

presents:

The 14th Annual David Berman Memorial Concurrent Disorders Conference

Rethinking How We Work In Mental Health & Addictions



*Monday, Tuesday, Wednesday
May 29, 30 & 31, 2006*

The Coast Plaza Hotel & Suites at Stanley Park
1763 Comox Street
Vancouver, BC

In Cooperation with :



Interprofessional
Continuing Education
The University of British Columbia
A Team Approach to Learning

General Information

Conference Description:

This conference is designed to provide clinicians/delegates with advanced training in concurrent disorders, including in-depth exploration of integrated treatment.

Learning Objectives:

- Learn evidence supported practical therapy skills and strategies for working with concurrent disorder clients through theory and case discussions.
- Understand various stages and goals of the concurrent disorder treatment process.
- Receive information on latest evidence-based treatment strategies.
- Become aware of latest research evidence and resources available.
- Network, share information, experiences, perspectives and resources amongst those working with concurrent disorders.

Who Should Attend:

This annual conference brings together an interdisciplinary group of professionals which includes physicians, nurses, mental health counsellors, social workers, psychiatrists, psychologists, alcohol and drug workers, administrators/managers, community health workers, law enforcement officers, educators, policy makers, researchers, families, students, and all who are interested in or who work in the field of mental health and addictions.

Registration

Online

Secure, fast, online registration is available for Visa and Mastercard holders at the conference organizer's website:

www.interprofessional.ubc.ca

By Fax

Fax completed registration form to: **604-822-4835**

Charge-by-phone (please have Mastercard or Visa ready)

Toll free within North America: **1-877-328-7744**

Other callers: **604-822-6156**

Mail registration form with cheque or payment information to: **IN 9551 REGISTRATION**

Interprofessional Continuing Education

The University of British Columbia,
Room 105-2194 Health Sciences Mall
Vancouver, BC, V6T 1Z3

Tuition Fees

Please see registration form (on the back of the brochure) for details. The tuition fee includes conference materials, refreshment breaks and lunch each day. Pre-registration prior to **May 1st, 2006** is strongly recommended to ensure you receive all conference materials.

Refund and Cancellation Policy

Refunds will be made (less a \$50.00 processing fee) if written notice of withdrawal is received by **May 1st, 2006**. **No refunds** will be granted for withdrawal after that date.

Interprofessional Continuing Education reserves the right to cancel or move this program if registration is insufficient. In the event of cancellation, a refund less a \$50 handling charge will be returned.

Location

The conference will be held at the:

Coast Plaza Hotel and Suites at Stanley Park

1763 Comox Street

Vancouver, BC Canada V6G 1P6

Telephone: 604-688-7711 **Fax:** 604-688-5934

Toll free in North America: 1-800-663-1144

Online booking available:

www.coasthotels.com

Online booking code is: **DAVID BERMAN**

Please make your own reservation by calling the hotel directly. Identify yourself with the **14th Annual David Berman Memorial Concurrent Disorders** conference. Hotel tax of 10% and 7% GST must be added to all rates.

Rates: **\$155** single, double or twin occupancy
\$185 one bedroom suites, (includes two adults)
additional person \$20/room/night

Children under 18 stay free in same room as parents (max. applies). A block of rooms will be held at the conference rate until **April 28th, 2006**. The Coast Plaza is within easy walking distance of world famous Stanley Park, the beaches of English Bay, and a wide variety of restaurants.

Parking

- Conference Hotel - \$2.50 per hour up to \$12.00 per day
- West End Community Centre, 870 Denman (entrance off Haro) \$4.50 - \$5.00 per day (\$1 coins accepted)

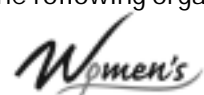
Financial Assistance

We would like to acknowledge with special appreciation the financial contribution from the following organizations:



EDGEWOOD

extending the branch of hope



BC WOMEN'S HOSPITAL
& HEALTH CENTRE
An Agency of the Provincial
Health Services Authority

Program

Monday, May 29th, 2006

7:30 am Registration Open

8:30 am Welcome and Opening Remarks

Opening Remarks

Ida Goudreau

*CEO of the Vancouver Coastal Health Authority,
Vancouver, BC*

Opening Prayer

Dr. Bob George

Esteemed Elder, Tsleil-Waututh Nation

9:00 am **Identifying and Treating Complicated Grief in Persons with Concurrent Disorders**

