BLG PC ALERTS

2019/12/16 - We know a lot of you were looking forward to the dinner party at the Rushton and others now that are not available on the 20th, so we reached out again today and the restaurant has been kind enough to accommodate a smaller group! As it will no longer be a private function, the firm updates, addresses and prizes will be done on **Friday, December 20th at 4:00 PM** in our boardroom.

Those of you who can still attend please confirm by **Tuesday, December 17th at 12:00 PM EST.** The restaurant has limited availability given the time of year and we want to accommodate as many of our staff as possible.

In the end, many of us can enjoy two parties instead of one.

We understand if you cannot make it given the last minute change, but it would be nice to have as many of our staff members attend! For those of you who have previously communicated you could not attend no response is required.

Hope to see you all there!

2019 /12/11 - December 20th, 2019 will mark the close of Tamara's term with us. We would like to thank Tamara for all her contributions over the past two years. She has been working with our administration and litigation teams over the past number of weeks to ensure a seamless transition.

We extend her our best wishes.

2018/11/27 BLG PC Holiday Hours

2019/11/06 – October was a record-breaking month and we finished our fiscal year on a high note! We are aware of the high influx of files recently and we would like to ask everyone for their cooperation during this period until we are able to find additional support. In the meantime, Magda will be reaching out to set up a time to discuss your file load and how we can alleviate some of the work for the time being.

Thank you all for your hard work and ongoing contribution to the firm's success!

2019/10/17- We would like to thank Michelle Owusu for all her contributions over the past years. Her last day will be Monday, 28 October 2019, and we extend our best wishes in her future endeavours.

2019 /10/10 - This is a reminder, if you need to call overseas for any reason please use our Skype Account, **DO NOT** use our phone lines. If you have any questions how to use Skype to make an international call please ask Fabiola.

You can use lines 1 through 5 to make calls anywhere in Canada and the USA.

2019 /09/20 - If you cannot find your access card please report it to AAD immediately so that we can deactivate it for security reasons. Please note you will be responsible for replacing same at a cost of $40, payable to RioCan.

If you find someone's access card in the office, please bring it to the AAD office and we will return it to the individual.

2019 /09/17 -Please be advised that we will be conducting a fridge clean-out on **Thursday, September 19th.** Kindly label any items you wish to keep by **4:00 PM on Thursday** as those which are expired and/or remain unlabeled will be thrown out.

2019/ 09/ 13 - There will be an emergency evacuation drill on **Monday, September 16th** sometime in the afternoon, everyone must evacuate the building.

Our gathering area is 124 Eglinton Avenue West, refer to the map below (marked in red).

If you have any questions please ask Guillermo, our fire warden.

2019/08/12 -There appears to be a problem with our long-distance lines. Bell has been informed and they are looking into the matter.

Should you need to make an urgent long-distance call please use our Skype account.

2019 /07/27 -Please be advised our office will be closed on **Monday, August 5th**.

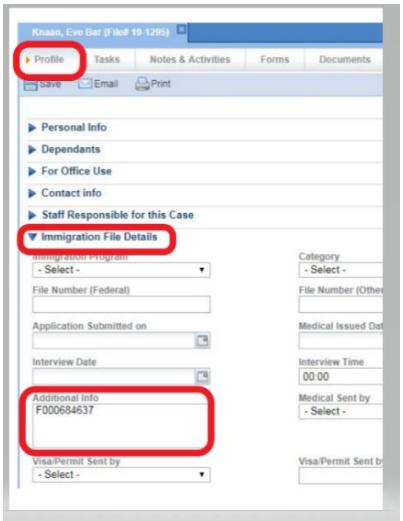
Enjoy the mid-summer long weekend!

2019/07/09 - As you know, we receive several emails in our Visa Inbox from IRCC indicating **only the IRCC application number**, without the name of the client, making it difficult to identify the client.

In order to easily locate the client for whom these emails are referred based on the application number/UCI number, we are implementing the following procedure:

Please enter the UCI and IRCC application file number in Officio, as soon as we become aware of the file number, i.e. receive the very first acknowledgement from IRCC.

In order to easily search Officio, the application number should be saved in the individual client's folders, under: Profile -> Immigration File Details -> Additional Info section. It allows us to store multiple application numbers for the same client.



2019/06/20 - If you have the social media icons as part of your signature line, please delete Google+ as that no longer exists.

