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“A professional penman, a copyist, a scribe . . . a Notary.” Thus the *Oxford English Dictionary* describes a Scrivener, the craftsman charged with ensuring that the written affairs of others flow smoothly, seamlessly, and accurately. Where a Scrivener must record the files accurately, it’s the Notary whose Seal is bond.

We chose *The Scrivener* as the name of our magazine to celebrate the Notary’s role in drafting, communicating, authenticating, and getting the facts straight. We strive to publish articles about points of law and the Notary profession for the education and enjoyment of our members, our allied professionals in business, and the public in British Columbia.
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PEOPLE 78
Do you remember when the word TEAM in business first became a buzzword? It caught my attention back when.

It was revolutionary to characterize the boss as a member of a team alongside the staff. The archaic office hierarchy was being replaced with a more innovative mindset where workers and bosses alike were being recognized as equally valuable and essential to the success of the company. That new model of thinking has generated great success for the likes of Starbucks and Google.

There is much to be said about company structure. Styles are described as

- vertical, meaning the familiar multiple-layer reporting, and
- horizontal, denoting minimal layers of management.

Both styles recognize at the core that the cohesive team yields the best results.

Dr. Richard Ronay, a professor at Columbia Business School and author of The Path to Glory is Paved With Hierarchy, borrows from a Kellogg School of Management study referencing company styles against basketball and baseball teams. He states, “Basketball teams rely heavily on co-ordination for success... A baseball’s team’s success... is based on the sum of individual contributions.”

Josh Bersin writes that Deloitte launched a study of people challenges in business, “Deloitte Human Capital Trends 2016.” A timely subject, it discusses organization and demands in business today. In its studies of the workforce, the article notes, “Millennials, which now make up more than 50% of the workforce (more in many countries), are looking for mission and values at work, and when they work in small teams they need a shared culture to ensure that strategies, programs and compliance take place in a consistent way.”

“Not Finance. Not Strategy. Not Technology. It is team work that remains the ultimate competitive advantage because it is so powerful and so rare.”

Deloitte has done many studies—compliance programs, for example, that always show building a culture of compliances is far more effective than giving people tools or processes to make sure they do as they are told.

Whichever style you adopt, what remains consistent is that people need to work together to yield the best results. And the right Team Leader will make all the difference.

In The Five Dysfunctions of a Team, Patrick Lencioni says, “Not Finance. Not Strategy. Not Technology. It is team work that remains the ultimate competitive advantage because it is so powerful and so rare.”

Jack Canfeld in his book The Success Principles states, “Every high achiever has a powerful team of key staff members, consultants, vendors and helpers... .”

Together with this from Dolly Parton, “If your actions create a legacy that inspires others to dream more, learn more, do more, and become more, then you are an excellent leader,” all those statements succinctly encapsulate the fundamentals needed for an organization to succeed.

From my seat on the Boards of The Society of Notaries Public of BC and The Notary Foundation, I can proudly say we know those principles to be true. The solid leadership of The Society’s Executive Director Wayne Braid during these past 17 years is a sterling example of a legacy.

As a high achiever with an incomparable work ethic, coupled with his respect for and insight into people and his gift for bringing out their best, Wayne has inspired us to dream more, learn more, and become more.

Our undying gratitude to you, Wayne, our Leader who has not wavered or been deterred. Team Notary is strong and well!
On November 2, 1926, they got together and formed the governing body called The Society of Notaries Public of British Columbia.

Columbia until his retirement in 1864. Douglas is often credited as “The Father of British Columbia.”

Wikipedia

The first Notary in the Colony of British Columbia was appointed by Governor Douglas that year.

The Colony began to grow as people started to settle all over the area. Because citizens needed to record their land purchases and take care of other areas of commerce, Notaries continued to be appointed to provide those important services.

In 1866, Vancouver Island became part of the Colony of British Columbia and Victoria became the united Colony’s capital. On July 20, 1871, British Columbia became the 6th province of Canada with the agreement that the Canadian Government would extend the Canadian Pacific Railway to the west coast and assume the Colony’s $1.5 million debt. British Columbia’s Latin motto is Splendor sine occasu—Splendour without Diminishment.

The Notaries that had been appointed started an Association—“the Association of Notaries.” The leaders soon recognized there needed to be some accountability and enhanced education. On November 2, 1926, they got together and formed the governing body called The Society of Notaries Public of British Columbia. That took great teamwork because written communication at the time was limited to sending letters and invitations by mail.

The first Roll of Notaries Public lists 626 members! Their town names jump off the page—places most of us have never heard of like Anyox, Athalmer, Brighouse, Burton, Eburne, Jubilee, Nahun, Silverton, Willow River, Wistaria, and Wyatt Bay.

At that time there were Notaries at work in the small towns where it is a struggle to get members to practise today, like Ashcroft, Barrier, Beaverdell, Burns Lake, Hazelton, Massett, François Lake, Giscome, Golden, Port Mellon, Skidegate, and Telkwa.

As I read through the 626 names, a couple caught my eye.

• Dufferin Pattullo of Prince Rupert, who went on to become the 22nd Premier of British Columbia (1933 to 1941). Of course the Pattullo Bridge is named in his honour.

• Alex Matthew, a Notary in Vancouver, Secretary of The Society of Notaries, and an MLA and Cabinet Minister in W.A.C. Bennett’s Social Credit Government
It is interesting that the list indicates the members were pretty well all men—quite a departure from 2017, when over 55 percent of our members in the BC Notary profession are women.

In 1927 the Notary Executive Team consisted of Jack Loutet of North Vancouver as President—Mr. Loutet had been the driving force to bring the Notaries of the Province (and the former Colony of British Columbia) together as a profession, and Vice Presidents E. Hand of Vancouver, H. E. Dill of Nelson, J. Islay Muter of Duncan, C.R. Gilbert of Terrace, and H. H. McVity of Revelstoke. There were 14 Directors from various communities—Nakusp, Agassiz, Victoria, Nanaimo, and New Westminster.

British Columbia was well represented geographically on the Board. The Secretary was J. Eades Ward of Vancouver; the office was located at 417 Pender Street; the phone number was Trinity 4827.

Members of the Board travelled by train to the meetings and the Directors paid their own train fares. A review of the records from that first Board meeting indicated they established the membership dues for The Society at $3.00 a year!

This first team of BC Notaries provided a strong foundation for today’s Team Notary and set our Trusted Tradition in motion.

That’s a Lot of Merriment!

The success of The Scrivener is due to a dedicated team of people committed to making the magazine the very best it can be . . . for you . . . quarterly!

The 30th Anniversary Celebration Event of The Notary Foundation of BC, fully sponsored by Do Process and ProSuite Software Limited, highlighted the good works of The Foundation in our province. You may read about it on page 36.

For almost a year, The Society of Notaries Public has been enjoying its 90th year as an incorporated organization whose members serve the people of British Columbia through noncontentious legal matters. Services include Wills, Powers of Attorney, Representation Agreements, and more. Please see page 21.

And we are all looking forward to Canada’s sesquicentennial celebrations this Summer!

MY FAVOURITE TEAMWORK TIP

Take the time to be courteous to yourself and others.

Courtesy, patience, and appreciation feel good to the giver and even better to the receiver.

As you will read in our theme section about Teams That Work, courtesy, respect, and kindness help build cooperation, agreement, and strong relationships.
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Imagine your day filled with amazing teamwork... what would that be like?

If you’re one of the lucky ones to have that situation daily at work or in other arenas of your life, then you know what it feels like to be a part of highly productive and rewarding teamwork.

Individuals who work in teams that function well together have more enjoyment and a greater sense of accomplishment. They thrive on being efficient and innovative and are very effective at producing high-quality and a high-quantity of results. They feel supported by being in a group “community” because there’s concern for the mutual benefit of the group as well as the individuals and they have a great sense of contribution to something bigger than themselves; they take pride in doing their part.

As a result, team members feel valued for their contribution and they are motivated to support the success of other team members.

What constitutes good teamwork?

1. Everyone on the team feels their team members have the greater good at heart and intentions that are in the best interests of other individuals and the team as a whole.

2. Everyone develops innovative ideas together. Time spent as a team is energizing!

3. Individual team members seek to be of service to each other and the team.

4. People hold themselves accountable for their attitude, their contribution, learning opportunities, and their mistakes.

5. Team members celebrate each other’s accomplishments and are happy to see their teammates succeed.

In his excellent book *The Five Dysfunctions of a Team* (Jossey-Bass, 2002), Patrick Lencioni identifies the Five Dysfunctions that inhibit a team’s success. In all my years of practice as an organizational development consultant, I have found Lencioni’s model of teams provides the most relatable, practical, and simple understanding of why teams fail and what to do about it.

His book is written as a fable, making it easy to read and understand through the telling of a story about a new CEO who has been hired to save a company from failure. While Lencioni’s model is true-to-life and simple to understand, the hard work for leaders comes in deciding to make a change and taking the consistent actions required to create lasting change.

What are the Five Dysfunctions of a Team?

**Dysfunction #1: Absence of Trust**

(Resulting Problem: Invulnerability)

Trust is the base for creating an effective team. When team members are reluctant to be vulnerable with one another and are unwilling to admit their mistakes and weaknesses or to ask for help, there is absence of trust among team members. Lack of trust is also created by a perceived need for self-preservation.

**Dysfunction #2: Fear of Conflict**

(Resulting Problem: Artificial Harmony)

High-performing teams engage in healthy conflict and passionate debate about issues that are important to the team. Teams that lack trust are unable to engage in unfiltered debate about key issues.

In that environment, inferior decisions are made because team members withhold their ideas and opinions for fear they may be misinterpreted and thus contribute to unwarranted personally charged conflict.
Dysfunction #3: Lack of Commitment (Resulting Problem: Ambiguity)

It’s difficult for team members to commit to decisions in an environment that doesn’t support healthy conflict. Team members need to feel comfortable to question or debate issues important to the team, otherwise ambiguity prevails. The desire for consensus and the need for certainty also contribute to that environment.

Lack of direction and commitment within the team can make some employees unhappy, particularly high-performing employees. They will often self-select out of those types of environments, which only serves to make the remaining team further rooted in mediocrity.

Dysfunction #4: Avoidance of Accountability (Resulting Problem: Low Standards)

When teams don’t commit to decisions or a clear plan of action, even the most focused and driven individuals won’t confront actions and behaviours that may be detrimental to the overall good of the team. When the environment does not encourage and embrace constructive feedback, it not only hurts the team, it hurts individual members of the team as well, because they aren’t given the opportunity to reach their full potential.

Dysfunction #5: Inattention to Results (Resulting Problem: Status and Ego)

Team members naturally tend to put their own needs (ego, career development, recognition, and so on) ahead of the collective goals of the team when individuals aren’t held accountable. If a team cannot stay focused on the right priorities and collective results, opportunities for growth are missed and the business ultimately suffers.

Once you’ve taken a hard look at your team to see if you recognize the Five Dysfunctions at work, you have a decision to make. One decision is to remain status quo, hoping things will change over time, or you decide to take action and focus on creating a high-performing team. If you take the “action” path, here are the ways to move along that journey.

Step 1: Take Inventory

Often, I ask a group how well they work together as a team and I get very positive responses, things such as “we really communicate well,” “we like working with each other,” and “we have a really good team here.” When I do an anonymous assessment with each individual in a team, the results often show a very different story.

I recommend taking time to honestly evaluate how your team is doing using Lencioni’s Five-Dysfunctions Team Assessment to identify the degree to which the Five Dysfunctions are negatively affecting your team’s development and potential.

Step 2: Create a Vision for Your Ideal Team

Decide what your ideal team would be: What’s your vision of the best team imaginable? Really visualize by imagining what going to work would be like when you are part of a great team.

- What’s the energy level in the office?
- What aspects of your ideal team would be exciting and inspiring?
- How would the team celebrate successes?
- How would they act to solve problems and learn from mistakes?
- How would everyone feel at the end of every day?
- When conflicts arise (and they will!!), how would they be handled?

Step 3: Assess Your Team’s Strengths

Great teams work hard at communicating well, which starts with a desire to learn about, understand, and respect every individual’s motivational strengths and style. High-performing teams have a mix of behavioural styles, each with its own corresponding strengths and conflict triggers.

These styles were identified by the late Dr. Elias Porter in his research that resulted in the creation of a very effective assessment tool called “The Strength Deployment Inventory (SDI)” that I recommend every organization use as a foundational assessment tool for team development. Among the many excellent behavioural assessment tools, the SDI is one of the best for ease of completion, accuracy, and practical applicability to everyday interpersonal situations.

According to Dr. Porter, high-performing teams are made up of people who bring different strengths to the group, know their limitations and what strengths they need to develop, and understand how and when to utilize each individual’s strengths.
Summary of the Four Main Motivational Behavioural Strengths Styles Identified in the SDI

1. The Altruistic Nurturing Teammate
These individuals feel really good when they have been helpful and supportive to others. They care about how the people on the team are doing and whether or not they are feeling good about being part of it. The rest of the team needs to be mindful not to lean on those teammates too much, however, because those individuals have a hard time saying No to requests because of their desire to help. Getting overloaded triggers conflict for them.

2. The Analytical Independent Teammate
These individuals really thrive on analyzing information so they can make the “right” decision. To do that well, they like to have lots of time on their own to study the facts and make sure all information has been reviewed. Therefore, unreasonably tight deadlines, rash directives, or the lack of independent thinking time can trigger conflict for those teammates.

3. The Goal-Oriented Assertive Teammate
The strength of these teammates is their desire to drive forward to achieve goals. They will often be the first to step up to lead the team toward accomplishments. Too much discussion and process create concern about missing opportunities, which can trigger conflict for those teammates.

4. The Flexible Adaptable Teammate
These individuals love being part of a team, sharing information openly, and seeking opinions from other teammates. They love flexibility and the opportunity to discuss and brainstorm until there’s consensus among the group. They are challenged when people don’t behave in the best interest of the team or withhold information or when there aren’t opportunities to try new and different ways of doing things.

Step 4: Develop Your Leadership Skills
Transition and change are challenging for people. In your efforts to develop a great team, individuals will require leadership and coaching to help them go outside their comfort zone to be vulnerable and create better relationships with their teammates.

Learn and develop management coaching skills so you can mentor and tutor your team on how to identify and contribute their individual strengths, be more effective communicators, and become leaders in their own right.

Step 5: Be intentional in Building an Effective Team
John Addison, author of Real Leadership, says to “Make your ‘someday’ into your ‘everyday.’” Don’t wait to see what happens. Involve your team in talking about your vision for the team and get their input on what goals to set to accomplish the vision. Make sure the goals are achievable and measurable and are reviewed for relevancy along the way. Make goals-setting and measurement a regular team exercise and remember to have fun celebrating successful achievement of the goals!