Dr. Allan M. Zuckoff

Assistant Professor of Psychiatry, Western Psychiatric Institute and Clinic, University of Pittsburgh School of Medicine, Pittsburgh, PA

Complicated Grief (CG) is a chronic, debilitating syndrome whose effects on a significant minority of bereaved individuals have only recently begun to be understood by mental health and addictions treatment professionals. This workshop will focus on understanding, identifying, and treating CG in persons with concurrent disorders. Participants will learn how CG differs from "grief that is working," how to recognize CG in their clients, and how to understand the nature and effects of CG symptoms. They will also learn about the treatment strategies and approaches that have been shown in controlled research to alleviate the condition, how these strategies must be adapted and supplemented in order to allow persons with concurrent disorders to benefit, and how to address substance use directly in the context of an integrated CG & Substance Use Disorders (SUD) treatment. Participants will also have the opportunity to reflect on their own attitudes and beliefs about grief, and to understand how their attitudes and beliefs impact their ability to work with people with grief problems.

10:30 am Refreshment Break & Exhibits Open

11:00 am Workshop Cont'd

12:00 noon Lunch (provided) & Exhibits Open

1:00 pm Workshop Cont'd

2:30 pm Refreshment Break & Exhibits Open

3:00 pm Workshop Cont'd

4:30 pm Adjourn

Tuesday, May 30th, 2006

7:30 am Registration Open

8:30 am Opening Prayer

8:35 am **Plenary: What Is It To Be a Helper?**

Dr. Evan Adams

Chief Resident, Aboriginal Family Practice Residency Training Program, Vancouver, BC

10:00 am Refreshment Break & Exhibits Open

10:30 am **Plenary Panel: Consumer/Parent Panel**

An opportunity for an interactive exchange between individuals and parents, who have direct experience living with concurrent disorders, and conference attendees. The panelists will present their varied perspectives and describe relevant experiences and subsequent impacts upon themselves, their families, friends and associates. They will speak to the treatments, services and experiences that were effective and ineffective for them throughout their lives as well as give recommendations on such matters. An open question and answer session will be facilitated for most of the meeting.

12:00 noon Lunch (provided) & Exhibits Open

1:00 pm **Concurrent Breakout Session 1 (1:00-2:30)**

1A Responding to Housing and Service Needs of People with Concurrent Disorders

(repeat 2D)

Deborah Kraus

Independent Research Consultant, Deborah Kraus Consulting, Vancouver BC

Michael Goldberg

Research Director, Social Planning and Research Council of BC (SPARC BC), Vancouver, BC

This workshop will present key findings from two studies that profile 21 programs for homeless people with concurrent disorders. Both studies illustrate innovative approaches that not only stabilize the housing situation of these individuals, but often result in considerable improvements to mental health and consumption.

1B Working with Youth with Concurrent Disorders: Challenges and Opportunities

(repeat 5D)

Tracy Wilkins

Youth Concurrent Disorder Clinician, Fraser East, Child & Youth Mental Health, MCFD and Fraser Health Authority, Abbotsford, BC

A significant challenge in both mental health and addictions services is to provide effective youth focused treatment for concurrent disorders. This seminar will review current literature, discuss issues that are specific to youth, how they may present, and different theories of practice for working with this population.

Program

1C Culturally-Relevant Approaches to Treatment: Substance Abuse Clients with Gambling Problems

(repeat 2C)

Dr. Janine Robinson

M.Ed., CPGC, Problem Gambling Project, Centre for Addiction and Mental Health, Toronto, ON

This interactive workshop is for clinicians trained in substance abuse treatment and who may now be seeing clients with concurrent gambling problems. As values toward gambling and money are shaped heavily by cultural factors, the workshop looks at tailoring relevant clinical interventions across cultural frames of reference.

1D Acute Management of Crystal Methamphetamine Psychosis - A Team Approach

Dr. Emlene M. Murphy

MD, FRCP(C) Director, Clinical Services, Forensic Psychiatric Services Commission; and Clinical Professor, Department of Psychiatry, University of British Columbia, Vancouver, BC

Dr. Nader Sharifi

MD, General Practitioner, Forensic Psychiatric Hospital, Vancouver, BC

Patrick Golding, RPN, Derrick Carew, MSW, Bill Funston, RPN, Samantha Broom, RPN

Moderator: April Furlong, MA

This panel will present a multidisciplinary approach to the acute treatment of a mentally ill man suffering from crystal methamphetamine psychosis. The panel, consisting of the actual clinical team, will outline the approach taken in managing this case within the framework of their particular profession.

