

**EXECUTIVE SUMMARY:**

Senior conflict management and human rights consultant, skilled mediator, assessor, facilitator, and workplace investigator with comprehensive knowledge of the Ontario Human Rights Code and the Occupational Health and Safety Act. Accredited Mediator with the Alternative Dispute Resolution Institute of Ontario. Experience involving labour and employee relations, human rights, accessibility, incidents of workplace violence, workplace sexual violence and legislative compliance in the workplace.

**Expertise in:**

- |  |                      |                    |
|--|----------------------|--------------------|
| ✓ Mediation/Facilitation               | ✓ Human Rights       | ✓ Legal Compliance |
| ✓ Workplace Investigations Assessments | ✓ Employee Relations | ✓ Workplace        |
- 

**PROFESSIONAL EXPERIENCE:**

---

**UNIVERSITY OF WATERLOO, WATERLOO, ON**

**2014 - PRESENT**

***SENIOR CASE CONSULTANT, CONFLICT MANAGEMENT AND HUMAN RIGHTS OFFICE***

HUMAN RIGHTS CONSULTING

Reporting to Director of the Conflict Management and Human Rights Office.

- Provided a range of conflict management and human rights services to the entire campus community.
- Developed relationships with client groups, taking time to understand their concerns and operational realities. Leveraged these relationships to provide advice and counsel to support clients address concerns by interpreting policies, collective agreements and legislation when considering options and resolutions.
- Facilitated return to work plans with employees, management, and unions. Guided managers and employees through return-to-work accommodations, employee counselling, absence management, performance management, and disciplinary processes.
- Conducted multiple workplace assessments for different departments at the University that were identified as dysfunctional.
- Wrote detailed reports outlining the concerns, underlying reasons and recommendations to address concerns.
- Collaborated with other campus resources including Campus Police, Occupational Health, Accessibility Services, Human Resources, Legal Services, Campus Wellness, and Union Stewards.

HUMAN RIGHTS AND WORKPLACE HARASSMENT LEADERSHIP

Supported the University community in all matters related to Human Rights.

- Provided leadership, education, consultation, and subject matter expertise, ensuring that harassment and discrimination, human rights, sexual harassment, sexual violence, accessibility, inclusion, and accommodations concerns were dealt with in a positive and legally compliant manner.
- Conducted human rights reviews and competing human rights analyses across the University, recommending appropriate actions based upon policy, legislation, and best practices.
- Delivered Harassment and Discrimination training to staff and students related to legislative requirements, policy, prohibitive grounds, accommodations, and expectations in the workplace. Also delivered training on conflict management in the workplace.
- Led and personally conducted internal workplace harassment, sexual harassment, human rights, and discrimination investigations. Interviewed complainants, respondents and witnesses. Prepared

comprehensive investigation reports and ensured that appropriate corrective actions were taken. Procured and coordinated external investigations and mediations where necessary.

#### MEDIATION/FACILITATION

Expertise in working with parties interested in resolving concerns informally through mediated or facilitated discussions.

- Provided neutral third-party mediation and facilitation services to all members of the campus community.
- Expertise in working with parties to find creative solutions in difficult circumstances.
- Worked with parties individually prior to starting the mediation processes to understand the concerns and perspective of each participant, outline expectations and express the importance of good faith-based participation.
- Helped clients explore positions, underlying reasons, impacts and solutions for a variety of disputes and complaints.
- Helped participating parties evaluate, assess, and decide outcomes for themselves in an expeditious manner, negating costly delays and formal complaint investigations.
- Wrote Memorandums of Understanding for clients based on agreements made in mediation.
- Mediated and/or facilitated over 30 concerns brought to the attention of management and senior administrators
- Excellent reasoning, problem-solving, and analytical abilities.

#### **AXIS Family Mediation Inc.**

**2022 – Present**

*ROSTER MEDIATOR*

FAMILY MEDIATION

#### **Circle Mediation, Consulting and Resolutions**

**2020 – Present**

*PRESIDENT*

FAMILY AND CIVIL MEDIATION

Accredited Comprehensive Family Mediator with Family Mediation Canada.

Accredited Child Protection Mediator with OAFM.