Work on fixing the Five Dysfunctions and start from the biggest dysfunction of a team—the absence of trust. You can’t work on the other dysfunctions unless trust is established and they must be developed in order. In his book, Lencioni has suggestions for fixing the Five Dysfunctions, including trust-building exercises. Bring your team together on a regular basis to work on the dysfunctions to make sure they don’t creep into the working relationships among the team. It’s not a one-time fix; you have to be vigilant that the dysfunctions don’t sneak back over time.

Step 6: Lead by Example. Be the Greatest Team Member You Can Be
To create a great team culture, you need to model the positive behaviour you would like to see from others on the team, particularly in areas like self-reflection and development, communication, problem-solving, providing corrective feedback, conflict resolution, accountability, and providing support and encouragement through mentoring and tutoring.

Do some honest self-reflection to see what growth you need in each of those areas and take steps to develop your skills. Teams respond well when they see good teamwork in action!
Step 7. Create an Environment of Innovation and Experimentation

Help your team clearly understand where the goal posts are and where the boundaries of risk are. Beyond that, let them try running various “plays” in doing the work. There is power in creating a self-managed team that has influence on how the work gets done and is given the opportunity to try new ways of approaching things. People are more committed when they can freely use their knowledge and skills rather than simply completing the tasks dictated to them.

Step 8. Measure Success

Don’t wait to see what happens. Take steps to determine exactly how things are going and revisit goals consistently. There’s a great saying you’ve likely heard, “Things that get measured get done.” People like to know clearly what the goals and expectations are and exactly what their part is in contributing to the team’s success. We hear a lot about measurement, but what exactly should be measured to determine how a team is doing?

Here are some areas to review regularly.

a. Which of the Five Dysfunctions are limiting the team’s success?

b. Have team goals been well defined?

c. Are team goals reviewed on a consistent basis—weekly, bi-weekly, monthly?

d. Have performance standards been set, agreed, and clearly communicated?

e. Do team members hold themselves accountable by considering the following?
   i. How their own work contributes to the team
   ii. How well they foster teamwork by engaging and supporting their team members’ to be successful

f. Does the team’s leader hold all members of the team equally accountable for performance?

g. Are performance deficits dealt with in a timely, respectful manner before problems become too large (corrective feedback coaching)?

h. Does the team have an agreed set of procedures and documentation and do individual team members follow them so everyone receives the same information?

i. Is every team member’s time respected?
   i. Do meetings have agendas?
   ii. Does everyone show up on time, contribute, and take action on items to which they agree?

j. Are team members comfortable speaking up?

k. Is there a regular “health-check” on how the team is doing?

l. Is good work getting noticed—not just the problems?

m. Do team members have an appropriate person for venting and receiving support, rather than taking their negativity to the whole team?

n. Does the team regularly get positive reinforcement and do they have opportunities to celebrate wins and build stronger bonds with each other?

While those measurement areas are general considerations, work with your team to make them measurable as much as possible so they aren’t subjective. Clarity is very important to a team’s success; people need to know exactly what measures to strive for, beyond financial performance numbers.

Step 9. Celebrate Often, Not Just the Big Stuff

There are many ways to show appreciation and celebrate a team’s success. Don’t underestimate the power of noticing someone’s good performance with a heartfelt “thank you.” The key is to show appreciation for specific things so they know exactly what they are doing right and should keep repeating. For example, instead of saying “thanks for always doing a good job,” say “thank you for letting the client know exactly what information he needs to bring to us so we can complete his conveyance efficiently.”

Another way to help a team celebrate together is a regular informal gathering where they can get to know each other better. Perhaps a mid-week or end-of-the-week “tasty treat” break is a way to bring everyone together to chat about how it’s going, what they have planned for the weekend, and so on. If that is done on a consistent basis, all the team members will feel as if they can participate, even when they have deadlines or they are away that particular week.

Tangible rewards are also nice from time to time. The important consideration is to make sure everyone gets the same reward at the same time.

In summary, great teamwork is a fulfilling way to accomplish much more than you could imagine doing as an individual.

Taking the action necessary to develop a great team solidifies people’s commitment to their work and also to each other. That makes each team member’s work life much more rewarding and, in turn, your clients will experience a more positive level of engagement, service, and commitment!  ▲

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There are many ways to show appreciation and celebrate a team’s success.
IN PRAISE OF WINE, CHEESE, AND OLDER WORKERS
How to Woo, Engage, and Retain Your Maturing Employees

While the majority of your maturing employees are there because they want to be, increasing numbers of maturing employees are there because they need to be, for financial reasons.

They are reliable, loyal, mature, professional, and experienced. They are known to have an exceptional work ethic and appreciate the opportunity to share and pass on their knowledge.

Most have probably been with you for quite a while now and you have likely invested much in their training and development. They understand your values, your corporate culture, your customers, and the job that needs to be done. They are ideal members of the workforce.

According to McKinsey Quarterly Survey, “...the baby boomer generation is the best-educated, most highly skilled aging workforce in US history.”

Tips for Greater Engagement and Retention of Mature Employees
1. Acknowledge and appreciate their experience, knowledge, and contribution.
2. Let them know you want them to stay.
3. Provide opportunities for social inclusion, networking, knowledge transfer, and mentoring.
4. Match the skills to the tasks, independent of age.
5. Ensure younger supervisors know how to recognize, accept, and celebrate older workers’ skills and experience, while learning how to continue to define, set, and monitor expectations.

Staying in an existing job after the traditional retirement age and re-entering the market after age 65+ can present unique challenges for older workers because of the attitudes of some younger workers.

- Discrimination in the form of negative stereotypes of older workers, as well as corporate structural discrimination relative to continued health and pension benefits for choosing continued employment
- Resentment that older workers are holding onto senior positions, costing more, and creating a glass ceiling for younger workers
- Younger managers feeling uncomfortable supervising older workers

Those perceived obstacles and myths, when confronted by facts, are fully eliminated or easily managed. That provides a powerful opportunity for businesses to continue to prosper (when they get it right) from the value presented by those devoted loyal colleagues and friends.
6. Establish options for flexible work hours, schedules, and job-sharing.
7. Offer training opportunities to learn new skills.
8. Create alternatives for phased retirement.
9. Set up an “on-call” roster for retired employees to fill temporary positions. They already know the company, culture, and job requirements.

For the past many decades, employers have benefitted tremendously from the dedication and commitment of the baby boomers who have worked and still do work for them. Often described as “driven” and “workaholics,” they served as a valuable resource and asset for many businesses.

That established intellectual and human capital needs an environment that is welcoming and personally satisfying. It doesn’t take a lot of re-construction and cost—just enough flexibility, appreciation, and creativity to allow the mature baby boomer to “serve well and age well.”

Like a fine Stilton cheese and a Bordeaux wine, under the right conditions we aging baby boomers do offer a magical experience. Rhonda Latreille, MBA, CPCA, is the founder of Age-Friendly Business®.

Telephone: 1-877-272-7575
info@agefriendlybusiness.com
www.AgeFriendlyBusinessAcademy.com
I was commissioned in June 2016 and jumped into business the following week. I didn’t have time to hire extra staff so I’ve been glad to have my husband Eric Tong working with me as my trusted conveyancer who helped set up the office and is the office manager.

Because we both already knew some of the ins and outs of running an office and were full-time conveyancers prior to my becoming a BC Notary, we are able to handle a large amount of conveyancing files.

I think another factor of why we work well together is that we both love what we do and we are excited to see what new milestones we can reach together as partners at home and at work!

During busy times, we can stay late to clear up files or pop into the office on weekends. We understand each other; when either of us is stressed from a long day at work, we work together to resolve any problems or plan out a week. By working together, we avoid conflicts in planning our personal and work lives and we are always on the same page.

Also, talking about work during dinner is not so bad when your spouse actually understands what is going on! Many people ask if we fight a lot or if we are sick of each other yet. The answer is Nope!

I think another factor of why we work well together is that we both love what we do and we are excited to see what new milestones we can reach together as partners at home and at work!

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have been a BC Notary for 25 years and Donna has been my conveyancer for about 11 years.

From day one, I clearly set my expectations with respect to work ethics, office procedures, and the priority of customer service. Of course there is flexibility within reason.

We have a relationship of mutual respect. Donna is not only my conveyancer, she is the backbone of this office. She is my confidante and has earned my total trust and is most definitely considered family.

Our work is demanding and stressful, yet the tone of our office is always jovial. We take every opportunity to include humour in the day with clients, family, and colleagues.

We both strive for excellence in everything we do. Our support for each other is not limited to the office but extends beyond that to each other’s respective families, friends, and community work.

Teamwork divides the tasks and multiplies the success!

Open, honest, polite, and respectful communication is paramount. Verbal communication is not always necessary (see picture… we often show up to work in very similar colours!).

We are aware that both of us are needed for the office to function cohesively, like a teeter-totter.

We each have clearly defined roles and responsibilities in the office as well as in each transaction. Hence, accountability is clear and it avoids potential conflict. Nothing is taken personally but rather used as an opportunity to learn and grow. An attitude of gratitude is nurtured in our office.

Teamwork divides the tasks and multiplies the success! ▲

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The MiX
The MiX showcases articles on a variety of timely topics.

Before submitting an article, please contact scrivener@society.notaries.bc.ca.
Ours is a small team, just the three of us, and we are highly compatible. For instance, I am married to the Notary!

I retired from teaching (as the head of the IT Department in a middle school) when Elizabeth became a Notary. I didn’t want to sit around and do nothing. I told her, “For the past 6 years, I have been teaching all the skills needed to run this office.” She took me up on it.

I am the office manager, IT administrator, conveyancer, receptionist, and general factotum of our office. I do mostly things my wife can’t do (like formatting this response so The Scrivener can read it) and she does things I mostly can’t do, like interacting with and interviewing clients, networking with Realtors and local lawyers, and reviewing my work for errors I miss (not many, but a necessary function).

We also have an excellent part-time employee. This delightful woman brings much to our office. Jo-Ann’s main function is to be a runner to financial institutions and legal offices and to complete bank reports and what we call “closing packages” for our clients.

We all have our roles and enjoy working together. We have a good reputation in our community and have “the best clients,” at least according to one of our competitors.

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My staff’s comments are that we work well together because I am not a “bossy” boss. They say I never make them feel stupid or belittle them for making errors. I appreciate that because I am a big believer in our working together as a team, so as far as I am concerned, errors are learning opportunities.

I have a great staff and I like to take every opportunity to make sure they know I feel that way. I know they do.

Luckily, few of those learning opportunities present themselves.

I think the main reason we work well together is that we laugh a lot! We keep our heads down and work hard at our jobs, but take every opportunity to share a story or thought when there is a break in the action. We really enjoy the camaraderie built on humour, respect, and some really, really long hours at work!

I have a great staff and I like to take every opportunity to make sure they know I feel that way. I know they do.

Tiah M. Workman Notary Corporation
Nanaimo
tiahw@nanaimonotary.ca
www.nanaimonotary.ca
Telephone: 250 756-7720
This firm has its roots in 1982 when Roy Cammack joined BC Notary Joyce Alp in their business partnership “Alp & Cammack Notaries Public.”

Joyce retired and history repeated itself when Gordon Hepner joined Roy Cammack. Their business partnership is called “Cammack Hepner Notary Corporation.”

Their dedicated team includes 2 BC Notaries and 7 full-time and 3 part-time staff members who work seamlessly together to serve their growing client base. All staff members are carefully screened and trained to meet the varied needs within the office. They all enjoy close working relationships with the Notaries they support.

After time with regular social events, the office atmosphere has become more like a family instead of just employer/employee relationships.

There are no egos in this office but rather there is a true sense of camaraderie and support for one another in making them truly a “team.”

Gordon’s recent arrival has now sparked a rejuvenation with all facets of this practice being actively updated.

Clients and staff know that Roy’s already well-established practice now has a guaranteed future and they will continue to provide the highest level of service for all those who come through the doors of Cammack Hepner Notary Corporation.

Cammack Hepner Notary Corporation
South Surrey
Roy@CammackHepner.ca
Gordon@CammackHepner.ca
www.CammackHepner.ca
Telephone: 604 538-3388
My team works extremely well together because we always encourage one another—as well as our clients, Realtors, mortgage brokers, and so on—to communicate with us so we are all on the same page.

We tell our clients we are part of their team and if everyone on their team communicates well with one another, there is less chance of a problem arising. We continually check in with our clients to ensure they feel comfortable with what is happening and we invite them to reach out if they have questions, now and in the future.

A happy client is a good source of referrals, as is a happy Realtor and a happy mortgage broker.

Our team is courteous, friendly, and approachable. We do our best to make the environment in our office welcoming. If people feel comfortable in an office, they will come back.

Every single team member is an important part of the team. We have one another’s back—always. I feel extremely blessed to have such wonderful, strong women on my team.

Kim Vickers & Associates
Notary Public
North Vancouver
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If a particular team member has gone above and beyond the call of duty, she is commended for her hard work and her extra care and attention.

We also acknowledge we are all human and make mistakes sometimes. When it happens, we learn from our mistakes so they won’t happen again.

SOME BC NOTARIES PROVIDE THESE SERVICES.

Marine
• Marine Bills of Sale and Mortgages
• Marine Protestations

Some BC Notaries provide these services.
• Marriage Licences
• Mediation
• Real Estate Disclosure Statements

368 BC Notaries to Serve You!

For the BC Notary office nearest you, please call 1-800-663-0343 or visit www.notaries.bc.ca.
Our office consists of Judi Piccolo, Notary Public extraordinaire; Bill Ramsey, bookkeeper and Judi’s husband; Zoë Brunchmann and Cheri Shannon, senior legal assistants; Sandi Hurlburt, junior legal assistant; and Catheigh Annely, secretary.

The office is located in The Hacienda, a lovely part of the old downtown Langley City. The office is very spacious. Judi has decorated it with interesting art pieces and collectibles.

Each staff member has a large and comfortable work area and the freedom to decorate with family photos and pictures and to listen to music. The office environment promotes collaboration and brainstorming among the employees, allowing them to perform to the best of their abilities.

Our very busy office has many demands but there always seems to be laughter at some point of each day and we make time to check in with each other about how we are doing and what is going on in our lives. Judi absolutely loves the respect we have for each other, our great work ethics, and our good senses of humour.

Judi appreciates and relies on her staff; that frees her to spend more quality time with clients. The office staff members work well together as a team and no one has a prima donna attitude. All suggestions are respected and the office pulls together to come up with a proposal or guide sheet to keep the office running smoothly and efficiently.

Very committed to her staff and clients, Judi is an amazing person and employer who is much appreciated by her staff. She never forgets a birthday and each birthday is celebrated with an office lunch.