To edit your signature line please following these steps:

1) Click **File** > **Options** > **Mail** > **Signatures**.
2) Click the signature you want to edit, and then make your changes in the **Edit signature** box
3) When you're done, select **Save** > **OK**

If you have any questions please ask Fabiola.

Thank you.

2019/05/06 - Our long-distance lines are now working. You can use lines 1 through 5 to make calls anywhere in Canada and the USA.

Please note we do not call clients who live overseas, they must call our office. *If for any reason you need to make an international call please use our Skype account.*

If you have any questions please speak with Fabiola.

Thank you.

2019/05/01 - If you receive an email from "Ilaria Baldan – Italian Chamber of Commerce in Canada" or "Jerome Stanleigh (Barrister or Solicitor)" please **DO NOT** click on the links, delete the email. This is SPAM.

See screenshots below.

This is a reminder, if you receive an email from a sender you do not recognize please speak with Fabiola before clicking on any links.

Thank you.

2019/04/29 - The Minister of Citizenship and Immigration has released a new public policy using his H&C discretion under s. 25.2 of IRPA.

As of 4 April 2019 and until further notice, individuals who have had their refugee protection ceased/cessated under s. 108(1)(e) of the IRPA (i.e. because they no longer face the risk on which their protection was based) may now apply for Pre-Removal Risk Assessments immediately, rather than waiting for one year to pass (as usually required by s. 112(2)(b.1) of IRPA).

2019/04/04 - Recently on files some of the staff have been working on we received directions from clients to use a new email, which we can certainly do, although if a client asks us to switch an email address – by email, we also have to call them on the telephone number on file and which we have been using to communicate with them since the file opened as we will require that he or she also confirms this instruction verbally to ensure someone else is not emailing us. It is just another precautionary measure to protect our clients.

Please confirm receipt.

Thank you.

2019/04/02 - In efforts to obtain more reviews and testimonials from clients, if there was a successful outcome, please include the following note (amend as necessary) in your final closing letter and cc. Guillermo.

We will now take the steps to close your file, and as part of the file closure process, the communications team will be in touch to obtain your feedback on working with Mr. Bellissimo and our team. We would appreciate receiving that feedback where available. We wish you all the very best here in Canada, and on a personal note from myself & John Wigle it was a pleasure working with you.

Thank you!

2019/02/26 - Please note the following changes regarding consent forms:

- IRCC Consent for ATIPS IMM5744- in Section 1: Designated Representative's Information- family name and given names boxes will now be empty. Please include name of the lawyer on file before submitting to IRCC.

- CBSA Authority to Release BSF745- in Section 2: Your designated individual's Information- family name and given names boxes will now be empty. Please include name of the lawyer on file before submitting to CBSA.

Thank you.

2019/02/19 - Please be advised that we will be conducting a fridge clean-out on Wednesday, February 20th. Kindly label any items you wish to keep by 4:00 PM on Wednesday as those which are expired and/or remain unlabeled will be thrown out.

Thank you for your co-operation.

2019/02/15 Please be advised **Monday, February 18th** is a statutory holiday, our office will be closed.

Enjoy the long weekend everyone!

2019/01/18 This a friendly reminder to please specify the time spent on each task when entering notes in officio using the below decimal equivalent.

Minutes	Decimal Equivalent
1	0.0167
3	0.05
5	0.088
10	0.17
15	0.25
20	0.33
25	0.42
30	0.5
35	0.58
40	0.67
45	0.75
50	0.83
55	0.92
60	1

2018/12/12 BLG PC Holiday Hours



2018/11/28 This is a friendly reminder that the RSVP deadline for our Holiday Party is **Friday, November 30th**. Please let us know if you will be attending, we need to confirm the final count with the restaurant this weekend



.

2018/11/15 This is friendly reminder to please ensure your Outlook Autocorrect is ON.

Click the File tab, and then click Options.

Click Mail and Click “Always check spelling before sending”

Then click Spelling and Autocorrect

Click **Check spelling** as you type

Click **Mark grammar** errors as you type

2018/10/12 We are thrilled to announce that we have secured the venue for our Holiday Party. This year, it will be held at **The Rushton** (740 St. Clair Avenue W.) on **Thursday, December 20th, 2018.** Please **s**ave the date and stay tuned for more details! Significant others are welcomed!

