assistants.	Time: 5:30pm Place: Russell & DuMoulin* 1500 - 1075 West Georgia Vancouver, B.C.
October /93	BOARD OF DIRECTORS MEETING (Closed Meeting - contact Jerena Laursen at 293-6418)	Time: 5:30pm Place: Russell & DuMoulin* (address above)
October 26/93	SEMINAR - Personal Injury Litigation and the Role of the Occupational Medicine Physician and Work Capacity Evaluation Services in Personal Injury Litigation Cases - FOR MORE INFORMATION see Page 5.	Time: 5:30 - 7:30 p.m. Place: Russell & DuMoulin*
November /93	BOARD OF DIRECTORS MEETING (Closed Meeting - contact Jerena Laursen at 293-6418)	Time: 5:30pm Place: Russell & DuMoulin*
November 24/93	WINE & CHEESE RECEPTION - BUSINESS IMAGE SEMINAR ...in honour of the 1993 graduating student members. Watch for flyer or contact Patricia Hunt @ 661-9291 for more information.	TBA
December /93	BOARD OF DIRECTORS MEETING (Closed Meeting - contact Jerena Laursen at 293-6418)	Time: 5:30pm Place: Russell & DuMoulin*
December /93	CAROL SHIPS Watch for flyer or contact Patricia Hunt @ 661-9291 for more information.	TBA

NOTE: We have included times and dates of Directors' meetings (where available) for your reference. The Directors and committees (Education, Membership, Programming, Public Relations, Newsletter) welcome your input and comments. Should you wish to raise a matter with the Directors at a Board meeting, please contact Jerena Laursen at 293-6418. If you wish to volunteer for any of the committees, contact the committee chairmen: Programs - Sandra Cameron Spiller @ 662-5458; Education - Patricia Hunt @ 661-9291; Membership - Laura MacLean @ 685-4332; Public Relations - Jasbir Bains @ 684-9151; Newsletter - Pattee Clark @ 631-4750.



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SYNOPSIS OF PANEL DISCUSSION on Certification of Legal Assistants

(Sarah Hanna)

On June 23, 1993, the Association hosted a dinner and panel discussion on the topic of Certification of Legal Assistants as is proposed by The Law Society of British Columbia (the "Law Society").

Our purpose in hosting the evening was to provide an information forum for legal assistants and other interested persons. Because of this, the event was open to non-members of the Association and interestingly, WALA members comprised only 25% of the 200 people who attended. The fact that the evening sold out twice (we managed to increase the number of spaces available) and that a considerable number of people were still unable to obtain tickets are indicative that the topic of legal assistant certification is of great interest to both future and current members of our profession.

ANITA VERGIS of Clark Wilson acted as moderator for the evening and did a wonderful job of keeping things moving along.

MAUREEN FITZGERALD from the Law Society provided a historical overview of the legal assistant certification process to date. She stated that the first step in the mandate of the current committee on certification was to commission a survey of legal assistants to determine the number of members of the profession and to get an idea of their areas of practice and their

qualifications. This survey was done in two stages and was conducted by Western Management Consultants.

The second step was the compiling of a list of Skills, Knowledge, Attitudes and Tasks ("SKAT") describing the abilities of legal assistants and determining what legal assistants are actually doing in their various areas of practice. Through consultation with legal assistants the SKAT list has been developed and has now been tested by allowing random groups of legal assistants and lawyers to review and discuss the items included on the SKAT list.

The next step is for a discussion paper on the certification system to be prepared over the next few months. This paper should be out by the end of the year.

VALERIE FULLER was the first panellist to speak. Ms. Fuller has been a legal assistant for close to 20 years and is a member of the ad hoc legal assistant group and the Canadian Association of Legal Assistants ("CALA"). She spoke from the point of view of those legal assistants who have developed their skills on the job rather than through formal academic training. Ms. Fuller expressed the view that certification will likely not have a great impact on very senior legal assistants as they will have been working with their respective firms for a substantial number of years and will likely remain with the same firm, in the same position until retirement. From the perspective of these legal assistants, there is very little incentive to become certified.

Ms. Fuller suggested that certification will probably have some effect upon job

job mobility - which will have more impact upon newer legal assistants who are more likely to change jobs. A positive benefit of certification will hopefully be more recognition for the industry. Currently, she noted, law firms fail to adequately explain the role a legal assistant plays in legal matters.

Ms. Fuller noted that CALA is very much in favour of certification of legal assistants where the process is by a fair and universal system of testing administered by an impartial body such as the law society.