Three years ago I came to work for this most wonderful lady. Because of Judi’s compassion and love for people and family, she took me under her wing. I was barely able to turn on a computer; she gave me a new start! From the exceptional skills and endless hours of mentoring from Zoë, Catheigh, and Cheri, I now possess skills I never thought possible. We are all committed to a high standard of client care and vision for the future of this outstanding firm.

Sandi Hurlburt

Our Notary is the reason our team works so well. She has created an environment that is a positive place to spend our working days. Judi shows kindness and respect to each of us and in turn we treat her and each other the same way. Ours is a very busy office with many demands. We follow the example of our Notary; she is why she has such a hardworking and dedicated team by her side.

Zoë Brunchmann

Judi herself is kind, thoughtful, fair-minded, encouraging, and compassionate. Cheri and Zoë have so well expressed my sentiments. Judi truly is the secret to why our team works so well.

Catheigh Annely

Judi is very committed to giving her clients the best service for their money. Each staff member is very proficient in his or her respective duties and we work well together to achieve the same goals.

Bill Ramsey

Very committed to her staff and clients, Judi is an amazing person and employer who is much appreciated by her staff. She never forgets a birthday and each birthday is celebrated with an office lunch.

All members of the team have a clear vision of where the company is pointed and everyone works hard to do their best, resulting in giving clients better service. ▲

Judith A Piccolo Notary Corporation
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What I absolutely love about all my staff is that we respect each other, we have great work ethics and a good sense of humour, and nobody gets moody! My staff works together as a team. When they have a suggestion to improve the office, they get their heads together and come up with a proposal without interrupting me in my office. I get to see the end result and to spend more quality time with my clients. I am so lucky to have such good people around me!

Judi
Our office staff is comprised of five ladies: Cathe, Sonja, Lynda, Kelsey, and Donna. We form an impressive team, working together efficiently to serve the needs of our clients.

We think the reason for our office success is because each person can be trusted to attend to her own job and the associated responsibilities. We each also understand the “bigger picture,” beyond our respective roles. That comprehensive knowledge is important in allowing us to help one another and cover the job of a colleague who is away.

Getting to the point of being a well-oiled machine does not happen automatically. Most of our staff members have worked together for over 10 years. We truly know and like each other and spend lots of time together—inside and outside of the office! In December, we all went on an “office retreat” to New Orleans where we spent 5 days shopping, listening to jazz, participating in a city run, eating good food, and being tourists! ▲

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Once asked a client what made her choose our Notary office to complete her transaction instead of asking another legal professional.

Her answer was simple... “Your Office Staff.”

When I think of my staff, I think “quality over quantity.” We are three diverse individuals, each bringing a unique personality and experience to our open and nonjudgmental office environment. Establishing their responsibilities while respecting each other’s boundaries allows my employees to apply their skills and abilities in a manner that helps them grow their confidence and self-esteem, which ultimately contributes to the success of the business.

As a Notary office, we have had the privilege of creating an inviting and friendly atmosphere for clients who may have apprehension or stress in their current situations. The warm welcome they receive from our team, which includes little Jersey, makes them feel more relaxed and at ease. People sometimes come into the office just to say “Hi” to Jersey and bring him treats. He likes to nuzzle knees and he loves a good rub!

As a team, we openly acknowledge, explore, and address any errors or disagreements and come to a resolution that helps preclude future occurrences.

A high-functioning work team recognizes employees’ positive contributions on a regular basis. Our support for each other helps develop intrinsic enjoyment in, and dedication to, our work. The combination of challenge and reward translates into concerned stewardship that is observed and appreciated by our clients.

While there are numerous benefits to maintaining strong relationships at the office—including improved collaboration, employee morale, employee retention, and productivity, the most important benefit is having an ethical workplace where each person can strive to reach personal and professional goals while providing top-quality service and care to clients.

Cassandra Coolin  
Notary Corporation

Maple Ridge  
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Successful Teaming

1. A number of things are essential to help make a team work. All the team members need to know their role and to have the proper tools and authority to complete the tasks associated with their roles.

2. Team members need the proper supports in place—including technology and other resources—and everything must work well.

3. Fast, efficient communication is a key factor so that those who need information can get it and those requesting tasks of others can do so easily.

4. Team members need to know what the others are doing. In our office, we use a mix of verbal communication, email, and calendar notations.

5. It is important that each individual’s contribution to projects and ideas has the same degree of relevance—whether a senior member of the team, a junior member, a brand new person, or an outside supplier.

6. Patrick M. Lencioni describes effective managers and employees as humble, hungry, and smart. We couldn’t agree more.

7. One of the most important factors on any team is the ability of the members to listen. It’s essential that we listen to get the right information.

8. A strong system enables team members to depend on each other and get things done. That includes trusting that you will get the information you need to help you do your work.

We have each worked as sole proprietors for short periods. When we are part of a team, we feel much better about our work and our ability to do our best. Having a dedicated team allows us to give our clients our best efforts with the knowledge that our system—and the staff members who are supporting the system—will allow us to move forward in an effective and efficient way.

David Watts Notary Corporation
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I was born in Kamloops in 1975.

My family moved to Nanaimo in 1976 where I grew up, together with my brothers Nev and Vick, born in 1977 and 1980. Note: Nev and my dad are BC Notaries!

My dad worked and my mom lovingly raised us.

Like all kids, as the years went by, what I wanted to be changed but I knew my career would be in a business environment.

In 1999, I graduated and decided to become a BC Notary after getting a taste of the profession by working alongside my dad Del Virk at his Notary practice. I still remember meeting with Stan Nicol, then-Secretary of The Society of Notaries Public of BC and a group of Notaries for my application interviews at the old offices of The Society on Granville Street, beside the Birks building.

I was accepted into the Notary program at UBC in 1999. My motivation to get high marks on the six statutory exams to become a BC Notary came from two sources.

One was the influence and guidance of Dad, realizing how hard he had worked to prepare for the exams.

The other was the fear of failure. I knew at that time in my life that my performance on the exams was a game-changer. I wanted to make certain I passed the exams at all costs, but I was pleasantly surprised that my hard work paid off to the extent that I won the prestigious Dr. Bernard W. Hoeter Award!

The important phone call came from Wayne Braid, our current CEO/Secretary, congratulating me and telling me I passed all six exams. I still remember the feeling of excitement and sense of relief. I did not know about the award until the Grad Luncheon presentation following the new Notaries’ installation ceremonies at the Vancouver Courthouse.

I was commissioned as a BC Notary on June 7, 2001. A lot of credit must be given to the instructors who played a big part in my success—Bob Reid, Stan Nicol, Rick Evans, Marny Morin, Tony DuMoulin, and Dad. Dad was my mentor at his practice for over 2 years. That gave me a tremendous advantage when I opened my own business.

I chose to open my office in Abbotsford. At that time—before TILMA was enacted, there was a limit on the number of Notary Seals and Notary Districts permitted in the province. My home is in Surrey but no...
Seal was available there so I expanded my search to Abbotsford where a Seal was available. Because of TILMA—the ground-breaking accord between the Governments of Alberta and British Columbia, there are now no limits on Notary Seals or on the number of BC Notaries who may practise in British Columbia.

I enjoy the profession entirely—meeting and interacting with clients, listening to their stories, and helping them with their needs. I also enjoy my office environment and my wonderful staff. We strive to achieve success as a group and we like working together.

Outside the office, it’s family first with my wife Simrita, boys Savin, 9, and Vanik, 3. We are a passionate hockey family, constantly on the ice. I play 3 times a week. Savin plays a whole lot more—there’s not enough time or space here to explain how much!) and Vanik has started skating lessons this year.

Most important to me are my family and our health! ▲
BC Notaries in The News

BC Notary
Lilían Cazacu was recently awarded Best Immigrant Entrepreneur at the 14th annual Small Business BC Awards ceremony.

See http://sbbcawards.ca/. Before he came to Canada, Lilían earned a Master’s degree and a PhD in Law and Criminology in the Republic of Moldova.

He started from scratch when he arrived here and now employs four people at his busy Notary office in Langley.

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Victoria Notary
Morrie Baillie participated in “Who’s who in your real estate purchase,” an excellent article in the Oak Bay News February 10.

The piece clarified the roles of the various professionals involved when you buy a home. They include the BC Notary, the banker, mortgage broker, Realtor, lawyer, home inspector, and insurance provider.

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morrie@islandnotary.ca
www.islandnotary.ca

BC Notary
Senad Sijercic was named the January “Community Champion” by the Vernon Social Planning Council, reported in the Vernon Morning Star newspaper.

A Serbian-trained lawyer who also had to start over when he came to Canada, Senad now has an extremely busy Notary practice in Armstrong; his clients visit his office from all over the province. His wife Anna manages the office.

Telephone: 250 546-9797
senad@telus.net

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One mission.

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MENTORING

A relationship in which a more experienced or knowledgeable person helps to guide a less experienced or less knowledgeable person

Wikipedia

BC Notaries are educated through the postgraduate Master of Arts in Applied Legal Studies (MA ALS) program at Simon Fraser University, followed by the full-time Practical Training Program that is also required by The Society of Notaries Public of BC.

Before being installed as a BC Notary, the student receives personal guidance from an experienced Notary mentor and his or her staff for 4 weeks in the following areas of education.

- Ethics and Professionalism in a Notarial Practice
- Notarial Practice Management
- Client Relationship Management
- Reviewing Contracts, including and reviewing required searches and investigations and preparing documents
- Participating in Client Interviews

The Mentoring Process

Both the mentor and the mentee benefit from the experience. In a good mentoring relationship, both parties feel free to share knowledge in an atmosphere of professionalism, collegiality, and trust.

The mentoring process is enhanced by the fostering of mutual respect between the mentor and the mentee and building a comfortable bridge that spans their respective experiences and cultural backgrounds.

In my Notary practice, I have personally mentored a number of students and enjoyed each student’s unique abilities. One of my mentoring students is now an associate in my Notary practice. The mentoring experience with her was so positive, I decided to invite her to join my business.

It is very rewarding for me to share my 28 years of knowledge with new Notaries and I find that my office staff members are always eager to explain the ins-and-outs of running a Notary business, deal with time constraints, and help manage my day.

Most important, the mentee learns how to help meet the needs of the clients to encourage positive business relationships and to set the scene for the clients to return to the practice for future noncontentious legal advice and assistance.

In my experience, BC Notaries are willing to share their knowledge and experience with each other. In the legal profession, keeping current with the law through continuing education and contact with their professional peers is vital.

New Notaries are the future of our profession. We are all well served when we share knowledge.

Lorne Mann is Chair of the Education Committee of The Society of Notaries
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©iStockphoto.com/PeopleImages
In conversation with his daughter
Laurie Salvador, Notary in Sidney, BC

**Laurie:** Dad, please tell our readers when you became a BC Notary.

**John:** I became a Notary in 1968. I first practised in Coquitlam with Jim Robinson Sr., father of current BC Notary Jim Robinson. I decided to move my family to Sidney By the Sea because a Notary Seal was open due to the death of Gordon Hulme. Sidney had that small-town feel like Creston, where I grew up. I practised in Sidney until 1986.

**Laurie:** Please share some stories about your career.

**John:** I had a client who was an old-time fisherman with his own fishboat. He told me he had come past Ripple Rock after an extended fishing trip. It was stormy and his boat capsized. He was able to hang on to some debris and drifted in the choppy water all the way down to Campbell River. Later he invested his life savings with a fly-by-night outfit that promised him 14 percent return on his money. I always said that if it sounds too good to be true, it probably is. That client paid his bills in honey, fish, and garden produce.

I became friends with Notary Harry Noakes on Salt Spring Island. Harry had started his career up north, working for the US Government in Dawson Creek and Whitehorse when they were building the Alaska Highway. When he came back to Salt Spring, he became a Section 15 Notary who was able to witness signatures but he did not have the education for the other services that BC Notaries provide so he asked me for help. Whatever work he got, he would pass on to me—other than signatures.

For me, the most enjoyable aspect of being a Notary was helping clients with their problems. I also enjoyed going to the Notary Conferences. The most memorable Conference was when we all went to Dawson Creek. In those days, our Conferences were held in various places around the province, which gave members a chance to see the rest of the province. I guess these days the smaller towns cannot accommodate the number of members The Society has now.
LAURIE: Please tell our readers how you arranged for Susan (Davis) Mercer and me to take over your Notary practice. Susan was already working with you.

JOHN: I just told you two that you would be doing it and you did! The practice was renamed Salvador Davis and Co. The big surprise for me was that on the day you were sworn in, I had to give up my Notary Seal. I had planned to retire gradually but it didn’t happen that way. One day I was working; the next day became a permanent coffee break.

LAURIE: Dad, what happened between you and that big truck?

JOHN: I was just coming home on my scooter from shopping. The truck driver was blinded by the sun and did not see me in the crosswalk. It happened so fast. I looked up and started waving my arms. The driver didn’t see me. I was dragged under the truck and my scooter was squashed.

Passersby called 911 and the full force of Sidney’s emergency responders came to the scene. I was pulled out from under the truck and thought I was okay. I told them to just let me go home.

My niece saw it all happen. I was taken to the hospital with a fractured pelvis, then I recuperated in a care home for 6 weeks. With physiotherapy and lots of exercise, I have my strength back and am ready to go home.

January 2017

The first responders to this collision thought John was a man in his mid-60s, due to his incredible physical condition. He jumped up as they pulled him out from under the truck. He said he was fine and that everyone should go home!
The men who own the truck came to visit me in the hospital the day after the accident, which was very thoughtful. I asked them to send the young driver to see me. I just wanted to assure him that accidents happen and he should not let this incident traumatize him or weaken his self-confidence. I felt really sorry for him and wanted him to see I would be fine.

LAURIE: What hobbies do you enjoy?

JOHN: I still make wine. I used to make it from grapes but nowadays, I make it from concentrate because it saves time and you can drink it earlier!

LAURIE: Dad, what is most important to you?

JOHN: Most important to me in life? Longevity! At 92, I credit my longevity to my wine, gardening, fishing, a positive attitude, and exercise. Family and friends are important and keeping up social contacts helps keep me going!

Words of advice for young Notaries: Find a senior Notary to be your mentor. And don’t be afraid to ask! ▲

John and Laurie were interviewed in The Scrivener in Summer 1999. Here is the cover of that issue.
Spaghetti and Meatballs with Fresh Tomato Sauce

MEATBALLS
½ lb. ground pork
1 lb. extra lean ground beef (or ground turkey)
½ lb. ground veal
¾ cup rolled oats
2 tbsp. takii umami powder
(substitute ground dried shitake mushrooms)
1 tsp. salt
1 tsp. pepper
1 tsp. celery salt
1 tsp. ground oregano (substitute ground cumin)
1 medium onion, finely diced
1 shallot, minced
2 garlic cloves, minced
1 large egg, beaten
1½ cup ground bread crumbs

Preheat oven to 350° F.
Combine all ingredients in a large bowl or food processor and stir to combine. Form balls (the size is up to you) and roll them in the bread crumbs.
Place balls on a parchment-lined rimmed baking sheet. Bake for 35 to 45 minutes, depending on how big they are. You want them brown but not too well done. Remove from oven.
At this point, you can add them to the tomato sauce. Reduce the heat to 300° F and bake them for 30 to 45 minutes. Makes about 2 dozen medium-sized meatballs.
Note: You can freeze them for future use.