2018/09/18 Friendly reminder of the steps when requesting time off/work from home/and other similar accommodations:

1. Email your request to your manager as per list provided below
2. The manager will email back confirming if the request is approved or not, given the team's schedule, others who may be off, etc.
3. The manager then will email BLG-admin and advise of the time off (noting if time off is vacation, personal day, will be made up or should be deducted, etc.) and also add to Officio calendar.

Litigation **Mario**	**Admissibility** **Keely**	**Communications** **Fabiola**	**Processing** **Viola**	**AAD** **Viola**
Zohra	Michelle O	Michelle A	Alex	Natalia
Tamara	Justin	Guillermo	Ricky	Magda
Karan	Damien	Michael	Veidhya	
Joanna T	John			

In case of illness or unplanned absence, please email the BLG-admin and copy your manager, notifying about your absence and reason. Thank you for your co-operation.

2018/09/14 Please see updates below:

<u>Managers</u>

Given Joanna is now on maternity leave, Mario will be the Interim Litigation Manager and Viola Interim AAD Manager. The other Managers remain the same:

1. Processing – Viola
2. Admissibility – Keely
3. LRW- Mario

4. Communications - Fabiola

Coordinators and Clerks

We encourage all legal staff to use coordinators and clerks as required in contemplation of their respective shared obligations and their primary TEAM assignment. Coordination with TEAM Managers is required usually works best.

1. Processing – Veidhya
2. Admissibility – John, Damien (almost full time)
3. Litigation – We were hopeful Karan would have more free days but unfortunately not, so we are looking for a full-time clerk given the federal court volume and are hopeful to have someone in place in the next number of weeks. In the interim Joanna (part time), Karan (half day) and Guillermo (part time) will assist.
4. AAD – Michael, Natalia and Magda are all assuming enhanced roles and look forward to their expanded contributions.
5. LRW- Karan – once we have a full-time litigation clerk in place any of Karan's time will be devoted to LRW.
6. Communications – Guillermo, Michelle, Michael

For any questions related to this Alert please speak to your TEAM Manager. Thank you.

2018/09/04 Great news! Joanna's baby was born and she has officially started maternity leave. She will not be checking her e-mails and phone extension going forward. Joanna will be visiting us as soon as she can! We have sent her a special baby basket on behalf of the firm extending everyone's best wishes!

28/08/18 Kindly note that starting **September 1st, 2018** we will need to place CDS orders online.
Website: www.cdsdelivery.ca
Web ID: BELLISSIMO
Web password: BELLISSIMO
Once you are logged in, click on "Order" and fallout the pickup and destination information.
Under "Service" we usually select "Same Day" or "Basic" (See different options below).

Hand to Hand



From your hand to their hand, non stop

Direct



Deliveries to be done within **90 minutes or less** in **Toronto** or **120 minutes** within **GTA**

Rush



Deliveries to be done within **3 hours or less**

Basic



Deliveries to be done within **4 hours or less**

Sameday



Deliveries that are called in by **11:00 AM** to be delivered by **5:00 PM**

Over night



Deliveries that are called in by **3:00 PM** are delivered by **5:00 PM** the next day

Should you require assistance, please ask Fabiola.

13/07/18 This is a friendly reminder to please place **all** used dishes/cutlery in the dishwasher instead of leaving them in the sink for others to load. The sign on the fridge makes clear when the dishwasher is ready to load, so please refer to this. We appreciate everyone doing their part to help keep the kitchen clean.

12/07/18 If you receive an email from "Outlook Administrator" (see screenshot below), **DO NOT** click on those links, it is a phishing scam. Please delete the email immediately. Any other emails you believe are misleading or fraudulent please forward them to fa@bellissimolawgroup.com

From: OutlookAdministrator [mailto:admin@b.baymax.widescope.pt]
Sent: Monday, July 09, 2018 3:13 PM
To: Mario Bellissimo <mdb@bellissimolawgroup.com>
Subject: Undelivered Mails: Your account has 84 pending inbox mails

Dear [mdb@bellissimolawgroup.com] :

You have 84 new quarantined messages as of July 7th, 2018 12:00 AM (UTC) which are listed below along with the actions that can be taken:

Release to Inbox: Send the message to your Inbox.

Report as Not Junk: Send a copy of the message to Microsoft for analysis.