1E Mind/Body Medicine: Bridging Science and Spirituality as a Key to Treating Addictions and Improving Mental Health

Dr. Melissa Topping

MD, CCFP, AFCP, Integrated, Holistic Family Physician, Yellowknife Health and Social Services Authority, Yellowknife, NT

1E Indigenous Spirituality

Dr. Cindy Orlaw MD, CCFP

Family Physician, Yellowknife, NT

2:30 pm Refreshment Break & Exhibits Open

3:00 pm Concurrent Breakout Session 2 (3:00-4:30)

2A 'Junkie Moms' and 'Crack Babies': Developing a New Model of Care for Pregnant & Early Parenting Women Struggling with Substance Use and Mental Health Issues

(repeat 3E)

Sue McKay

M.Ed, RCC, Concurrent Disorders Therapist, Maxxine Wright Community Health Centre, Fraser Health, Surrey, BC

Lynda Dechief

MSc, Program Manager, Maxxine Wright Place Project for High Risk Pregnant and Early Parenting Women, Atira Women's Resource Society, Surrey, BC

This interactive workshop explores the challenges health and social services professionals face in supporting pregnant and early parenting women with concurrent disorders. Based on practical, hands-on experience at the Maxxine Wright Community Health Centre, we will explore intersections between addictions, mental health and violence/abuse in women's relationships; barriers women face in accessing services; and a promising model of care for women and their children.

2B Strategies of Benzodiazepine Detoxification (repeat 4D)

Dr. James Kim

Pharm.D., BCPP, Pharmacotherapeutic Specialist, Psychiatry, Vancouver General Hospital and University of British Columbia Hospital; and Clinical Instructor, Faculty of Pharmaceutical Sciences, The University of British Columbia, Vancouver, BC

This workshop will review current strategies and guidelines of benzodiazepine discontinuation in patients with long-term benzodiazepine exposure. It will also address the need for psychological support and a proper dosing withdrawal schedule. The use of hands-on case models will enable practice-oriented application.

2C Culturally-Relevant Approaches to Treatment: Substance Abuse Clients with Gambling Problems

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Cancelled
New Session

Program

2E Youth Concurrent Disorders - ADHD & Psychosis: Where Do I Begin?

Dr. Shimi Kang

Medical Director, Provincial Youth Mental Health and Substance Use Program, B.C. Children's & Women's Hospital; Psychiatrist, Reproductive Mental Health; Clinical Instructor, University of British Columbia, Vancouver, BC

Linda Barker

MSW, Program Coordinator, Provincial Youth Mental Health and Substance Use Program, B.C. Children's and Women's Hospital, Vancouver, BC

Youth with mental health issues and substance use present unique challenges in both assessment and treatment for mental health and addiction practitioners. Two of the major co-occurring mental health diagnoses are ADHD and psychosis. We will explore how substance use both influences and affects the presentation and course of both ADHD and psychosis. We will introduce the American Society of Addiction Medicine's (ASAM) six dimensions of treatment planning for youth with concurrent disorders. We will place an emphasis on examining clinical cases and applying concurrent disorder assessment knowledge, formulation, and treatment planning using the 6 dimensional model. This will be an interactive seminar drawing on clinical cases and scenarios that reflect everyday clinical practice.

4:30 pm Adjourn

Wednesday, May 31st, 2006

8:00 am Registration Open

8:30 am Plenary: Good Drugs, Bad Drugs and the Failure of Prohibition

Dr. Neil Boyd

Professor, School of Criminology, Simon Fraser University, Burnaby, BC

10:00 am Refreshment Break & Exhibits Open

10:30 am Concurrent Breakout Session 3 (10:30-12:00)

3A Ups and Downs of Addictions - Assessment and Treatment of Mood Swings and Bipolar Disorder in Addict Patients

(repeat 4C)

Dr. Mel Vincent

President, BC Psychiatric Association; Clinical Instructor, University of British Columbia, Department of Psychiatry; Director of Psychiatric Services, Edgewood, Nanaimo, BC

The goals of this workshop are to review bipolar disorder assessment and general treatment issues in the light of the Canadian Bipolar Guidelines 2005. Addiction assessment and treatment will be reviewed and the relationship between addiction/mood swings discussed using a case study and participants' examples. Due to the varied backgrounds/experience of conference participants, the focus will be at an intermediate level and focus.