FRESH TOMATO SAUCE
12 pounds fresh field tomatoes
1 large onion
1 fresh carrot, minced or grated
2 garlic cloves
¼ cup good olive oil
1 small can organic tomato paste
Salt and pepper to taste
(porcini mushroom-flavoured salt is nice)
½ tsp. fresh ground cinnamon
(optional for a sweeter sauce)
Wash tomatoes and remove stems. Immerse tomatoes in boiling water until the skin breaks, then remove them from the water with a wire basket. Run them through a tomato sieve so only the juice and pulp come through for the sauce. Cool.
Note: Tomato skin can be hard to digest and the seeds can make your sauce bitter. Hint: Google “tomato sieve.”
In a large deep pan, sauté the onion in the olive oil on medium/low heat, then add the carrot and garlic. When soft, add the tomato paste. Stir often so the mixture doesn’t burn.
Add tomatoes and sauté to the desired consistency. Tomatoes will reduce in volume to about half the original amount. Reduce further, if you prefer a really thick sauce.
Process in jars or freeze in individual bags in sufficient sizes for your cooking needs. ▲
We had a great team at the BC Mortgage Brokers Association 2-day Conference again this year.

They included BC Notaries Sabrina Hanousek, Daniel Boisvert, Akash Sablok, Susan Tong, and me, with a lot of help from Society staff members Lorena Gri, Amber Rooke, and our CEO Wayne Braid. We were proud to represent BC Notaries at the event.

The MBA fun focus for 2017 was Super Heroes! For our SUPER NOTARY theme, we wore red Superman capes, SUPER NOTARY T-shirts, and Clark Kent glasses and our Super Notary stress figures were a huge hit.

Over 600 people attended. For us, one of the great joys is meeting all the new mortgage brokers studying to qualify for their mortgage broker licences. We were able to spend time with them to let them know how BC Notaries can help them and their clients. Our President Tammy Morin Nakashima participated in two education panels that were extremely well received.

As he introduced BC Notaries’ Gift Draw to the audience, MBA-BC President Troy Resvick was extremely complimentary to us. “BC Notaries are the people to go to for your legal expertise.” The happy winner of our fabulous Martini Basket was Catherine Cheung.

Mortgage Broker Catherine Cheung won our beautiful Martini basket prize.

It was an outstanding event and a great way to keep our BC Notaries top-of-mind with the BC Mortgage Brokers with whom so many Notaries do business on a daily basis.

Pat Wright is Chair of the PR Committee of The Society of Notaries.

Pat@vancouvernotary.com
The Board of Governors of The Notary Foundation of BC is comprised of
- 8 members of the Board of Directors of The Society of Notaries Public of BC;
- 1 representative from the Attorney General’s Office in Victoria*;
- 2 Directors-at-Large, appointed by the Attorney General**; and
- the Executive Officer.

The members from The Society are elected by the Directors of The Society from among their ranks, for a 3-year period.

The Foundation Governors
Akash Sablok, Chair
John Eastwood
David Watts
Rhoda Witherly
Tammy Morin Nakshima

Patricia Wright
Lorne Mann
*Lisa Nakamura
Filip de Sagher
**Deborah Nelson
**Jas Rehal

G. W. Wayne Braid, Executive Officer of The Notary Foundation, is responsible for the administration of the office and staff and the diverse investment funds of The Foundation.

The Board of Governors meets quarterly to consider applications for funding from various organizations and to set policy, review The Foundation’s financial status, and provide direction for the administration of The Foundation.

The Governors of The Foundation have the responsibility of guiding The Foundation in its mandate to disperse the funds generated by interest on BC Notaries’ Trust Accounts.

The Notary Foundation funds are used for the following purposes.
1. Legal education
2. Legal research
3. Legal aid
4. Education and Continuing Education for BC Notaries and applicants who have enrolled to become BC Notaries
5. Establishment, operation, and maintenance of law libraries in BC
6. Contributions to the Special Fund established under the Notaries Act of BC
A celebration was held January 19, 2017, for the 30th Anniversary of The Notary Foundation of British Columbia.

We are grateful for the vision and foresight of all the people who worked to create The Foundation. BC Notary Stan Nicol, longtime Secretary of The Society of Notaries Public of BC, and Bob Adamson, representative from the BC Government, were particularly integral to the founding of the organization.

The mandate of The Notary Foundation of BC is to maintain a fund to be used for legal education, research, and legal aid; education and continuing education for BC Notaries; establishing, operating, and maintaining law libraries in British Columbia; the Special Fund established under the Notaries Act, and funding grants and bursaries for approved projects for groups and individuals in our province. The source of the fund is bank interest paid on BC Notaries’ trust accounts.

In addition to current and past members of The Foundation’s Board of Governors and the Board of Directors of The Society, guests at the event included friends of The Foundation and representatives from some of the organizations to whom The Foundation has provided funds.

The reception and dinner at the Terminal City Club were fully sponsored by Do Process and ProSuite Software Limited.

“Many BC Notaries and ministry-appointed individuals have served as Governors of The Notary Foundation over these past 30 years. All of
them have given of their time and their expertise and have added their experience to guide and direct the work of The Foundation.

“The Foundation is not an organization that seeks a lot of public exposure and being a Governor does not provide an individual with a high public profile. Indeed, it is the self-satisfaction of knowing you have given your time in the interests of serving those in BC who simply do not have the financial means and, most often, who do not have the legal knowledge to carry through with solving or resolving their situations.

“We have funded a substantial number of organizations in British Columbia that help people who deserve and need that assistance. The list is not only long, it is diverse and represents a broad spectrum of individuals here in the province.

“Tonight, we would like to honour a few former Governors who have helped us achieve our mandate.

“Bob Adamson. As the representative of the Ministry of the Attorney General—now the Ministry of Justice, Bob was instrumental in the birth of The Notary Foundation and the legislation that provides the authority for it. Bob served on the Board of Governors for 20 years, from 1986 to 2006, and was a significant contributor providing guidance, together with the many Governors with whom he served.

“Brent Atkinson, an original member of the Board of Governors, served for 18 years, starting in 1986, and was Chair from 1992 to 1994.

“Larry Stevens Sr. served for 15 years on the Board and was Chair of The Foundation from 1988 to 1990.

“Chris Dupuis served a total of 14 years, from October 1993 to October 2007 and was Chair from 2006 to 2008.

“George Tanco served a total of 18 years and was Chair from 1996 to 1998.

“Rick Evans served for 8 years and was Chair from 1990 to 1992.

“Mr. Ken Sherk served as a Governor for an astonishing 24 years. He is the only person to have served as Chair of The Foundation twice, from 2000 to 2002 and again from 2008 to 2010. Ken, you worked tirelessly. I know of the many events you attended on behalf of The Notary Foundation. We have appreciated your influence, your dedication, and your wise counsel all these years.”

“As President of The Society of Notaries Public, I welcome you to this auspicious occasion where we are celebrating 30 years of serving British Columbians through The Notary Foundation of British Columbia.

“The first Notary in the Colony of British Columbia was appointed in 1864 by Governor James Douglas. At that time, there was only one lawyer—a British lawyer—in the province. Governor Douglas needed legal practitioners to serve the people who were coming to settle in the area so he appointed Notaries.

“Tammy Morin Nakashima, President of The Society of Notaries Public of BC

“Ken, you worked tirelessly. ... We have appreciated your influence, your dedication, and your wise counsel all these years.

“George Cadman, QC, Boughton Law; Dr Robert Gordon, Professor and Associate Dean and Director of the Applied Legal Studies Program, Simon Fraser University; The Honourable Amrik Virk; Wayne Braid, Executive Officer of The Notary Foundation
“The Society of Notaries Public was formed as the regulatory body for Notaries in 1926. Therefore, in 2016 we celebrated 90 years as an organization.

“For the past 30 years, our Notary members have supported The Notary Foundation to meet its goals and to provide the funds necessary to carry out its good work. The Foundation earns its funds from the interest earned on BC Notaries’ trust accounts.

“Last year, our members handled over 115,000 residential property transactions and they submitted over $556 million in property transfer tax to the province. Most important for The Notary Foundation, our members handled nearly $30 billion in trust funds as a result of those property transactions.

“Our members are pleased to participate in providing funds for the legal needs of those who need assistance and for legal education in our province.

“We look forward to doing that for another 30-plus years!”

Kathleen Cunningham, Executive Director of the BC Law Institute

“Thank you for the opportunity to congratulate The Foundation on your 30th Anniversary. The Notary Foundation and the Law Foundation are two of our strongest supporters on the projects we carry out.

The Notary Foundation and the Law Foundation are two of our strongest supporters on the projects we carry out.

“Executive Officer of The Notary Foundation Wayne Braid asked us to look at the Strata Property Act law; The Foundation funded our preliminary report that turned into a 5-year project. In my mind, it’s the perfect project. We’ve brought all the stakeholders together and they are all contributing to the funding. The Notary Foundation has been one of the lead funders every year—it’s a great group that is making a difference. The results of Terminating a Strata Property Report came out in early 2015, we had legislation in November 2015, and it came into force in July 2016.

“Yes, it was a lot of work, but everyone is keen. The Complex Stratas

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Project affects thousands of British Columbians. You can be really proud of The Notary Foundation for getting that project going and for supporting it for as long as you have.

“BC Notaries have served on our Boards, for example, Rick Evans, Roy Cammack, and now Susan Mercer. We have worked with other Notaries on projects, too, including Laurie Salvador.

“The Succession Law Reform work and the Undue Influence Aid Project that is referenced over and over again across this country were funded by The Notary Foundation.

“Kudos to you again. Without the funding you bring to our projects, we couldn’t pay the lawyers who do the work and produce the reports of which we’re so proud. We’re hoping one day we’ll see recommendations from Real Property Reform project adopted, too.

“A number of the proposals from our Assisted Living project, also funded by The Notary Foundation, were included in the amendments to the Community Care and Assisted Living Act introduced in early 2016, funded by The Notary Foundation. A number of our recommendations were included in the Government’s growth amendments to the legislation enforced last year.

“Over and over and over again, you’ve been there for BCLI and for the Canadian Centre For Elder Law. You sponsored our national conference back in 2015 and that helped us give 19 bursaries to people from across the country who could not have attended that conference without financial assistance. At the conference, we bring people together . . . academics and individuals interested in the area of elder law to share ideas. You were there for us to help make it happen.

“Thank you again for your support. I trust that by sharing some of those stories, I’ve shown you that your funding has helped us make changes and encouraged changes to the laws that have affected British Columbians and your clients and hopefully made your job as BC Notaries easier, as well.

“Congratulations!”

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Wayne Robertson,
Executive Director
of the Law Foundation of BC

The mission of The Notary Foundation is ‘Building Better Communities One Grant at a Time.’
From my perspective, having closely shared and observed the work of your Foundation, you are living up to that motto. You’re doing great work!

“British Columbia has the distinction of having the very first Law Foundation in North America. In 1969 the Law Foundation was founded and a few years later The Notary Foundation was formed. Today across our continent, there is a Law Foundation in every Canadian province and territory and in every state in the United States. That’s quite an accomplishment, starting with our jurisdiction here in British Columbia.

“Every year, those foundations across our continent contribute over $400 million to support access to justice; the people of Canada and the United States are the beneficiaries of that good work.

“The Notary Foundation has been a valued partner for us at the Law Foundation. I view you as my mentor, Wayne, and my colleague and friend.

“We’ve learned a lot from each other personally and also as organizations because in our province, we fund many of the same groups. We’ve been funding partners on myriad projects and activities. There’s a huge amount of collaboration between our two foundations—a very good thing for the groups and the people they serve. Our two foundations have also partnered with the Real Estate Foundation on strata property law.

“Some of the groups we have funded together include the BC Law Institute, Disability Alliance BC, the Tenant Resource and Advisory Centre, the People’s Law School, West Coast LEAF, Justice Education Society, Access Pro Bono, and West Coast Environmental Law. The Legal Services Society is a very important grantee—the largest single grantee for both our organizations.

“Most recently we’ve collaborated on a children’s lawyer initiative that
you will hear more about in the coming days and months. That's an office where lawyers and paralegals and advocates will represent children in family law, child protection law, and other matters that affect youth in our province. That's really exciting; we’re very grateful that The Notary Foundation has joined us in supporting that initiative.

“The Notary Foundation has a strong provincial presence. There’s a saying about “punching above your weight.” Well, for 368 Notaries, you do an amazing job. And your influence as an organization goes well beyond our provincial borders. Wayne is Chair of the Banking Committee of the Association of Canadian Law Foundation and has kept us alert to the changes in banking rules that will affect all of us down the road and in the North American context, too.

“For you who are Governors of The Notary Foundation and on The Society Board, please know that your reputation around the North American continent is of a thoughtful, caring, focused group that is knowledgeable about access to justice and supports it.

“We value our work together. On behalf of the Law Foundation and our Chair Eileen Vanderburgh, who is here, and the other members of our Board, we salute you and congratulate you on this important anniversary milestone.

“As a result of the work you have funded over the years, many thousands of people in British Columbia are more informed about the law and have better access to justice.”

“I want to talk a little bit about the work you do, that I do, and that we do together in the context of how we make justice work.

“There have been Notaries in British Columbia since 1868. Justice happens in a seminal way. Governor Douglas appointed a Notary to make sure justice happened. And you have continued to make it work for decades.

“I was having a conversation with my colleagues as we arrived tonight about how Notaries serve people who are planning and designing their lives through expert advice that helps avoid legal problems.

“The Notary Foundation, the Law Foundation, and the Legal Services Society share a trust fund that we focus on legal aid, access to justice, and evaluating programs to see what makes the biggest difference. We created a trust fund for that purpose. Wayne Braid is one of the trustees of that fund.

“The Governors of The Notary Foundation and the members of the Legal Services Society Board each put forward a trustee; it’s a collaboration. As Wayne Robertson pointed out, foundations are quite common in North America. Our particular trust fund is envied because it is a collaboration where we are looking at how we can make the whole system work better. We have had some very interesting results from our longitudinal client surveys that are helping us understand how we can do our work differently to better meet people’s needs. Our focus includes domestic violence and child protection. We all share those values.

“The effectiveness of your revenue was higher one year than we expected...
it to be, so toward the end of the year we were able to add a publication, a brand new collaboration. That publication exists only because the Legal Services Society received that funding from BC Notaries.