05/07/18 Given our new staffing additions, there will also be a few new team allocations. Note that most team members will continue to receive assignments in more than one Department, and the below reflects each team member's primary Department for administrative purposes:

Processing:	Litigation:	Admissibility:
Viola	Mario	Keely
Michelle B.	Norris	Justin
Alexandra	Joanna	
Michelle O.	Zohra	
Ricky	Tamara	
Jennifer		

04/07/18 We have some important comings and goings to announce. First, we would like to thank Chris and Rebecca for their outstanding contributions to the BLG PC team. Chris will be returning to Montreal, and Rebecca will be moving on following her articling term with us. We also congratulate Rebecca on her recent Call to the Bar and wish her all the very best in whatever comes next.

We would also like to once again welcome our latest additions, Veidhya, Jennifer, and Joanna. As you know, Veidhya is a Clerk in our processing department and Jennifer is working as an Immigration Consultant. Joanna is completing her paralegal placement with us. Look out for more about our new team members in the next issue of the BLG PC Internal Newsletter! Finally, on Monday July 9th we will be welcoming Justin Toh, another lawyer to the team. We will introduce Justin to everyone, so please make him feel welcome!

12/06/18 As we continue to prepare for Joanna's transition to maternity leave later this year, please note that starting this week Joanna will be on reduced hours (with the exception of today). Specifically, she will be:

- In the office Mondays and Thursdays
- Available from home as needed on Tuesdays
- Not working/available Wednesdays and Fridays

Please arrange accordingly with respect to questions, reviews, etc. Thank you.

28/05/18 This is a reminder that when considering: (1) whether a new or additional retainer is required, (2) whether a reporting letter is required on changing directions on a file or advising that chances are not good, (3) whether to recommend discontinuing an application, it is essential to carefully review the full file history – including all officio notes – to ensure that you are up to date on previous advice provided to the client. This is central to good client management. We must ensure that the advice is being appropriately delivered given the full context (know your client). We will continue to discuss these matters in our training sessions. As well, if a medical or criminal issue presents itself on a file, please ensure to consult with the inadmissibility team for direction. Thank you.

07/05/18 We have some happy staff-related news to report – Joanna is expecting a little bundle of joy later this year! To plan ahead and manage this eventual transition well in advance, starting this week Joanna will be off on Wednesdays (available by phone if necessary). As also discussed with some of you at our recent lawyers meeting, we continue our negotiations with a number of talented candidates and plan to have additional staff in place in coming weeks to help with the load. Thank you all again for your hard work and dedication during this very busy stretch!

20/04/18 Please join us for a fun evening on **Friday, May 11th**! You and your colleagues will be locked in North America's most realistic escape room for 45-60 minutes! The key to success is for you and your team to be observant and use your critical thinking skills to identify hidden clues, solve puzzles, crack codes, find keys and link them together in a logical way – all before you run out of time! The winning team will win a pizza lunch! Please confirm your attendance by *Friday, April 27th* and we hope to see you all there!

23/03/18 This is a friendly reminder to please place all used dishes in the dishwasher instead of leaving them in the sink for others to load. The sign on the fridge makes it clear when the dishwasher is ready to load, so please refer to this. We appreciate everyone doing their part to help keep the kitchen clean.

20/03/18 Chris has requested and has been granted an extended vacation as of April 3rd, 2018. He has diligently handled several notable cases in over two years at BLG PC during a period of explosive growth at our firm. He provided a lending hand to whomever asked and was always willing to assist. His break is well earned, and wish him well during his time off! Thank you, Chris.

06/01/18 Please be advised IRCC has updated a lot of their forms and checklists recently.

Please see list below:

IMM5744 CONSENT FOR AN ACCESS TO INFORMATION AND PERSONAL INFORMATION REQUEST

IMM5484 DOCUMENT CHECKLIST - FOR A TEMPORARY RESIDENT VISA
IMM5488 Document Checklist for a Work Permit (Applied Outside Canada)
IMM5556 DOCUMENT CHECKLIST WORKER (IN CANADA APPLICANT)
IMM5483 DOCUMENT CHECKLIST - FOR A STUDY PERMIT

IMM0008 Generic Application Form for Canada
IMM1294 Application for Study Made Outside Canada
IMM1295 Application for Work Permit Made Outside of Canada
IMM1344 Application to Sponsor, Sponsorship Agreement and Undertaking
IMM5257 Application for Visitor Visa (Temporary Resident Visa)
IMM5257 Schedule 1- Application for Temporary Residence
IMM5669 SCHEDULE A BACKGROUND DECLARATION
IMM5708 Application to Change Conditions, Extend My Stay, or Remain in Canada as a Visitor or Temporary Resident Permit Holder