VALERIE COCHRANE spoke next as a representative of the legal assistant training program at Capilano College. She noted in her comments that the mandate of the Law Society is to protect the public and the legal profession from unauthorized persons practising law. Certification of legal assistants is seen as one way to achieve that goal.

Ms. Cochrane stated that in order for certification to be meaningful, legal assistants would have to sit exams. She also expressed the view that education will be a component of certification of legal assistants and that "grandfathering" will initially allow experienced legal assistants to take the exams without having completed any academic training. She noted that some probable benefits of certification to legal assistants will be increased recognition of the profession by the public and better remuneration for legal assistants.

Ms. Cochrane also gave a brief history of the legal assistant program at Capilano College and her part in putting the program together in consultation with the Law Society.

MAUREEN MCCOLL was the next panellist to speak. Ms. McColl is also a graduate of the legal assistant program at Capilano College and is a self-employed legal assistant with 11 years experience in personal injury litigation.

Ms. McColl expressed the view that certification may give legal assistants sufficient recognition and professional status so that law firms cannot arbitrarily call support staff members legal assistants when the individuals do not have the training to entitle them to use the title.

She also noted that clients have the right to know what qualifications are held by legal assistants assigned to work on their cases and hoped that certification of legal assistants would deal with this problem. Certified legal assistants would have demonstrated a base level of knowledge and experience by the fact of their certification.

DAVID STUART is a sole practitioner who also teaches an insurance law course for the Capilano College legal assistant program. He discussed some of the economics of a legal practice today and the benefits of utilizing legal assistants to provide affordable and economically effective legal services.

Mr. Stuart indicated his strong support for education of legal assistants and expressed the view that certification will serve to clarify a legal assistant's qualifications when applying for a legal assistant position.

ANN O'BRIEN spoke as a member of the Vancouver Association of Legal Administrators ("VALA") and although she made it clear that she did not speak for VALA she indicated that through an informal poll of the other members of

VALA, she believed that certification would not have a significant effect upon the law firms unless the Law Society stepped in and mandated certain changes such as increased salaries for certified legal assistants, etc. When faced with the issue of whether to hire certified legal assistant or a non-certified legal assistant, Ms. O'Brien found it difficult to say who she would prefer to hire as such a decision is often influenced by the individual legal assistant and how that legal assistant would fit into the firm rather than external qualifications. (Some of the panellists indicated that this did not entirely coincide with their views and Ms. O'Brien fielded a number of questions and comments on this issue.)

DON THOMPSON is a Director of Competency & Education at the Law Society. He identified four groups who have an interest in certification of legal assistants. There is the general public, members of the legal profession, individual legal assistants and the legal assistant profession generally. As had been noted before, the Law Society has a mandate to protect the public - in fact, this is the first mandate of the Law Society. Mr. Thompson indicated that the interest of protecting the public is well served by certification of legal assistants since certification would set standards for legal assistants to achieve, specify what they can do and are doing rather than just what they can't do (as is currently the case), and protect the public against trust defaults.

The legal profession is also well served by certification of legal assistants as it would hopefully improve a legal assistant's role in the cost effective and timely delivery of legal services. Mr. Thompson indicated legal practices need some restructuring if they are to really

take advantage of the benefits of utilizing legal assistants.

Individual legal assistants should benefit from the formal recognition that hopefully will go along with certification and similarly the profession as a whole should benefit through increased visibility leading to more work being done by legal assistants which should lead to increased demand and hopefully increased remuneration for such valuable members of the firm.

Mr. Thompson stated that some of the prohibitions regarding duties which may be delegated to legal assistants have already been removed. Specifically, legal assistants are now permitted to fix and quote fees, accept work and their names may be shown on the letterhead of the law firm.

A paper containing the recommendations of the Legal Assistant Sub-Committee is due to be presented to the Law Society in the Spring of 1994. Mr. Thompson indicated the he expected a combination of education, experience and testing would be the basis for certification. Implementation of a certification procedure would depend upon the scheduling of legislative changes which may need to be made.

In the meanwhile, there are still certain issues to be resolved - such as the specific combination of education, experience and testing necessary for certification. Administration of the testing is also an unresolved issue. The necessity of professional insurance for certified legal assistants and the implementation of ethical standards for legal assistants remain to be decided. The Law Society would welcome input on these issues. Mr. Thompson also

indicated that there would likely be a role for legal assistants to play in the administration of the certification process.

The following questions and comments were made from the floor:

Q: Will lawyers be able to sponsor non academically trained legal assistants for certification?