“My Board of Directors at the Legal Services Society keeps its Foundation revenue separate from its Government revenue so we can target specialty programs and specialty initiatives, typically in the public legal education information area. If you look on our website, one area is dedicated to aboriginal issues, one to family issues, and another to more generic public legal information issues. [www.lss.bc.ca]

“All that work is funded as a result of revenue from either The Notary Foundation or the Law Foundation. I thank you all for that. It’s an important part of how we see legal aid as a holistic service. Without it, we would be like any other legal aid body in North America where if you’ve got a problem, you get a lawyer—if you qualify, otherwise you get nothing. What we do with your help is build capacity and communities that make a difference every day for tens of thousands of people.

“I want to thank you for the richness you bring to the work I get to do in my position. Thank you on behalf of all those tens of thousands of people. Akash Sablok, Chair of The Notary Foundation; Rhoda Witherly, Governor; BC MLA (Surrey-Tynehead) The Honourable Amrik Virk, Minister of Technology, Innovation and Citizens’ Service; Walter Siemens, past Governor

Wayne Braid, Executive Officer of The Notary Foundation and CEO of The Society of Notaries

“Thank you. Part of the funding we get from The Notary Foundation goes to the education of BC Notaries. It’s very important for the province of British Columbia that we turn out professional people who are well trained to do the noncontentious legal work with which Notaries in BC are entrusted.

“Ten years ago we entered into an education partnership to increase our standard of legal training for BC Notaries. Our next speaker was responsible for getting the Master of Arts in Applied Legal Studies program going at Simon Fraser University.

“In your jobs, you all experience some things that are problematic and difficult and some people who are hard to work with. Well, working with Dr. Rob Gordon has been fun and productive!”

Professor Robert Gordon, Associate Dean of Arts and Social Sciences, and Director of the Applied Legal Studies Program

“Thank you, Wayne, and thank you to The Foundation. The Society and the legal profession generally have benefitted from the programs we’ve managed to mount at SFU, in particular, the Master of Arts in Applied Legal Studies program. Creating it was a great deal of fun. So is running it!

“On another note, for almost 30 years, along with Kathleen Cunningham and a number of others, I was involved with the Adult Guardianship Law Project that started around 1991. The Notary Foundation contributed significantly, along with the partnership that included the Law Foundation. The Notary Foundation really saved the day, especially in the initial stages, because the Adult Guardianship Law Project was a community-based impulse with zero
The Notary Foundation was a very important contributor to all the law reform efforts that were taking place at the time. I think Adult Guardianship was one of the largest public and community consultations on law reform that's ever been attempted in the province.

funding and not a huge amount of support coming from Government. All’s well that ends well, except we’re still waiting for the Adult Guardianship Act to be brought into force in its entirety.

“The Notary Foundation was a very important contributor to all the law reform efforts that were taking place at the time. I think Adult Guardianship was one of the largest public and community consultations on law reform that’s ever been attempted in the province. We all reaped the benefit and it’s become nationally and internationally known as a major advancement in terms of changes around Adult Guardianship and substitute decision-making and supported decision-making.

“As time passed and we kept leapfrogging over legal concepts, The Notary Foundation was always there to support us, to keep us going. It was an excellent program and an outstanding initiative.

“On behalf of the thousands of people who were involved in that project back in the ‘90s, thank you very much. You should be very proud.”

Eileen Vanderburgh, Chair of the Law Foundation of BC; Sonya Reginato, Senior account Manager RBC; David Watts, a Governor of The Notary Foundation

Marny Morin, Staff Notary at The Society; Carol Evans; BC Notary Rick Evans, a Past Governor

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Dear Wayne:

Thank you again for including the Douglas College Foundation in The Notary Foundation’s 30th anniversary celebrations. It was an honour to be part of such a special evening.

I thoroughly enjoyed meeting many of your past and present Governors and Directors and hearing so many interesting stories. It was a pleasure to meet representatives from other organizations that are fortunate beneficiaries of The Foundation’s generous support. It was clear from the speeches that The Notary Foundation is instrumental in creating significant and lasting change in our communities. Thank you!

I look forward to continuing to work with The Notary Foundation and helping students reach their goals of one day practising as a BC Notary and being part of the respected and worthy profession.

Kind regards,

Jane Evans, Senior Development Officer
Advancement & Alumni Relations
Douglas College Foundation
evansj6@douglascollege.ca
www.douglascollege.ca/foundation

The Scrivener magazine is an excellent asset for the Oceanside Dementia Education Task Team (ODETT).

When we host Education events for Communication and Dementia, we share the copies of your magazine with our community. Thank you for sending the copies to us. We will include your online link in our invitations for the two Education DVD sessions that our group supports each month.

The Scrivener is a great resource; its insightful stories have been an asset to us. The Retirement theme of your Winter publication was perfect for us and the issue on Fraud was also very well received!

ODETT is partnering with The Gardens at Qualicum Beach Retirement Community and the Alzheimer Society to have the first “Walk for Memories” in the Oceanside area at the beginning of May. This walk will be a great opportunity to raise funding and awareness for Alzheimer’s Disease and allow Qualicum to take another step forward in becoming a dementia-friendly community. To find out more information about our walk, please visit the Alzheimer BC website.

Thanks again,

Elise Willson
odett.is@gmail.com

Share our Commitment

The Animal Welfare Foundation of Canada aims to improve the lives of animals by allocating donor funds to worthy animal welfare charities conducting innovative educational, research and public outreach initiatives.

You can share in this commitment through a donation or bequest to AWFC. To learn more, please visit www.awfc.ca.

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Technology continues to drive change within our existing professions.

Adapting and keeping up with this change can be difficult and require considerable training and time/effort. The profession of land surveying has undergone considerable change and the Association of BC Land Surveyors (Association) has made significant changes to keep pace.

An exception has been our General Survey Instruction Rules (Rules), originally a Government Regulation maintained by the Surveyor General. It was deregulated in 2004 and the Association has been responsible for the ongoing maintenance since then. The task has been daunting and has become quite complex when it comes to making changes.

An exception has been our General Survey Instruction Rules (Rules), originally a Government Regulation maintained by the Surveyor General. It was deregulated in 2004 and the Association has been responsible for the ongoing maintenance since then. The task has been daunting and has become quite complex when it comes to making changes.

When the Government passed the regulations to the Association, they indicated the Association should put a process in place to make the Rules more efficient and effective and ensure that an ongoing maintenance program was in place.

The Association has not done a major review of the Rules until now and has contracted me to undertake the review for completion by year end 2017.

For example, the Electronic Checklist Registry requires land surveyors to confirm that their surveys and plans comply with the Rules. The Registry does that through a series of electronic questions. But there is no way to link the questions to the Rules. It is hoped that this project will address that requirement.

A second efficiency would be to allow a land surveyor or staff member to query the Rules and find the pertinent Rules for the specific survey being done. If a land surveyor is conducting a Strata Property Act survey, then only the Rules appurtenant to that type of survey should be able to be queried. That creates another formatting challenge that needs to be addressed.

Taking efficiency to a more extreme level brings the world of smartphones and tablets into the equation. Instead of searching through a 100-page document to find a Rule, a land surveyor might be able to go online and query the Rules for the appropriate answer to address a concern or question while out in the field.
Although the original intent is to transform the Rules from a prescriptive style of Rules to a more enabling style of Rules, the additional improvement in the technology base will address those other concerns as well as modernize and improve the usability of the Rules overall.

None of this is going to be simple. The rewriting of the Rules to make them more enabling will be a major challenge but will make the Rules more effective and adaptable to changing technology. The policies for changing the rules will also require revamping to ensure effective and efficient time management for all Rule changes. Having the Rules formatted to be available for linking and online query will enable more efficiency in the ongoing role of a land surveyor and his or her staff.

An efficient office must be able to have access to information in a timely manner. We are seeing that in many formats with access to legislation and Government regulation through the BC Law website.

Efficiencies have been gained through the development of online programs within the Association, the improvements at the Land Title and Survey Authority with electronic filing and the development of ParcelMap BC, and other programs in provincial and local governments with access to approving officers. All those efficiencies lead to a more productive and efficient office. ▲

Chuck Salmon, BCLS, is a Life Member of the Association of BC Land Surveyors, Retired.

chucks535@gmail.com

An efficient office must be able to have access to information in a timely manner. We are seeing that in many formats with access to legislation and Government regulation through the BC Law website.
If you’re an animal lover, you know that deciding which charitable cause to support can be difficult. From abandoned pets to farm-animal confinement to wildlife conservation, the choice to contribute to one charity over another risks leaving equally important causes behind. Making that decision can often prove overwhelming, particularly when your plans involve a substantial legacy gift.

What if you could rely on a panel of animal welfare experts to help you fund the most deserving initiatives, maximizing the impact of your donation? That is what The Animal Welfare Foundation of Canada (AWFC) is designed to do. Rather than seeking funding for our own projects, we seek the most worthy projects to receive the Foundation’s funding.

Who We Are
As the Vice President of the AWFC, I’m often asked about the role our foundation plays among animal-related causes. We believe animals deserve to be well-cared-for and treated with respect.

To that end, the AWFC allocates charitable donations to organizations whose projects will be most effective

AWFC has funded several projects to end the use of battery cages to house egg-laying hens.

Sierra Club – Atlantic received a grant in 2016 for their "Watch for Wildlife" campaign, aimed at preventing collisions between vehicles and wildlife.
Canine Action Project received funding in 2016 to support companion animal health education and clinics in north Saskatchewan.

CAP funding also helped educate northern aboriginal communities about pet overpopulation issues.

The AWFC has supported animal welfare advancements through its grant-making activities since 1965.

Great Grey Owl rehabilitated at SORCO, a 2015 AWFC grant recipient

In 2013, AWFC funded the CFHS Cat Task Force Report.

Wolf Awareness received a grant in 2016/2017 to conduct field research and education seminars to help promote nonlethal wolf-management in BC and Alberta.

Wolves and livestock can co-exist.

In maximizing improvements to animal welfare in the short and long term, both regionally and nationally. Simply put, we are an animal-aid multiplier.

What We Do

The AWFC has supported animal welfare advancements through its grant-making activities since 1965.

Each year, we call for and evaluate project proposals from animal-related charities across the country. We look for projects that display innovative educational, research, and public outreach initiatives that will achieve measurable positive change.

With no paid staff, grant programs are administered by an all-volunteer Board of Directors comprised of a national panel of animal welfare experts including veterinarians, animal welfare scientists, and other professionals who have broad experience with animal protection in Canada.

Over the years, the AWFC has supported projects aimed at improving the welfare of various groups of animals, including companion, farm, research, and captive exotic animals, as well as wildlife impacted by human activities.

In 2016, CAP funding also helped educate northern aboriginal communities about pet overpopulation issues.

Canine Action Project received funding in 2016 to support companion animal health education and clinics in north Saskatchewan.
As well, funding has enabled public lectures on animal welfare and supported education and outreach activities for student animal-welfare clubs at university and college campuses. The AWFC has also facilitated cooperation and collaboration among animal welfare organizations to improve their collective effectiveness.

**AWFC Funding**

The majority of the AWFC’s funding comes from legacy gifts. A full or partial bequest of your estate gives you the power to realize your wishes beyond your lifetime. Although that kind of decision is especially personal, there are some general advantages for animal lovers who wish to leave a bequest to the AWFC in their Will.

The AWFC has the flexibility to support whatever animal-protection initiatives are most worthy, anywhere.
In 2015, AWFC funded a project by Equine Guelph to build skills and knowledge within the horse-rescue community.

AWFC has helped many rescue groups and animal shelters who work tirelessly to find loving homes for animals like Deefur and Charlie.

in the country. Knowing their contributions will forever be allocated wisely offers donors great comfort.

All donated funds are held in a capital account and only the investment income generated by the capital is allocated to projects. Although that limits the amount of money the AWFC grants each year, it ensures donors’ funds will advance animal welfare now and into the future.

Share Our Commitment

Many victories have been achieved for the welfare of animals, but much remains to be done. Each year, the AWFC receives many more grant applications than it is able to fund. Your donations will help fund additional projects, making an even more meaningful impact on the lives of animals.

Please join us, support us, and share in our commitment. Visit awfc.ca to learn how you can help.

Leanne McConnachie is the Vice President of the AWFC.

awfc.info@gmail.com
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In 2015, AWFC funded a project by Equine Guelph to build skills and knowledge within the horse-rescue community.
In collaboration with the Alzheimer Society of BC, the Canadian Centre for Elder Law (CCEL) has launched a new project on the law, policy, and practice with respect to health care consent in British Columbia.

The project arose from a concern that people living with dementia and their substitute or supportive decision-makers are not always adequately consulted on treatment and medication options and decisions.

Instead, community care facilities and physicians sometimes appear to be making decisions about medication and treatment without getting consent from the appropriate person or having sufficiently detailed conversations with people about options and alternatives.

At the same time, statistics and research suggest significant use of medication by older people in BC, especially antipsychotics and antidepressants. The BC Seniors Advocate has documented a concern regarding medication use in continuing care facilities in two of her recent reports.

An estimated 70,000 people in BC are living with Alzheimer's disease or another dementia and the number is growing as our population ages. Medication and treatment decisions have a tremendous impact on quality of life; the decision-making process can determine whether a person feels safe and respected within the health care system or receives the best care.

Respect for the right to consent is important to everyone but people with disabilities may face greater barriers to ensuring their rights are respected. Adults living with dementia can be particularly vulnerable to being excluded from conversations about medication and treatment options due to communication challenges and assumptions about their mental capacity.

Advance planning can be a tremendously empowering act; the Notarial community is key in supporting British Columbians to do all they can to ensure their wishes are respected across their lives.

But what if the nurse or physician does not talk to you before changing your mother’s medication?

What if a decision is made to put your father on antipsychotic medication because one of his angry outbursts causes concern about safety for staff and other care-facility residents and you notice your father’s moments of joy become fewer and fewer after the change of medication?

What are people’s rights in those situations?

Who exercises those rights?

And what can people do if they are struggling to get the very busy physician to listen to them?

Health care practitioners are often doing their best under enormously challenging circumstances. Physicians and directors of care, however, can appear to wield a tremendous amount of power and knowledge and can be a source of intimidation.

Faced with a growing concern in the community about a potential disconnect between health care consent law and practice, the CCEL sought funding from the Law Foundation of BC to explore...
The CCEL project will review the law, policy, and practice of health care consent in BC, with the ultimate goal of making recommendations for improvements.

A key aspect of the work of this project is consulting with community. The project research will include interviews with key informants with practice expertise in this area as well as focus groups with people in BC who are living with dementia, their caregivers, and their substitute and supportive decision-makers.

We anticipate speaking with key informants who are nurses, physicians, social workers, facility managers, pharmacists, lawyers, and BC Notaries—as well as others.