IMM5709 Application to Change Conditions, Extend My Stay or Remain in Canada as a Student
IMM5710 Application to Change Conditions, Extend My Stay or Remain in Canada as a Worker

IMM0008 Schedule 12 Additional Information - Refugee Claimants inside Canada

IMM5406 ADDITIONAL FAMILY INFORMATION
CIT0485 Document Checklist - Adoptees Application
CIT0407 How to Calculate Physical Presence - English
CIT0003 Application for Canadian Citizenship - Minors
IMM5515 SETTLEMENT PLAN and FINANCIAL ASSESSMENT COMMUNITY SPONSORS

IMM5534 DOCUMENT CHECKLIST DEPENDENT CHILD
IMM5589 DOCUMENT CHECKLIST COMMON-LAW PARTNER

02/03/18 In an effort to further enhance our firm's cyber defenses, we want to highlight a common cyber-attack that everyone should be aware of – phishing.

Phishing attacks can take many forms, but they all share a common goal – getting you to share sensitive information such as login credentials, credit card information or bank account details.

Although we maintain controls to help protect our network and computers from cyber threats, we rely on you to be our first line of defense.

We've outlined a few different types of phishing attacks to watch out for:

- Phishing: In this type of attack, hackers impersonate a real company to obtain your login credentials. You may receive an e-mail asking you to verify your account details with a link that takes you to an imposter login screen that delivers your information directly to the attackers.
- Spear Phishing: Spear phishing is a more sophisticated phishing attack that includes customized information that makes the attacker seem like a legitimate source. They may use your name and phone number and refer to "Bellissimo Law Group" in the e-mail to trick you into thinking they have a connection to you, making you more likely to click a link or attachment that they provide.
- Whaling: Whaling is a popular ploy aimed at getting you to transfer money or send sensitive information to an attacker via email by impersonating a real company executive. Using a fake domain that appears similar to ours, they look like normal emails from a high-level official of the company, typically the CEO or CFO, and ask you for sensitive information (including usernames and passwords).
- Shared Document Phishing: You may receive an e-mail that appears to come from file-sharing sites like Dropbox or Google Drive alerting you that a document has been shared with you. The link provided in these e-mails will take you to a fake login page that mimics the real login page and will steal your account credentials.

Please be vigilant when dealing with emails containing links or attachments, especially those saying to 'click here' to update your account, retain your access or similar.

27/02/18 Further to the news release by Toronto Police, 53 Division on Monday, February 26th, there has been a number of robberies in the Yonge Street and Eglinton Avenue area. Please be vigilant when you are leaving the building and report any incidents to Toronto Police.

01/12/17 New Staff Reporting Requirements, Evaluations and Entitlements – Effective December 4, 2017

There are a number of important changes taking effect on **December 4, 2017**, so please read carefully.

Annual Staff Evaluations & Managers

First, it is time for our Annual Staff Evaluations, and Managers will be providing staff (those with more than 3 months of service to the firm) with their 2017 Evaluations in the coming few weeks. The Evaluations for staff members on the Billing Grid will include new Billing Targets for the 2017/2018 Fiscal Year effective **December 4, 2017**. As there are a number of new staff, we will list our BLG PC Departments and respective Managers:

1. Processing Department — Chi-Young Lee
2. Admissibility Department — Keely Anderson
3. Litigation Department — Joanna Mennie
4. Accounting and Administration Department — Viola Gniadek, Joanna Mennie
5. Communications Department — Fabiola Arevalo
6. Legal Research and Writing — Mario Bellissimo

Note that these Managers handle general Department oversight and administrative requests for those in their respective Departments (per below). This is unrelated to file assignments, review, and tracking.

Updates to Staff Reporting Requirements

To streamline the process at BLG PC, the following in-advance requests will now be made directly to Managers (and not AAD):

1. Shifting hours
2. Working remotely
3. Vacation Day requests
4. Personal Day requests
5. Continuing Legal Education
6. Staff issues, concerns

If a Manager is away/unavailable, requests can then be made to AAD. All other requests including same-day notifications, such as lateness and illness, will remain unchanged and still go to AAD (copied to applicable Manager).