3B Drinkers, Smokers and Tokers: Alice in Wonderland Revisited

Dr. Neil Boyd

Professor, School of Criminology, Simon Fraser University, Burnaby, BC

In this workshop I will discuss the development of regulatory and criminal justice policies regarding tobacco, alcohol and cannabis, and relate this development to the risks and harms posed by the consumption and distribution of each of these drugs. We will consider the existing data regarding harm, the correspondence of these data with current regulatory policies, and likely future developments within the realms of both harm and regulatory policy.

3C Understanding the Pain System and Chronic Pain

Neil Pearson

Physiotherapist, Orion Health Vancouver Pain Clinic, Life is Now Physiotherapy, Clinical Faculty UBC Physiotherapy, Lecturer Vancouver School of Bodywork and Massage, and Co-Chair Canadian Physiotherapy Pain Sciences Group, Vancouver, BC

Participants will learn current scientific understanding of pain neurophysiology, and the neurophysiological development of chronic pain. Biopsychosocial, psychoneuroimmunological and bodymind connections will be discussed. This information will be presented in an experiential, clear and uncomplicated format. The session is relevant for anyone working with those coping with painful conditions. Understanding this information is the foundation for exploration of non-pharmacological management of pain. Your pain beliefs and attitudes will be challenged, offering you an optimistic outlook for resolution of pain.

3D The Need for Speed

Dr. Bill MacEwan

Director of Schizophrenia Program, Department of Psychiatry, University of British Columbia, Vancouver, BC

This talk will focus on Methamphetamine. I will be discussing the neurochemistry of how methamphetamine (MA) affects the brain, its addictive properties, the psychiatric manifestations of MA abuse, particularly psychosis, and also the physical problems MA can cause. Elements of treatment including psychological and medication therapies will be focused on. The final area of discussion will be local approaches to the issue of how to treat MA abuse in the British Columbia health system.

3E 'Junkie Moms' and 'Crack Babies': Developing a New Model of Care for Pregnant & Early Parenting Women Struggling with Substance Use and Mental Health Issues

(repeat 2A)

Sue McKay

M.Ed, RCC, Concurrent Disorders Therapist, Maxxine Wright Community Health Centre, Fraser Health, Surrey, BC

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Program

explore intersections between addictions, mental health and violence/abuse in women's relationships; barriers women face in accessing services; and a promising model of care for women and their children.

12:00 noon Lunch (provided) & Exhibits Open

1:00 pm Concurrent Breakout Session 4 (1:00-2:30)

4A Integration of Pharmacotherapy and Psychotherapy in Addiction Medicine

Dr. David C. Marsh

MD CCSAM ASAM, Physician Leader, Addiction Medicine, Vancouver Coastal Health and Providence Health Care; Clinical Associate Professor, Health Care and Epidemiology, University of British Columbia, Vancouver, BC

This presentation will explore the ways of combining medications and counselling interventions in the management of substance use disorders. Particular emphasis will be placed on the role of medications in assisting treatment retention in structured psychotherapeutic interventions and on the beneficial role of psychotherapeutic interventions in maintenance medication treatments.

4B Vicarious Traumatization: Self Care in a Changing World

(repeat 5C)

Teresa Naseba Marsh

MA RN RCC FCGPA

Psychotherapist, Healer & Educator

Vicarious traumatization is the transformation of the inner experience of the clinician that comes about as a result of empathic engagement with clients' traumatic material.

The goal of the workshop is to help participants understand the pervasive effects of working with traumatized clients on identity, worldview, psychological needs and the memory system. Self-care strategies will be discussed.

4C Ups and Downs of Addictions - Assessment and Treatment of Mood Swings and Bipolar Disorder in Addict Patients

(repeat 3A)

Dr. Mel Vincent

President, BC Psychiatric Association; Clinical Instructor, University of British Columbia, Department of Psychiatry; Director of Psychiatric Services, Edgewood, Nanaimo, BC

The goals of this workshop are to review bipolar disorder assessment and general treatment issues in the light of the Canadian Bipolar Guidelines 2005. Addiction assessment and treatment will be reviewed and the relationship between addiction/mood swings discussed using a case study and participants' examples. Due to the varied backgrounds/experience of conference participants, the focus will be at an intermediate level and focus.