An interdisciplinary understanding of the topic is crucial to identifying both the problems and the potential solutions. If you would like to share your knowledge and experience in this area, please contact CCEL National Director Krista James at kjames@bcli.org. Consultation began in March.

This is a very complex area and likely there will be no simple solution to any of the challenges that are identified. The use of the prescription of medication to manage symptoms of dementia raises legal issues related to health law, substitute decision-making legislation, workplace safety, and human rights, as well professional codes of ethics, agency policies, and best practices.

The CCEL project will culminate in a report that describes the law in BC, summarizes consultation findings, presents promising practices from around the world, and identifies areas for reform.

Additionally, at least one legal educational tool will be developed to help people better understand and exercise their health care consent rights. We expect to publish the report in March 2018.

Older people living with dementia are a vulnerable, growing subset of BC’s population but the issue of consent to health care matters to everyone. We hope this project will support a robust understanding of the right to informed consent in BC that will benefit everyone.

Krista James is the National Director of the Canadian Centre for Elder Law.

kjames@bcli.org
Telephone: 604 822-0564
Twitter: @CCElderLaw
www.bcli.org
facebook: @canadiancentreforelderlaw
As we become more aware of the passage of time, we begin to wonder who will be there for us when we aren’t able to do things for ourselves as easily.

Who will be the best person to help us make decisions or even speak up on our behalf? Will we need more than one person?

We often think our families will take care of us and be our “team,” but it’s important to think seriously about the family dynamics and values and how they will impact us. Do the family members get along well and respect each other?

Who should initiate the conversation with Mom and Dad about their later-life planning?

Whether it is the family members or the parents themselves, that conversation needs to take place and future roles decided.

Sometimes it is better for you and for your family relationships to look outside for the help you may need later in life. Or perhaps you don’t have family.

There are social services, volunteers, and private-pay services available to help you with almost everything, as your personal team, but creating a team is challenging when extra care is needed and appropriate plans have not been made in advance. That planning is very important to ensure continuing quality of life with dignity and grace.

Many tasks are involved in elder care.

- Who is best suited to manage the financials, such as investments?
- Will the banking responsibilities be shared with the health-and-daily-needs person?
- Who is best suited to manage health care such as attending doctor appointments and managing medications, compression stockings, and hearing aids?
- Will that same person help with personal care needs that might include everything from bathing to food, clothing, and hair appointments?
- What about home-upkeep and repairs, including electronics?

A professional elder-care planner can help you understand what you might be up against within the health care and housing systems and can do a simple overview of your financial, charitable, legal, and end-of-life arrangements so you are aware of the resources available and the advocates who will work in your best interests.

The elder-care planner can act as the monitor who works with the rest of your team of professionals such as BC Notaries, doctors, lawyers, accountants, financial advisors, caregivers, companions, and so on.

The elder-care planner can be your health care representative or the monitor who will speak up on your behalf to take care of your health and social needs and ensure you are well treated, respected, and receiving the quality of life you deserve.

With proper planning, the later years can be a very rewarding time for parents and adult children. Without forethought, those years can be a slippery slope to a life wrought with financial, emotional, or physical abuse or neglect.

Be sure to make your plans.

Don’t be afraid to ask for help.

Barbara Kirby is a private Elder Care Planner, Advocate, and Navigator in BC.
barb@seniorsadvocate.ca
www.seniorsadvocate.ca
To incorporate your business or not to incorporate ... that is the question!

Many clients ask that question when they start a new business. They also ask it when they have been operating as a proprietor or a partnership and wonder if it is the right time to incorporate.

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ADVANTAGES OF INCORPORATING

Limited Liability
Before we discuss the tax benefits, the main advantage to incorporating is the limited liability of the company. For that reason, companies are also called limited corporations.

- In a sole proprietorship or a partnership, the owners are fully responsible for all debts and obligations of the company. A creditor could make a claim against the business and personal assets of the owners to satisfy the debts.
- As a shareholder in a corporation, the owners cannot be held responsible for the debts of the corporation, unless they have given a personal guarantee.

Over the years of operation, a corporation can accumulate corporate assets from the yearly profits. If the nature of the company is risky, the...
corporate assets could be the target of claims from legal suits.

In those situations, a holding company can be the shareholder of the operating company and, every year, the after-tax profits can be transferred up to the holding company by way of dividends, which in most part are tax-free.

With that strategy, the personal assets and the corporate assets of the holding company are not exposed to legal claims.

**Unlimited Life Span**
A corporation does not cease to exist if the shareholder dies. The shares of the company are transferred to the beneficiaries of the deceased and the business can be continued.

**Raising Money is Easier**
A corporation has more ability to raise money for business growth. It can borrow from lending institutions as a proprietorship can, but it has also the ability to issue shares of its capital—common or preferred shares with specific rights or restrictions with regard to voting and participation rights.

**Income Tax Benefits**
Considerable tax benefits are available to a corporation that are not available to a sole proprietorship or a partnership.

**Income Tax Rate**
- The first $500,000 of active business income in BC is currently subject to a tax rate of 13%.
- Income above $500,000 is subject to a 26% tax rate.
- The highest personal income tax rate in BC is 47.70% on income over $202,000.

The difference in tax rates at the company and personal level provides for an opportunity to defer taxes on the income earned by the business, assuming all the funds are not required by the owner for personal living expenses.

Income earned as a sole proprietor or as a partnership is taxed in the hands of the owner at the personal income tax rates, even though not all the income earned is required by the owner.

### Income Splitting

Salaries to family members can be paid both from a corporation and a proprietorship, but for the salaries to be deductible, they must be reasonable, considering the responsibilities in the business by the family member. If the family member is not involved at all with the business, the salary would not be deductible.

- The family member receiving the dividend may not meet the reasonableness test but dividends do not have that requirement. Therefore the family member receiving the dividend may not have any involvement in the business.

### The Capital Gain Exemption

When the shares of the corporation are sold, the capital gain from the sale may qualify for the lifetime capital gain exemption, set at $835,716 in 2017.

A family of four owning the shares of a qualifying small business corporation could earn a gain in excess of $3,300,000 tax-free and save in excess of $800,000 in taxes.
owner with a redemption value equal to the value of the business. New nominal common shares are then issued to the family members and the future growth of the business will accrue to those shares.

Another strategy is to issue new nominal common shares to a family trust and the family members will be the beneficiaries of the trust.

Both methods will allow access to the lifetime capital gain exemption by all the family members.

DISADVANTAGES OF INCORPORATING

Compliance and Administration

There will be higher costs to maintain a corporation compared to a proprietorship. There are the initial legal costs to incorporate and there may be legal and accounting costs if a proprietorship is rolled over to a corporation.

On an annual basis, there will be legal and accounting costs to prepare annual reports, financial statements, and corporate tax returns.

From an administrative point of view, the business owner must treat the corporation as a separate entity. If monies are taken out of the company, they must be documented either as dividends or as salary. If they are considered salary, then source deductions must be remitted on a regular basis.

The owner must be aware of personal use of corporate assets, for example the personal use of a company vehicle may trigger a taxable benefit that needs to be calculated at year end and added to the T4 slip.

To Incorporate the Business or Not to Incorporate?

Generally, if there is no particular concern for legal liability and the cash flow generated by the company in the first few years will be drawn by the owner for living requirements, it may be easier to operate as a proprietorship. It will be more economical and easier to administer. If in the first few years the business incurs losses, the losses can be deducted by the owner against any other income.

When the business starts generating earnings in excess of living requirements, then it may be beneficial to rollover the business to a corporation and start using the benefits of creditor protection, income splitting, and access to multiple capital-gain exemptions on the sale of the shares as discussed previously.

Please consult a financial professional to discuss your specific situation.

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Conducting forensic genealogical research is similar to traditional genealogical research.

Both explore relationships and human connections throughout history.

The most distinguishing factor is the focus and/or purpose of the research itself.

Forensic genealogical research focuses only on the answer to a legal question and bases all answers to that question on thorough factual documentation and professional opinion based on known information.

When involved in an estate or trust matter, forensic genealogy requires the researcher to go back only as far as needed to establish living relatives to whom distribution or “notice” can be given.

Research begins with reviewing all known information, before time and effort is placed on searching for new information and documentation.

First, there is a thorough interview with all family members and associates. They can provide vital information about the way people are related and who is connected to whom. Nothing is to be taken completely at face value because some memories can be faded; even well-intentioned individuals can provide incorrect information.

Unfortunately, and often when money is involved, there may be times where incorrect information can be provided or known information can be withheld. All blood relationships in and out of wedlock need to be verified with documentation.

What used to take months can now take moments for the skilled researcher.

Although in today’s world, providing your birth certificate to someone other than your legal professional may be unwise, it will be important to establish exactly who does have the pertinent records so that time and money are not spent to obtain documents already in the family’s possession.

Address books, letters, and even email addresses are invaluable resources. With the current privacy laws, locating living individuals can be challenging, so any contact information available should be explored before outside resources or data bases are used. Interviewing family members regarding events or special holidays can also help establish when the last known contact with a family member took place.

Keys to finding information about anyone living or deceased are knowing when an event happened, where it happened, and who was there. Knowing that Aunt Sally’s funeral was attended in August of 1995 by a family member who has not been seen since, but who told cousin John he had recently moved to Seattle, is a gold mine of information.

Documenting relationships in today’s world of online data bases and social media is much more efficient than the old days of ordering microfiche from Salt Lake City, UT, and scrolling through records to obtain a census record listing a family in question.

What used to take months can now take moments for the skilled researcher. Today, many of the popular sites such as Ancestry.com, FamilySearch.org, Find a Grave, and hundreds of others make searching for documentary proof rewarding and a real treasure-trove for those with a little bit of tech-savvy.

Although many data bases are free or you simply pay per document, many require membership fees that can add up. Hiring a professional can at times
Often researchers are looking for connections dating back over 100 years and trying to locate relatives before they came into the new land of Canada.

Challenges also come with using data bases. The huge advantage of data bases is of course convenience. From your home or office, you can access documents from around the world and throughout history.

What makes searching these data bases difficult is that we all want to be able to input a name in the search bar, hit Enter, and see all the records magically appear in chronological order. It just doesn’t work that way.

The best data bases, like Ancestry.com, contain billions of records and myriad search parameters that can be used to identify people. The options can seem like searching for a needle in a haystack.

The indexes and transcriptions of the records create another layer of challenge. You may have the exact spelling and know the exact date of an event, but the record may not come up because the transcription of the old handwritten records may not be correct.

Human error is also involved, so researchers are required to learn the tricks and tools provided, such as using a “wild card search” in Ancestry.com, where only a partial name is used to expand your search options.

Private data bases that include information on living people can be accessed only by professionals with the adequate legal permissions. There are some excellent ones but they require someone who knows how to manipulate data and not just expect the name to simply pop up, although you feel like you have won the lottery when it does.

International Searches
Often researchers are looking for connections dating back over 100 years and trying to locate relatives before they came into the new land of Canada.

International searches are the same as Canadian searches; your goal is to identify, locate, and prove relationships.

- Church records in Europe can be excellent, as are some of the archival records.
- For the most part, civil records or military records do not exist in various parts of Central and South America.

When locating international records, language, culture, and even timelines provide their own challenges. It can take months for a researcher to apply for a record before it is available.

In countries outside the Commonwealth, records are often not centralized so the researcher needs to know much more about the search individual before initiating any requests, even with a translator.

Overall, genealogical research of any kind can be fascinating. Learning more about the lives of families or strangers is both interesting and rewarding.

Understanding that no search is ever perfect and that overcoming the contradictions in timelines, name changes, people telling you a half-truth—knowingly or unknowingly—keeps it exciting.

The key to excellent research and reporting is never to state a fact unless you have carefully analyzed all your data and have documentary proof.

Don’t ever assume that because the name is the same, it must be the right person.

Happy hunting! ▲

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Suzanne Simpson is VP Sales & Marketing at HeirSearch.com.
Tracing is a process by which a plaintiff

- traces what has happened to a parcel of property or other asset;
- identifies the persons who have handled or received the property; and
- justifies his or her claim in Court that it can be legally regarded as his or hers.

It is not a legal remedy but instead “accompanies” the claim in law.

The process of tracing is used in many types of litigation, ranging from bankruptcy, Wills and estates, commercial disputes, and thefts by fiduciaries to the matrimonial accounting of contributions and expenditures.

Once the claimant demonstrates to the Court’s satisfaction that his or her assets can be properly traced to others, the Court will award a proprietary remedy of ownership in respect of the property or asset substituted for the original property or its proceeds. This equitable remedy is usually in the form of a remedial constructive trust imposed upon the substituted assets.

In Drucker Inc. v. Hong 2011 BCSC 905, the Court stated,

In regard to tracing, it is neither a claim nor a remedy. It is merely a process by which a claimant demonstrates what has happened to his or her property so as to justify his or her claim that those proceeds can properly be regarded as representing his or her property: Foskett v. McKeown, [2000] 3 All E.R. 97 (U.K. H.L.).

1. Three conditions must be met.
2. The property must be traceable.
3. There must be an equity to trace.

Tracing must not produce an inequitable result.


Forensic accountants are often required to trace a legal claim from the original assets such as a bank account to the new substituted assets, which could be in any form ranging from precious metals to digital funds and everything in between.

A simple example of tracing monies is where a controller steals money from his employer over many years and purchases a property that greatly increases in value. It is shown that the funds went directly from the employer’s account to the previous owner of the property and the thief became the registered owner of same.

The funds can thus be traced to the purchase of the property and a constructive trust imposed upon the lands in favour of the rightful owner.

The claimant may even be permitted to make a claim of the entire ownership of the property, even if it will give the claimant a substantial profit.

Illustrations of Tracing in Court Cases

A famous example of a tracing claim is AG for Hong Kong v. Reid (1994) 1 AC 324. The Solicitor General for Hong Kong received bribes from organized crime over many years and invested the proceeds in New Zealand land that substantially increased in value.

The Privy Council held that the Government of Hong Kong’s claim could be traced into the land and the claimant was entitled to the full value of the land. The Court reasoned that without the wrongdoing, the thief would never have made those profits and it would have been grossly inequitable for him to keep them.

An example of the forensic accounting complexity that can be experienced in a tracing claim occurred in Dominion Bank v. Storr 2014 ONSC 4278. It was found that the defendant
Storr fraudulently obtained substantial monies using credit cards and then sent complicated transfers of funds through 56 different countries, with the majority of the funds ending up in accounts in the names of various defendants. The plaintiff bank sued and won a declaration that the monies obtained by the defendants were subject to a constructive trust in favour of the plaintiff.

The Court followed established tracing law so that when property is obtained by fraud, equity imposes a constructive trust on the fraudulent recipient and the property is recoverable and traceable in equity.