A: Lawyers will probably be able to sponsor non-academically trained legal assistants by certifying that because of their experience they are eligible to take the certification exam.

Q: Will independent legal assistant firms be promoted through certification?

A: The Law Society's mandate to protect the public plus their desire not to open the door to this kind of activity has not led them to consider promoting independent legal assistant firms.

Q: Notaries Public undergo a training that is not significantly more rigorous than that provided by the Capilano College legal assistants program, however Notaries have their own statute under which they practice. Possibly legal assistants should also?

A: Notaries also have a trust fund and professional insurance - whether legal assistants want to pursue regulation by statute with the attend requirements for insurance and trust funds is another matter.

Q: If certified legal assistants are able to command a higher level of compensation than non-certified legal assistants, might that be a disadvantage in certain job markets?

A: The current mandate of the Law Society is not to institute a licensure scheme which could regulate salaries. Better qualifications (including certification) should make individual legal assistants more desirable employees. The issue of whether certified legal assistants will be able to do more than uncertified legal assistants is still to be resolved.

Education of the legal profession as the benefits of utilizing certified legal assistants will be very important as we cannot expect that certification alone will be a panacea for the many problem issues facing the legal assistant profession.

Q: Is a multi-level certification program a possibility?

A: No, this type of program has not been discussed.

Q: Has a national determination of the proper title for members of our profession been considered (ie: legal assistant, paralegal, law clerk)?

A: No.

Q: Will the members of the Law Society be taking a vote on legal assistant certification?

A: Don Thompson hadn't heard that they would.

Q: In order to gain credibility, certified legal assistants must be able perform tasks that non-certified legal assistants cannot do.

A: This will all depend upon what is mandated.

Q: How will certification affect the education programs offered by Capilano College and Vancouver Community College?

A: This issue will be dealt with in the paper to be released in the spring of 1994. If there is an educational element to certification, then guidelines will be provided to the educational institutions which the institutions must follow in order for the courses to fulfil the educational pre-requisite for certification.

Q: Will preparation classes be provided for applicants prior to writing the certification exam?

A: Undoubtedly, CLE or the colleges will see that as a potential market for a course.

Q: After certification becomes a reality, will the Law Society take a more active role in educating lawyers about legal assistants?

A: Yes. During the Professional Legal Training Course would be a good time. Helping the profession realize that the effective deployment of legal services means using legal

assistants is an important issue to be addressed.

The foregoing is not a verbatim report of the comments of all persons who spoke either as panellists or as speakers from the audience and should not be construed as such. Any misinterpretation of the comments made by these persons is unintentional but this report has been prepared from notes compiled during attendance at the actual panel discussion and a review of the videotape of the evening.

MAUREEN FITZGERALD has comprised a list of all of the legal assistants in the Province. She had a number of these lists available at the Panel Discussion. One of the lists went missing. If you know of its whereabouts please contact Maureen at the Law Society - 669-2533.

If you are not sure if your name is on the list also contact Maureen at the Law Society after September 27, 1993.



**WESTERN ASSOCIATION OF LEGAL ASSISTANTS
BOARD OF DIRECTORS 1992/93**

OFFICERS:

President	Jerena Laursen	Bus: 293-6418
Vice-President	Sarah Hanna	Res: 924-1329
Secretary	Nancy Vianello	Bus: 687-5700
Treasurer	Jill Matthews	Bus: 631-4894

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EDITORIAL TEAM: Jerena Laursen, Sarah Hanna, Laura MacLean, Jill Matthews, Patricia Hunt, and Pattee Clark

TO ASSIST US IN MAKING WALA A SUCCESSFUL ASSOCIATION,
WOULD YOU KINDLY TAKE THE TIME TO ANSWER THE
FOLLOWING QUESTIONS:

1. Please indicate your preference for topics of future educational seminars by ranking the following i.e. 1st, 2nd, 3rd, etc.

- A. LITIGATION _____
- B. CRIMINAL _____
- C. REAL ESTATE _____
- D. ENVIRONMENTAL _____
- E. CORPORATE _____
- F. FAMILY _____
- G. WILLS & ESTATES _____

2. What following activities interest you the most? Please rank as above.

- A. EDUCATIONAL SEMINARS _____
- B. NEWSLETTER _____
- C. SOCIAL FUNCTIONS _____
- D. OTHER (please specify) _____

3. Are you interested in becoming a director or committee member or do you wish to volunteer any of your spare time to assist in WALA?

4. The Law Society is currently reviewing certification for Legal Assistants. Do you have any comments on certification?

5. What are your expectations of WALA?