Updated Entitlements in 2018

Updated Vacation Entitlement

Service to BLG PC	Minimum Vacation Days	Personal Days (PAID)	Total
180 days to 1 year	10	3	**13**

1-2 years	11	3	**14**
2-3 years	12	4	**16**
3-4 years	13	4	**17**
4-5 years	14	5	**19**
5-6 years	15	5	**20**
6-7 years	15	6	**21**
7-8 years	16	6	**22**
8-9 years	16	7	**23**
9 + years	17	7	**24**

Updated Benefit Coverage in 2018

1. Entitlement to Benefit Coverage after 90 days of continuous full-time employment
2. Cost recovery every 30 days
3. Added Covered Benefit - gym membership

29/11/17 Client Emails

From now on, all client correspondence needs to be saved to the client's folder on the server.

To save outlook emails:

File → Save As → OBR Server Files → Clients Mario è (Select clients folder) →Client Emails→ Save

Please use the following format to save your email:

Date – Client's Last Name – File Number – Re:

Example:

2017-11-29 – Singh 17.8658 – Re: Welcome Letter

Accounting will be creating the "Client Emails" folder for new clients, for current clients please create one if it doesn't already exist.

27/11/17 Initial Consultation Intake Form – 15 "Must Do" Steps & Record Keeping

We have added the following statement in the confirming e-mails once a client books a consultation and at the bottom of page 2 on the Intake Form right before the client's signature:

At your first consultation an initial opinion will be provided on your case. This opinion and strategic direction will be further developed or change depending upon full review of the documentation related to your case, legal research, legal changes that could occur while we are preparing your case and ongoing consultations with you should you retain BLG PC to work on your behalf.

Also 15 **Key Must Do Steps and Record Keeping** relating to Initial Consultation Intake Form Steps & Record Keeping:

Before Consultation

- ✓ Confirm Identity, verifiable written permission to speak to the person on behalf of another
- ✓ Ensure form is completed in full all answers are completed unless a reason has been provided and the latest correspondence from IRCC, CBSA, Service Canada, Provincial authority, IRB and/or Federal Court is part of the documents for review
- ✓ Source of referral confirmed
- ✓ Mailing address listed
- ✓ Ensure it is signed
- ✓ Conflict Check

During/Following Consultation

- ✓ **Please write legibly**
- ✓ **Type of Case is identified**
- ✓ **Potential Joint Retainer Identified**
- ✓ **Mark if client likely to be a challenge or could complain**
- ✓ **Any deadline must be clearly indicated**
- ✓ **If a retainer and follow up is possible/required**
- ✓ **If we require file from Previous Counsel**
- ✓ **Set out clear Recommendations and Flag any potential issues that require caution, further investigation in specified boxes and not as part of the narrative**
- ✓ **Must Clearly Set out Fees/Likely Legal Services Required, Order of Action to be Taken**

22/11/17 Practice Management Tip: Client Communications Regarding Initial Consultations & PC Designation

Please ensure when clients refer to initial consultations as definitive direction on their files they are kindly reminded of the information provided in the Welcome Letters to Open A File (attached here)– under the heading Legal Strategy which reads for your ready reference:

At your first consultation an initial opinion was provided on your case. This opinion and strategic direction will be further developed or change depending upon full review of the documentation related to your case, legal research, legal changes that could occur while we are preparing your case and ongoing consultations with you.

Also, please ensure the letters PC follow Bellissimo Law Group in all our communications. So our firm name should appear as Bellissimo Law Group PC.

11/11/17 Legal & Administrative Updates

Legal

1. We will be having at minimum quarterly WIP meetings to discuss changes to law and policy, important cases, ascertain any system bottlenecks, and discuss reassigning any files that are not being actioned as quickly as we would like.

2. We will be resuming our monthly training sessions with different trainers. The next session will be in December and we will stagger training schedules to allow certain staff to remain online during training. The focus of the next training sessions will be mandatory steps in File Management, the use of submission precedents and file completeness.

3. We will also be resuming our weekly and in some case bi-monthly meetings for file work and tracking.

4. We will be eliminating page numbering for processing and admissibility filings to ease our administrative burden.

5. ATIPS will continue to be a collaborative effort as required but Michael and Guillermo will be taking the lead on most filings to ensure ATIPs are requested immediately.

6. Closing files will also continue to be a collaborative effort as required but Michael and Guillermo will be taking the lead on most file closings.

7. Michael and Guillermo will also provide support to the Processing Department.

15/11/17 Punch In

Effective Monday November 20th 2017 we would ask you to kindly punch in and punch out each day when leaving to assist the Accounting and Administration Department for tracking days present, vacation days and personal days.