



POWERED BY

Institute for
Citizen-Centred
Service

OPTIMISÉ PAR

L'Institut des
services axés sur
les citoyens

Client Centric Services Design/Experience Community of Practice Membership List

Liste des membres du Communauté de pratique de la conception et de l'expérience des services axés sur les clients

Feb 2022

Jurisdiction	Name	Title	Email	Telephone
Innovation Science and Economic Development Canada	Ashley Bélanger, Co-Chair	Acting Director, Design Centre of Expertise	Ashley.Belanger@ised-isde.gc.ca	819-576-2604
Québec	Geneviève Brodeur, Co-Chair	Senior Service Designer, Lab d'essai des services publics	genevieve.brodeur@mcn.gouv.qc.ca	418-809-4692
Ontario	Alex Coleman, Co-Chair	Chief Information Officer/Assistant Deputy Minister Children, Youth and Social Services I+IT Cluster (CYSSC) Providing I+IT Solutions Ministry of Children, Community and Social Services	Alex.Coleman@ontario.ca	289-242-7053
Federal Government Members				
Canada Revenue Agency	Dawn Lawson	Director Strategic Service Initiatives & Partnerships, ABSB/DGCPs	Dawn.Lawson@cra-arc.gc.ca	
	Holly MacDonald	Manager, Service Design Team, Chief Service Officer Directorate, Service, Innovation and Integration Branch	Holly.MacDonald@cra-arc.gc.ca	
	Jonathan Rath	Manager, User Experience Research and Design, Public Affairs Branch, DDPD / User Centred Design	Jonathan.Rath@cra-arc.gc.ca	



POWERED BY

Institute for
Citizen-Centred
Service

OPTIMISÉ PAR

L'Institut des
services axés sur
les citoyens

Jurisdiction	Name	Title	Email	Telephone
	Heather Sarazin	Manager, Digitalization Centre of Expertise, Digital Transformation Program	Heather.Sarazin@cra-arc.gc.ca	
	Paulette Rabie	Manager, Research and Service Policy Section, Digital Services Directorate	Paulette.Rabie@cra-arc.gc.ca	
Employment and Social Development Canada/Service Canada	Katleen Leblanc	Executive Director, Integrated Call Centre Program Delivery, Benefits and Integrated Services Branch	katleen.leblanc@servicecanada.gc.ca	
	Keith Shillabeer	Director, Call Centre Program Delivery - Continuous Improvement, Benefits and Integrated Services Branch	keith.shillabeer@servicecanada.gc.ca	
	Peter Boyd	Director General, Citizen Service Branch	peter.boyd@servicecanada.gc.ca	
	Guillaume Lefebvre	Manager, Benefits and Integrated Services Branch	guillaume.x.lefebvre@servicecanada.gc.ca	
	Michel Poulin	Manager, Citizen Service Branch	michel.j.poulin@servicecanada.gc.ca	
	Susan Kharel	Analyst, Service Partnerships, Service Policy and Strategy Directorate	susan.kharel@servicecanada.gc.ca	
Immigration, Refugees and Citizenship Canada	Derek Pickell	Acting Director of the Service Insights and Experimentation Division	Derek.Pickell@cic.gc.ca	
Immigration and Refugee Board				
Indigenous Services Canada				
Treasury Board of Canada				
	Milena X Tasic	Title needed	milena.tasic@veterans.gc.ca	



POWERED BY
 Institute for
 Citizen-Centred
 Service



OPTIMISÉ PAR
 L'Institut des
 services axés sur
 les citoyens

Jurisdiction	Name	Title	Email	Telephone
Veterans Affairs Canada	Liam Whitty	Title needed	liam.whitty@veterans.gc.ca	
Provincial/Territorial Government Members				
British Columbia	Natalie Branch	Executive Director, Service Management Branch	Natalie.J.Branch@gov.bc.ca	250 818-5763
Alberta	Heather Archibald	Director, Web Applications and Governance	heather.archibald@gov.ab.ca	
	Susan Wilson-Ferguson	Executive Director, Client Service Management	Susan.Wilson-Ferguson@gov.ab.ca	
	Blair Neufeld	Director, Service Design	Blair.Neufeld@gov.ab.ca	
	Sheldon Bauld	Assistant Director, User Experience	Sheldon.Bauld@gov.ab.ca	
	Chad Bostock	Digital Strategy and Governance Lead	chad.bostock@gov.ab.ca	
Saskatchewan				
Manitoba				
Ontario	Karen Harry	Director East Retail Offices Branch, ServiceOntario	Karen.Harry@ontario.ca	613-449-3796
	Michelle Gittens	Director Central Retail Offices Branch, ServiceOntario	Michelle.Gittens@ontario.ca	647-406-6155



POWERED BY

Institute for
Citizen-Centred
Service

OPTIMISÉ PAR

L'Institut des
services axés sur
les citoyens

Jurisdiction	Name	Title	Email	Telephone
	Teresa Maljar-Hupel	Senior Archivist	teresa.maljar-hupel@ontario.ca	437-230-5024
	Chantal Gagnon	Special Advisor	chantal.gagnon@ontario.ca	416-258-8747
	Monica Otulakowski	Manager, Electronic Land Registration	Monica.Otulakowski@ontario.ca	647-281-8076
New Brunswick	Mila Cann	UI/UX Specialist, Finance and Treasury Board Department	Mila.Cann@gnb.ca	
	Heather Chessie	Director of Service Delivery Support	heather.chessie@snb.ca	506-440-7476
Nova Scotia	Alicia Schwarz	Director Citizen Services, Service Nova Scotia	Alicia.Schwarz@novascotia.ca	
	Josh Lee	Executive Director of Service Design and Delivery	Joshua.Lee@novascotia.ca	
	Mike Downs	Manager Client Centered Service Design	Mike.Downs@novascotia.ca	



POWERED BY

Institute for
Citizen-Centred
Service

OPTIMISÉ PAR

L'Institut des
services axés sur
les citoyens

Jurisdiction	Name	Title	Email	Telephone
Prince Edward Island	Tyler Ross	Senior Manager Access PEI	tross@gov.pe.ca	
	Beth Doucette	Supervisor of Digital Content	bethdoucette@gov.pe.ca	
	Adam Peters	Manager of Digital Identity	adamjpeters@gov.pe.ca	
Newfoundland and Labrador	Mark Healy	Director, Client & Vendor Services, Office of the Chief Information Officer	MarkHealy@gov.nl.ca	
Nunavut				
Northwest Territories				
Yukon				
Municipal Government Members				
MISA	Vicky Bennett	Intelligent Community Program Manager, DiCE Program Manager, City of Lethbridge	Vicky.bennett@lethbridge.ca	



POWERED BY

Institute for
Citizen-Centred
Service

OPTIMISÉ PAR

L'Institut des
services axés sur
les citoyens

Jurisdiction	Name	Title	Email	Telephone
	Drew Bell	Manager, Portfolio & Business Solutions Information Technology, City of Saskatoon	drew.bell@saskatoon.ca	
MSDO				
Institute for Citizen-Centred Service (ICCS)				
ICCS	Maria Luisa Willan	Director, National Councils	Maria.willan@iccs-isac.org	
	Stefania Silisteanu	Coordinator, National Councils	Stefania.silisteanu@iccs-isac.org	