4D Strategies of Benzodiazepine Detoxification (repeat 2B)

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This workshop will review current strategies and guidelines of benzodiazepine discontinuation in patients with long-term benzodiazepine exposure. It will also address the need for psychological support and a proper dosing withdrawal schedule. The use of hands-on case models will enable practice-oriented application.

4E Expect a Miracle: The Use of Solution-Focused Therapy in Groups for Older Adults with Substance Abuse & Mental Health Problems

(repeat 5B)

Marilyn White-Campbell

BA, D. Grt, Coordinator of Clinical and Community Services, Geriatric Addictions Specialist, COPA Community Outreach Programs In Addictions, Toronto, ON

This workshop will include screening of client's appropriateness for group; guiding principles of group and use of a solution-focused approach in therapy sessions. Case examples will be used to demonstrate use of solution-focused questions, methods of dealing with difficult behaviors, extremely negative clients and non-participants. Treatment outcomes and research findings will be discussed.

2:30 pm Refreshment Break & Exhibits Open

3:00 pm Concurrent Breakout Session 5 (3:00-4:30)

5A Self-Management Techniques

Neil Pearson

Physiotherapist, OrionHealth Vancouver Pain Clinic, Life is Now Physiotherapy, Clinical Faculty UBC Physiotherapy, Lecturer Vancouver School of Bodywork and Massage, and Co-Chair Canadian Physiotherapy Pain Sciences Group, Vancouver, BC

The goal of this session is to experience and discuss effective pain management techniques. Traditional as well as innovative techniques based on scientific understanding of pain neurophysiology will be presented. Participants will have the opportunity to experience the power of self-management techniques. This session is for those who have chronic pain, or work with people who have chronic pain, no matter how minute or extensive the related disability and suffering. The session intends to open the door to the possibilities of using one's own powerful biofeedback processes and nervous system to take control of the primary source of chronic pain - the nervous system itself.

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5D Working with Youth with Concurrent Disorders: Challenges and Opportunities

(repeat 1B)

Tracy Wilkins

Youth Concurrent Disorder Clinician, Fraser East, Child & Youth Mental Health, MCFD and Fraser Health Authority, Abbotsford, BC

A significant challenge in both mental health and addictions services is to provide effective youth focused treatment for concurrent disorders. This seminar will review current literature, discuss issues that are specific to youth, how they may present, and different theories of practice for working with this population.

5E Crystal Clarity

Dr. Ian Martin

MD, CCFP, ASAM, MHSc, Clinical Instructor, University of British Columbia, Department of Family Practice; Three Bridges Community Health Centre, Vancouver, BC

Dr Martin will define "crystal meth" and provide an overview of the history of amphetamines. He will describe the different populations who use the drug and the context of their use. Other aspects of methamphetamine that will be discussed include: the current methamphetamine situation in Canada and British Columbia; the immediate effects on the user and the long term problems associated with use; the dangers of mixing the drug with others; and important aspects of treatment including harm reduction techniques from a community perspective. As a founding member of the Methamphetamine Response Committee (MARC), he will discuss areas of achievement and future directions.

4:30 pm Adjourn & Evaluation

Have a safe journey home!

COMMITTEE LISTING

Lorie Ross, Conference Chair

Vancouver Community Mental Health

Dammy Albach, SAFER

Lauren Bouchard, Addiction Services

Dana Clifford, Sheway

Diane Dickson, Dual Diagnosis Program

Ruth Hess-Dolgin, Child and Youth Mental Health

Raymond LaPerrière, Dual Diagnosis Program

Elaine Liau, Interprofessional Continuing Education, University of British Columbia

Dr. Garth McIver, Addiction Medicine

Ron Prasad, Dual Diagnosis Program

Debbie Suian, Fraser Health, Tri-Cities Mental Health

Jennifer Toomey, Dual Diagnosis Program

EXHIBITORS

Health associations and/or community organizations wanting to exhibit at this conference, please contact the organizers at 604-822-0054 or by email: ipconf@interchange.ubc.ca

CREDITS

Please contact the conference organizers for further information about credits. By phone: (604) 822-0054 or by email: ipconf@interchange.ubc.ca. Updates will also be available online: www.interprofessional.ubc.ca

**The 14th Annual David Berman Memorial
Concurrent Disorders Conference**
Rethinking How We Work In Mental Health & Addictions

PLEASE WRITE IN BLOCK LETTERS

One registration form per person. We do not accept shared registrations, but please note that there is a new option of registering for one day or half days. Please photocopy the form if needed.