In Diplock v. Wintle (1948) 2All E.R. 318, a testator directed in his Will that the residue of his estate should be paid to undefined charitable institutions in England. His executors paid the funds out to 139 different charities over a period of 4 years. The Will was then challenged and the House of Lords ultimately held that the bequest was void. Actions were then commenced to recover the funds and the plaintiffs were successful in tracing and recovering a large portion of the funds from the various charities.

Waxman v. Waxman (2002) O.J. 3533 is a good example of tracing monies from the sale of a trust fund and it contains a good deal of law relating to the connection between tracing orders, breach of fiduciary duties, and declarations of constructive trusts imposed upon substituted assets from the original stolen funds.

The Court in Waxman found that the plaintiff was entitled to choose between personal proprietary remedies in respect of the trust fund, noting that when one asset has been exchanged for another, he may elect to follow the original asset into the hands of the new owner or trace its value into the new asset in the hands of the same owner.

Last, in Drucker Inc. v. Hong 2011 BCSC 905, the plaintiff corporation alleged that the defendant, while a Director, fraudulently stripped its assets and used the pilfered funds to purchase property. The plaintiff brought action for inter alia breach of fiduciary duty and claimed a constructive trust upon the funds. The plaintiff registered a certificate of pending litigation (CPL) against the property. The defendant claimed he needed to sell the property so he could move to live with his daughter.

The defendant applied to cancel the CPL and the application was dismissed, as the plaintiff had established an arguable case for a remedial constructive trust in the misappropriated funds that might be traced to the purchase of the property.

While tracing can be enormously complicated and involve complex accounting and document examination, it is an inordinately valuable process to many aspects of litigation that is utilized more frequently than most realize. 🔴

Trevor Todd restricts his practice to estate litigation. He has practised law in Vancouver for 42 years.

Disinherited.com

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Getting people to think about their Wills is a challenge.

A 2014 Report by BC Notaries found “only 55% of British Columbian adults have a current and legal Will.”

Getting people to think about what happens if there is a dispute after they die is nearly impossible.

The reality is that many people would be horrified by the thought that their beneficiaries could fight over their estate. Unfortunately, it happens. Wills Variations are a growth area for lawyers.

There are tangible benefits to planning for possible disputes and adopting mediation as the preferred manner of resolution. Many people, however, do not understand what an estate mediation would look like.

A Typical Estate Mediation

Sarah had four children. Her husband had died a number of years earlier. Her youngest son Paul moved in with her after his marital break-up. Paul cared for Sarah during her last 2 years of life, including cooking for her, managing the house, taking her to medical appointments, administering medication, and so on. Her other children did help, but Paul did the lion’s share of the care.

When Sarah died, a dispute arose over Paul’s receiving a “life interest in the family home for as long as he needed, after which time the home would be sold and the proceeds divided equally among the children.”

That had the effect of postponing the other children’s interest in the estate. The Will was also unclear as to how Paul’s “need” was to be determined.

The dispute meandered through the Court for over 2 years without resolution. The parties were in mediation only because of a Court Order at a Trial Management Conference, approximately a month before the trial.

At the mediation, there was a lot of anger around the perception that Paul “had taken advantage of their mother.” One sibling felt Paul was always about “what he wanted.” There were also allegations of dishonesty and missing money.

Over the 2-year process, the family’s suspicion and distrust escalated.

In the course of the mediation, the parties were asked what they thought their mother would think of the dispute. The response of the youngest, Anna, was “Heartbroken.” The other children agreed. That was a breakthrough moment in the mediation because they had found common ground. The process moved from combative to conciliatory.

That case example underscores the divisive nature of litigation. It also conveys how historical family conflicts can fuel the conflict.

The eventual resolution saw a fixed date for Paul to move out of the house and for it to be sold.

Why are Estate Disputes Becoming More Common?

Part of the reason for the conflict is there is a lot more to argue about than there was 25 years ago.

CIBC estimates we will see the “largest intergenerational wealth

1 http://www.notaries.bc.ca/resources/showContent.rails?resourceltemid=3341.

As families have become wealthier, there is more to fight about.

transfer in Canadian history”—an estimated $750 billion transferred by 2025.

According to CIBC’s Deputy Chief Economist Benjamin Tal, BC residents have received the largest value inheritance during the last decade. The trend is likely to continue.

Since most Wills Variation applications involve family members, family mediation presents a viable early-resolution strategy. The strength of family law mediation is that it is interest-based and it recognizes the interplay of family dynamics and historical conduct.

Further, Family Law Mediators have a great deal of experience addressing the needs of warring family members. The challenge is getting disputants to the mediation table before they head to Court.

The Court can, and does, order mediation but it is seldom triggered at an early stage of the proceedings; it is most often used as a last-ditch attempt before trial. Unfortunately, by the time the matters get to Court, the participants are often polarized and vitriolic.

To be most effective, mediation should be the primary response to testamentary disputes. The testator cannot simply say that any disputes surrounding his or her Will must be resolved by mediation. Such a term would not be legally enforceable.

Wills are moral instruments, however. The testator has both legal and moral obligations upon death. Further, the testator’s wishes confer a moral duty on those impacted by the Will. Fulfilling the testator’s wishes is a key function of the Executor.

What Would a Mediation Clause Look Like?
The following is a sample mediation clause.

It is the testator’s solemn wish that any disputes arising from this Will, involving any person named in this Will or any person having a moral or legal interest in the estate, be resolved by mediation.

That conveys the testator’s wish that any disputes be resolved by mediation. It puts the executors and any other interested party on notice that mediation is the preferred method of conflict resolution. It focuses the parties on resolution rather than a fight.

Those contesting the Will would still have the option of going through the Courts. Therefore, it is unlikely that such a clause would be viewed as a testator trying to control from beyond the grave because the clause is not binding.

Summary
Two generations ago, there were very few Wills Variation actions. There were fewer divorces, second marriages, and common law relationships.

As families have become wealthier, there is more to fight about.

As families have become more complex, the relationships have become more complicated. Those factors all create fertile ground for disputes.

Litigation at its worst can exacerbate conflict and destroy family relationships. Mediation at its best can re-define broken relationships, re-establish family ties, and reduce discord.

Discussing how the testator would like to see conflicts resolved may be difficult but promoting mediation benefits the testator, the estate, and the potential beneficiaries.

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3 http://stream1.newswire.ca/media/2016/06/06/20160606_C1414_PDF_EN_706084.pdf.

The days when children were to be “seen and not heard” are long gone.

What may be surprising is that the way their voices are heard in legal proceedings has been, until recently, challenging and haphazard.

Canada has been a signatory to the United Nations Convention on the Rights of the Child (UNCRC) since 1990. Article 12 of the UNCRC specifically focuses on the voice of the child in legal proceedings.

1. [Parties to the convention] shall assure to the child who is capable of forming his or her own views the right to express those views freely in all matters affecting the child, the views of the child being given due weight in accordance with the age and maturity of the child.

2. For this purpose, the child shall in particular be provided the opportunity to be heard in any judicial and administrative proceedings affecting the child, either directly or through a representative or an appropriate body, in a manner consistent with the procedural rules of national law. (Underline emphasis added)

Canada ratified the UNCRC in 1991. By ratifying the UNCRC, Canada committed to advancing the rights of children, including giving a voice to them in legal proceedings.

Despite that commitment, most of the changes to Canadian law to reflect the UNCRC have been in federal legislation under the Youth Criminal Justice Act. There have been relatively few changes to provincial legislation.

On March 18, 2013, British Columbia’s Family Law Act (FLA) came into force replacing the Family Relations Act (FRA). As the FLA establishes (among other things) a new legislative scheme for the division of family property and debt, initial media reports trumpeted that common law couples were as good as married in British Columbia.

The FLA’s three central themes were generally overlooked by the press.

The FLA

1. emphasizes out-of-Court settlement for family law issues (now known as “family law disputes”);
2. changes the focus from the rights of the parties to the rights of the child; and
3. gives parties and the Courts more control over the process and options when litigation is commenced.

It is the second theme above that requires the parties and the Courts to bring children’s voices in family law disputes.

The FLA changed the law from a system based on parental rights to a system that focuses on parental responsibilities and children’s rights. As a result, the FLA specifically requires that children’s views be considered in family law disputes.

Part 4 of the FLA, “Care of and Time with the Child,” begins by outlining the “Best Interests of the Child” in section 37. Section 37 reads, in part,

37 (1) In making an agreement or order under this Part respecting guardianship, parenting arrangements or contact with a child, the parties and the court must consider the best interests of the child only.

(2) To determine what is in the best interests of a child, all of the child’s needs and circumstances must be considered, including the following:

…

(b) the child’s views, unless it would be inappropriate to consider them…

Under the FRA, while the “best interests of the child” was considered to be the paramount test, the views of a child were only to be considered “if appropriate.” Further, while the FRA required the Court to consider a child’s best interests, the parties were not legislatively required to do so.

Under the FLA, Courts and parties in family law disputes must always consider the best interests of the child. It is the only consideration when making an agreement or order pursuant to section 37(1).

Those changes are not accidental. They are intentional and they are significant.

The FLA and the BC Hear the Child Society

The shift away from a system based on parental rights to a system that focuses on the rights of the child gave rise to the BC Hear the Child Society (Hear the Child). A not-for-profit group, Hear the Child “aims to give every child the opportunity to share his or her views and have them heard when the child’s best interests are decided in the family justice system.”

Section 211 of the FLA allows the Courts to order reports to ascertain the view of a child in relation to a family law dispute. Typically, the reports are expensive and time-consuming, often taking months to obtain. Almost always, a “section 211 report” will contain an assessment or translation of a child’s views.

The Courts and lawyers are very familiar with expert reports and assessments. Section 211, however, is not the only avenue through which children’s views may be brought forward in family law disputes. Children’s voices may also be heard by the Courts and parties through reports ordered under section 37(2)(b).

Hear the Child was created to provide reports under section 37(2)(b). Those reports are nonevaluative;

6 Supra note 3, section 37.
7 Supra note 4, section 24(1)(b).

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Hear the Child specifically rejects the idea of an assessment or interpretation of the child’s views.

Hear the Child’s interviewers are trained and neutral professionals who listen to children. Interviewers do not assess the child, the parents, or the information received. A section 37(2)(b) written report by Hear the Child contains only the child’s views and statements.

Some have criticized that approach; one lawyer was quoted as saying to an interviewer, “Well, that is just like tape-recording them.”

That is true—reports by Hear the Child contain only the child’s voice. But the impact of that “recording” is powerful. When the Courts and guardians hear what a child is thinking or feeling, the decision-makers (be they the Courts or guardians) can make better decisions for parenting that child. Children should not be responsible for making decisions about how they are to be parented. Hear the Child is clear: Children should be heard and be given a “voice not choice.”

To quote roster member Bobbi Poushinsky, “My role is through the lens of the child, not the lens of the parents’ dispute.”

Experienced lawyers and other professionals involved in family law often speak of “restructured” families and new beginnings. But children are often on the front line of their parents’ separation. Their sense of loss, confusion, and lack of control can be eased and addressed if decision-makers have the means and opportunity to hear what the children are saying.

Hear the Child’s tag line is “Kids talk; we listen.” That is exactly what Hear the Child aims to do.

For more information on Hear the Child and children’s voices generally, please visit http://hearthechild.ca.

Mary E. Mouat, QC, lawyer, mediator, and proud member of the Hear the Child Roster member, practises at the Quadra Legal Centre in Victoria and other parts of the province.

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**BC Notaries are respected in their communities.**
If you think about it, most success in life comes down to how well you can influence others.

If you can’t open minds to your ideas and offers, you can stay stuck—professionally and personally. You can have all the communication strategies in the world but if you lack belief in yourself, those strategies are useless. Doubt and fear can make the whole process much more challenging, if not impossible.

- You may doubt the value of your offer—products, services, ideas, opportunities.
- You may doubt your own abilities to communicate properly about it.
- You may be judgmental of yourself when you make mistakes so you don’t learn from your setbacks.

Here is a solution that’s helped thousands of people break free of all that in 30 days. The Memory Imprint Journal is a free downloadable 1-page PDF that you fill out for 30 days in a row in about 10 minutes a day.

It will help you develop positive habits of mind in these 3 areas.

- Regular Appreciation of self, others, and circumstances
- Finding Evidence of core beliefs changing for the better
- Bringing Good Memories back to the surface

**Successful people tend to reinforce memories of success versus memories of failure.**

**Why do it?**

**Reason #1**
Studies show people who are happy with themselves and life in general are far better at influencing than people who are unhappy. Daily appreciations help “raise your vibration,” thus making you more magnetic for success.

**Reason #2**
People who are successful at influencing typically have the following kinds of core beliefs.

a. **Belief in Your Offer:** Believing in the value of your products, services, ideas, and opportunities
b. **Boldness:** Having the self-confidence to continue approaching people, despite setbacks
c. **Worthiness:** Feeling worthy of support, income, attention, success, and so on
d. **Forgiveness:** Willingness to forgive yourself and others for inevitable mistakes along the way
e. **Learning:** Willingness to learn from those mistakes

This part of the Memory Imprint Journal will help you build those core beliefs by noting evidence when they show up more and more in your life—because what you focus on grows!

**Reason #3**
Successful people tend to reinforce memories of success versus memories of failure. Once you learn from your mistakes, it’s best to let the memories go. The problem is the human mind tends to loop on negative memories and tends to forget good memories.
You can change your default habit by purposefully retrieving good memories regularly. Writing them out kind of “saves” them to the front recesses of your mind. You can then easily retrieve them next time you need to influence someone.

If you mainly remember the times you were unsuccessful, chances are you will be unsuccessful again. The good news is the opposite is also true. In this part of the Memory Imprint Journal, you write out examples of when you successfully influenced people (about anything).

Examples

- Motivating a team member
- Public speaking
- Buying a product or service
- Getting your family to go on holiday to Hawai‘i

Write just one paragraph about something as simple as how you influenced a friend to read a book you like. It all counts to growing your self-image in this skill.

Try the Memory Imprint Journal and see if you like it.

It will

- make you a master of daily appreciations;
- anchor new beliefs you want to install in your subconscious; and
- show you how to increase your confidence, happiness, and capacity through writing out past memories.

It’s best to write in the Journal just before bedtime—10 minutes a day (for 30 days) could change your life forever!

http://mindstorycoach.com/mijregistration/ ▲

Carla Rieger is a popular keynote speaker and speaker coach for business owners, professionals, and leaders around the world.

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www.ArtistryofChange.com
For those of you who firmly believe you cannot sing, perhaps subscribe to these wonderful words, “Sing like there’s nobody listening”!

What followed was the ’60s with its gentle days, with folk songs around the bonfires, hootenannies, coffee-house scenes, and many hours honing my guitar skills. Who could resist picking up a guitar when all you needed to know were 4 major and 2 minor chords to be able to play most of the folk songs of the day.