Ms. Mrs. Miss Mr. Dr.

Last Name First Name Initials

Organization Name

Organization Mailing Address

City Prov/State Postal Code

() _____
Daytime Telephone Number / Local Fax Number

Email Address

Where did you hear about this conference?

- Journal/Newsletter
- Website Link/Search
- Received information by direct mailing
- Friend/Co-worker
- Other: _____

CONCURRENT SESSIONS:

Please refer to the program for session descriptions

You MUST enter your 3 choices or YOU WILL NOT BE REGISTERED

	1ST CHOICE	2ND CHOICE	3RD CHOICE
Example:	1A	1D	1B
Session 1:	_____	_____	_____
Session 2:	_____	_____	_____
Session 3:	_____	_____	_____
Session 4:	_____	_____	_____
Session 5:	_____	_____	_____

AFFILIATION / PROFESSION:

(please select only one)

- | | |
|---|--|
| <input type="checkbox"/> Physician | <input type="checkbox"/> Nurse |
| <input type="checkbox"/> Mental Health Counsellor | <input type="checkbox"/> Social Worker |
| <input type="checkbox"/> Psychiatrist | <input type="checkbox"/> Psychologist |
| <input type="checkbox"/> Alcohol & Drug Worker | <input type="checkbox"/> Administrator/Managers |
| <input type="checkbox"/> Community Health Worker | <input type="checkbox"/> Law Enforcement Officer |
| <input type="checkbox"/> Educator | <input type="checkbox"/> Policy Maker |
| <input type="checkbox"/> Researcher | <input type="checkbox"/> Family Member |
| <input type="checkbox"/> Student | |
| <input type="checkbox"/> Other: _____ | |

TUITION FEES:

Pre-registration prior to **May 1st, 2006** is strongly recommended to ensure you receive all conference materials. All rates are quoted in \$CAD and the tuition fee includes GST.

The registration fee includes conference material, lunch each day, refreshment breaks and a certificate of attendance. **Please inform us of any dietary needs.**

Early Bird Rate, before April 21, 2006

Full Monday - Wednesday program \$425

Rate after April 21, 2006

Full Monday - Wednesday program \$450

Individual Rates

- Monday, May 29, 2006 only \$155
- Tuesday, May 30, 2006 only \$155
- Wednesday, May 31, 2006 only \$155
- Half-day Morning, Tuesday, May 30 \$85
- Half-day Afternoon, Tuesday, May 30 \$85
- Half-day Morning, Wednesday, May 31 \$85
- Half-day Afternoon, Wednesday, May 31 \$85

Student Rate (limited number of spots available) \$250

Students: Available for the full program only, paid before May 1st, 2006. A copy of valid student photo ID must be sent with registration.

TOTAL PAYMENT

= _____

Group Rate *see guidelines below \$375

*A group with **5 or more delegates** will receive the group rate of \$375/person. All registrants under the group rate need to clearly indicate the name of the group they are a part of and attach a separate page listing all delegates in your group as well as list a primary contact for the group.

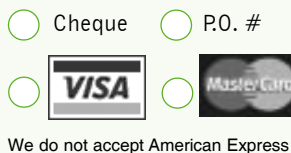
Group Name/Organization: _____

Contact Person: _____

Method of Payment:

Charge by Phone/Fax:

Local/Outside BC: (604) 822-6156
Toll free within BC: 1-877-328-7744
Register by Fax: (604) 822-4835



If your organization is paying, please enter your purchase order and organization information below:

P.O. # _____ Manager's Tel. #: _____

Name of Manager: _____

Name of Organization: _____

Mailing Address: _____

Payment by Cheque:

Please make your cheque payable to the University of British Columbia and send to: Registration, Interprofessional Continuing Education, The University of British Columbia, Room 105 - 2194 Health Sciences Mall, Vancouver, BC, V6T 1Z3

Credit Card Number Expiry Date

Name of Cardholder

Please note: A \$25 processing fee will be charged for the re-issue of lost tax receipts

*Our cancellation policy is described in the General Information section. Please read it carefully.