Ultimately, singing songs around the bonfire gave way to singing songs to my children as they grew. Happily, that translated into three children who carried on the Evans’ tradition of singing to their children. It has become a continuous cycle.

Choral singing came back into my life in 1990 when I joined our community choir.

The Malaspina Choir has been in existence for many years and over the years has featured all genres of music from classic through gospel to traditional and modern folk.

For me, choral singing provides a wonderful balance in an otherwise busy life. As an energy booster, singing is second to none.

For those of you who firmly believe you cannot sing, perhaps subscribe to these wonderful words, “Sing like there’s nobody listening”!

Rick Evans is a BC Notary who practises in Nanaimo.
rhwe@shaw.ca

The Malaspina Choir has been in existence for many years...
In July of 2016, the Provincial Government added a 15 percent Foreign Buyer Tax in Metro Vancouver.

REIBC had a discussion at that time and worked with the Community Development Institute at University of Northern British Columbia to commission a piece of research that talks about similar situations in other areas of the world.

The report provides a review of policies and approaches from around the world aimed at limiting nonresident ownership of residential property. The information provided here has been gathered and triangulated from a variety of sources and wherever possible validated by government agencies.

The intent of the review is not to evaluate the success or the relative effectiveness of the different approaches but to provide insight into the array of mechanisms and policies established in other jurisdictions to address challenges currently being faced with respect to foreign investment in BC.

The review examined policies from jurisdictions in North America, South America, Asia, Europe, and Oceania to ascertain

- if restrictions existed,
- the way the limitations were applied,
- the regulatory bodies involved, and
- the processes in place for prospective investors.

It included several nations with longstanding and extensive controls surrounding foreign investment as well as several that have just recently imposed mechanisms to deter or limit such investment.

The review also looked at countries such as France, Germany, and Nicaragua and States such as Arizona, Massachusetts, and Nevada that are known for having highly desirable real estate and found those jurisdictions completely open to nonresident investment in residential real estate.

Contrary to several recent condemnations that British Columbia was “behind the curve,” the review found that many of the world’s leading cities, including Paris, Tokyo, New York, Los Angeles, Berlin, and Stockholm, have only recently implemented policies about nonresident purchases of real estate.

Many jurisdictions have policy frameworks that limit and/or guide nonresident ownership. Some frameworks restrict, while others impede.

Jurisdictions examined by the study essentially apply four approaches to nonresident buyers of residential real estate.

1. **Restrictors and Leviers**

   Those with the most extensive policy frameworks that restrict foreign owners and make it more expensive for foreign owners

2. **Restrictors**

   Those that just impose limits or restrictions on the types of residential property that could be bought and owned by foreigners

3. **Leviers**

   Those that do not restrict foreign owners from owning a home, but make it more expensive for nonresident buyers

4. **Open Doors**

   Those that grant foreigners exactly the same rights and obligations as citizens and residents with respect to acquiring and owning residential real estate.

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https://www.reibc.org/policies_on_non_resident_property_ownership.html
We both like tall bridges. One of our favourite things to do is to drive through Stanley Park to go onto the Lion’s Gate Bridge.

When we found out we were going to San Francisco, we were so excited to see the sister bridge of the Lion’s Gate, the Golden Gate Bridge.

It all started when our plane’s wheels touched the ground in SFO airport. Our parents rented a car and we all drove to Napa Valley. We stayed a night in an outstanding hotel and even got a chance to play in the pool!

The following day we set off for Sausalito and drove past a real race track! We stayed the night in Sausalito and the next day rented some bikes and took a short ride, then pedalled over the Golden Gate Bridge. The view was tremendous! We were finally on the coolest bridge ever and we got to ride bikes over it! Although it was August, it was a little chilly and foggy, just as we had seen in the photos.

We loved the Golden Gate Bridge. We loved to see how the two poles rose into the puffy clouds.
We continued on our bikes to Fisherman’s Wharf and we got to do and get so many things. For example, we got mini donuts and we went to a magic show and to some shops. We also loved seeing all the animals at the aquarium. We especially liked the sharks and rays.

Just outside was one of our favourite parts, the sea lions. They kept making a sound like wnwwwwwwwwwnww!

We took our bikes on a ferry back to Sausalito and along the way we saw the prison island of Alcatraz. Unfortunately we could not go there because it looked a bit scary.

The next few days were spent in San Francisco. We spent time at Fisherman’s Wharf and just looking around the city. We got to go to the San Francisco Giants stadium! Overall our favourite part was our exhausting but fun bike ride around The Bay Area.

Our trip was a fantastic experience. We hope to go to San Francisco again some time.

Aryan and Ishan Sablok are 9 and 6.

The boys with their mother Raj on the San Francisco side of the Golden Gate Bridge

With the walruses at Fisherman’s Wharf

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The passengers on the 5½ hour flight on Mongolian Air from Tokyo to Ulaanbaatar were noticeably different in appearance from the Japanese whose country we had just visited for 2 weeks.

They were bigger-boned, heavier set, rugged, and dressed much more individually than the Japanese.

They were Mongols en route to the “Land of the Eternal Blue Sky”—so called due to its 250 sunny days per year. Never mind that the capital city Ulaanbaatar is the coldest capital in the world with temperatures in Winter of minus 40°C, making Ottawa seem almost balmy.

Mongolia is one of the few places on earth where nomadic life is still a living tradition amid a vast emptiness of extremely harsh seasons.

(One sixth of the country’s sheep, goats, cattle, horses, and camels) froze to death that Winter. The nomads move their house and herds four times per year with each season change.

Mongolia is approximately twice the size of Texas but is almost entirely void of people among its vast emptiness. The harsh lands are comprised of the Gobi desert in the south, vast grassy steppes in the middle, and mountains to the north just below Siberia.

There is almost no arable soil and the country is completely land-locked. Thus the diet of the nomadic people consists primarily of mutton and sheep and dairy products with little or no fruits or vegetables.

Forty percent of the country’s 3 million citizens live in the capital and 70 percent of the population is under the age of 30. Ulaanbaatar feels like a collage of Soviet-style architecture with its Cyrillic lettering, grand monuments, and city square, mixed with modern towers such as our five-star hotel next to a community of gers—the traditional homes also known by the Russian name yurt.
An international marathon was held downtown and hundreds of children and some adults rode their bicycles around the grand central square in a carnival-type atmosphere. It seemed almost bizarre to hear our 60-year-old Mongol driver playing Lady Gaga as we rode through middle-of-nowhere Mongolia on our visit to The Steppes.

**History**

Since prehistoric times, Mongolia has been inhabited by nomadic people who formed great alliances that rose to power and prominence as far as Eastern Europe. The Great Wall of China was built to thwart the Mongol hordes led by Modu Shanyu in 209 BC.

Best known among the various Mongol leaders is Genghis Khan, who came to power in 1206. Under his fierce leadership, the Mongol Empire formed the largest continuous empire in history, encompassing 13 million square miles and ranging from Eastern Europe through all of China and vast Central Asia.

It is difficult to imagine such an empire when visiting Mongolia today, but that important history is certainly part of the country’s intrigue. The collapse of the Soviet Union in 1990 allowed Mongolia to break from its grasp and introduce a multiparty system and a market economy.

This is a commodity economy dependent on world prices and foreign mining investment in the country’s vast deposits of coal, copper, gold and other minerals, in juxtaposition to its traditional agricultural, nomadic economy.

**Day on the Steppes**

En route to the steppes we visited the huge Genghis Khan structure that stands 160 feet high. A 15-pound eagle was placed on my arm while photos were quickly taken as I fretted about possibly losing my eyes. When the raptor flapped its wings, its weight felt like 40 pounds.

One of the most interesting days of my life was visiting with nomadic people a few hours’ drive outside of the capital. Travelling with a driver and guide we visited various gers as well as the nomadic families who lived in them.

We helped put up a ger and, at another, where grandparents were babysitting their 2-year-old grandson, we dined on mare’s milk and hard yogurt. We delighted the child by offering things like coloured stickers, balloons, and colouring crayons, which he undoubtedly had never seen before.

We also watched some army soldiers assist in separating an enclosure of packed sheep by sex. At one point I had to duck an airborne sheep coming at me while I photographed a soldier wantonly throwing females over the fence.

Ninety-five percent of ethnic Mongols speak their near-impossible official language of Mongolian but English and Russian are widely spoken, at least in the capital. Ulaanbaatar is only 2 hours due north of Beijing and should be considered as a destination when next in that part of the world. Best times for visiting are May/June or September since it is elevated, with very hot Summers and extremely cold Winters, along with wind and dust storms.

Mongolia is a very interesting and unique travel destination.

**Trevor Todd** restricts his practice to estate litigation. He has practised law in Vancouver for 42 years.

Disinherited.com
Spring Tech/Auto

The learning curve is not steep. Beginners will be able to start coding within minutes of having the SPRK+ out of the box and set up. The younger the “students,” the faster they will pick up the language . . . uncluttered minds, ready to absorb!

http://www.sphero.com/sprk-plus

Why a novice Chuck Yeager like me can master this drone so quickly is software, specifically the software in the app for your phone. Once connected through Bluetooth V4.0, the drone is ready to take your command. The range is 60 metres (200 ft), more than enough for indoor and most outdoor flying. Go past that distance and the Swing is smart enough to turn around and land.

Just 2 hours of charging can give you up to 8 minutes of flight time. The battery can stay in standby mode for up to 6 hours. Once it is depleted, you can charge it within 30 minutes.

The Parrot Swing is hybrid quadcopter that combines the vertical take-off capabilities of a helicopter with the horizontal flight capabilities of a fixed-wing plane.

The Swing’s X-wing configuration is less Star Wars and more dragon fly. The wings are flat and light but very durable. A few crashes into walls and windows and the Swing’s wings stayed intact.

Your app-enabled phone docks onto the included Bluetooth gamepad. Your phone serves as your screen, giving you a visual of what your drone is doing (and shouldn’t be doing).

Taking off is as simple as pushing a button. The Swing rises up and waits for your next command. To change from vertical to horizontal flight, push another button and away you go.

Parrot Swing Drone $119
www.parrot.com
2017 Fiat 124 Spider

After a 30-year hiatus, Fiat brings the classic 124 Spider back to the market. Based on the Mazda MX-5 platform, Fiat's new 124 Spider features unique Italian-designed exterior sheet metal and an Italian-built turbocharged MultiAir 1.4 engine up front. Driving the rear wheels, the engine talks to the road through a 6-speed manual or optional 6-speed automatic.

If you buy this car with the stick, I will give you a hug. If you buy it with the autobox, I will still like you, but all you'll get is a pat on the back. Why? The stick is slick and keeps the Fiat-built turbocharged 1.4-litre MultiAir four-cylinder, 160 hp, and 184 lb-ft of torque engine in the sweet power spot. The ride is good. The chassis is communicative, forgiving, and up for mischief—if you can find tight enough corners—and great fun.

The interior is more Gucci than Canali. It has a cozy but sound driving position (no reach adjustment for the wheel) and a small but serviceable 140-litre trunk. I was able to fit my son's hockey equipment in there and the stick in the passenger side—from floor-well to middle roof.

A sufficient infotainment system with a round controller (optional) sets the stereo, phone, climate control, and optional navigation.

To provide you with unlimited headroom, you unlatch a single lever in the centre and pull back hard. The manual roof stays fairly flush with the rear deck—great for rear vision. Putting back up requires biceps and triceps but not much force. The whole procedure, up or down, can be done at a stoplight within a few seconds.

www.fiatcanada.com

2017 Chrysler Pacifica

Space, the Final Frontier

This vehicle can accommodate up to 8 humans and their cargo—3979 litres (140.5 cu. ft.) behind the front seat, 2478 litres (87.5 cu. ft.) behind the middle seat, and an astonishing 915 litres (32.3 cu. ft.) behind the rear seat. Put 1 seat up, take 3 down. Leave 3 up, take 1 down. You can do 243 combinations of seating/cargo space. I was able to fit a road bike and a mountain bike, straight up, and still seat some friends.

Chrysler has brought back the Pacifica badge, once on a mid-size crossover and now proudly fronting the super successful minivan lineup. You won't find the Dodge Caravan or Chrysler Town & Country in showrooms today; the Pacifica replaces them.

This minivan is sleek with sliding doors on both sides. It's packed with technology and loaded with family-friendly enhancements.

The 2017 Chrysler Pacifica Touring comes standard with 17" alloy wheels, LED daytime running lights, heated mirrors, keyless ignition and entry, 7-passenger seating, folding/collapsible (“Stow ‘n Go”) second-row seats, a 60/40-split folding third-row seat, an 8-way power driver's seat, 3-zone climate control, a tilt-and-telescoping steering wheel, an electric parking brake, and a 5" centre touchscreen display.

Chrysler has made the cabin a quiet place of enjoyment. High-quality leather, plastic, and chrome trim create an interior that is functional and attractive.

The 8.4" UConnect touchscreen is now easier to reach. It controls the 3D Navigation, the Apple Siri Eyes Free, voice commands, the ability to mute incoming calls and texts and send automatic replies, and tuning your radio. Drag-and-drop icons make setting preferences simple and quick.

With 8 airbags, Parallel and Perpendicular Park Assist, 360° surround-view cameras, parking assistance, and various autonomous safety systems, the Pacifica helps you stay safe and straight on the road and while parking.

You can open the trunk and/or the sliding side doors, hands free, by wiggling your foot under the gate/doors.

The drive is now more solid compared to the outgoing models. There is still some front-wheel spin in wet weather, but things get moving along quickly. The 3.6-litre V6/9-speed automatic setup powers only the front wheels. An all-wheel version is not in the plans at this time.

The 2017 Pacifica has distanced itself from the competition with its innovative features and modern styling. It's a cool minivan!

www.chrysler.ca

BC Notary Akash Sablok practises with his father Tarlok Sablok.
akash@akashsablok.com
The two men are traditional members of the Mochica people who lived in the Moche valley near Trujillo, Peru, before the Incas. The chap on the left is a shaman, as was his father who chose him as a child to be taught the shaman school of things.
Reserve Fund Planning Program (RFPP)

The UBC Real Estate Division’s Reserve Fund Planning Program (RFPP) is a national program designed to provide real estate practitioners with the necessary expertise required to complete a diversity of reserve fund studies and depreciation reports.

The program covers a variety of property types from different Canadian provinces, offering both depth and breadth in understanding how reserve fund studies are prepared for condominium/stratas and other properties.

The RFPP program comprises two courses:

**CPD 891: Fundamentals of Reserve Fund Planning**
A comprehensive overview of the underlying theory, principles, and techniques required for preparing reserve fund studies and depreciation reports.

**CPD 899: Reserve Fund Planning Guided Case Study**
Guides the student through the process of completing a comprehensive reserve fund study report.

Find out more and apply to the program now:

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