Accredited Mediator with the ADR institute of Ontario.

Family and civil mediation services for parties interested in addressing conflict in good faith, using a neutral third party. With the goal of resolving concerns informally.

- Expertise in working with parties to find creative solutions in difficult circumstances.
- Worked with parties individually prior to starting the mediation processes to understand the concerns and perspective of each participant, outline expectations and express the importance of good faith-based participation.
- Helped clients explore positions, underlying reasons, impacts and solutions for a variety of disputes and complaints.
- Helped participating parties evaluate, assess, and decide outcomes for themselves in an expeditious manner, negating costly delays.
- Wrote Memorandums of Understanding for clients based on agreements made in mediation.

#### **HURON PERTH CHILDREN'S AID SOCIETY, STRATFORD, ON**

**2008 – 2014**

*CHILD PROTECTION WORKER*

Experienced child protection investigator.

- Provided investigation / assessment and ongoing child protection services to eligible families as per the Child & Family Services Act.
- The role of the child protection worker is to assess the risks and strengths of families in the community and to support families in building their capacities to care for their children.

- Key responsibilities of this role include assessing risk through investigation, ensuring the well-being children and planning for permanency through strong collaboration with families, and community partners.
- Conducted child protection investigations and safety/risk assessments for children in need of protection.
- Expertise in writing detailed child protection investigation case notes, reports, warrants and court applications.
- Collaborated with community partners such as police, public health and Ontario works to address any child protection concerns.

**ONTARIO TEACHERS' INSURANCE PLAN, WATERLOO, ON**

**2006 – 2008**

***CLAIMS ADJUSTER***

Home and auto claims adjuster

- Provided Investigative and assessment services for damaged customer property.
- Interviewed and corresponded with the claimant, witnesses, police, medical professional and other agencies to determine the extent of liability.
- Examined claim, policy and other records to determine customer insurance coverage.
- Worked with clients to settle claims in an expeditious manner.

**PIONEER YOUTH SERVICES, WATERLOO, ON**

**2003 – 2006**

***CHILD AND YOUTH WORKER***

**EDUCATION AND ONGOING PROFESSIONAL DEVELOPMENT:**

---

**RUBIN THOMLINSON WORKPLACE TRAINING & CONSULTING, Toronto**

Advanced Certificate in Investigation Training, 2022

**ONTARIO ASSOCIATION OF FAMILY MEDIATORS (OAFM)**

Accredited Child Protection Mediator, Ongoing

**ALTERNATIVE DISPUTE RESOLUTION INSTITUTE OF ONTARIO (ADRIO)**

Accredited Mediator in Good Standing, Ongoing

**ALTERNATIVE DISPUTE RESOLUTION INSTITUTE OF ONTARIO**

Civil procedure for non-lawyer mediators, 2020

**ALTERNATIVE DISPUTE RESOLUTION INSTITUTE OF ONTARIO**

Advanced Workplace Restoration and WFA Certificate, 2020

**ALTERNATIVE DISPUTE RESOLUTION INSTITUTE OF ONTARIO**

Impasse Management for the Master Mediator, 2020

**DR. LAURIE HASKELL, UNIVERSITY OF WESTERN ONTARIO, London**

Trauma Informed Interview Training, 2019

**SEXUAL VIOLENCE PREVENTION AND RESPONSE, UNIVERSITY OF WATERLOO, Waterloo**

Sexual Violence Awareness Training, 2018

**RUBIN THOMLINSON WORKPLACE TRAINING & CONSULTING, Toronto**

Workplace Assessments, 2017

Assessing Credibility, 2016

Basic Workplace Investigation Techniques and Report Writing Training, 2014

Essential Human Rights Primer, 2014

**ORGANIZATIONAL AND HUMAN DEVELOPMENT, UNIVERSITY OF WATERLOO, Waterloo**  
Principles of Inclusivity Certificate, 2017

**BERNARD + ASSOCIATES INC, Waterloo**  
Intensive Investigation Interviewing Training, 2015

**ALTERNATIVE DISPUTE RESOLUTION INSTITUTE OF ONTARIO, Toronto**  
Qualified Mediator, 2015

**CENTRE FOR EXTENDED LEARNING, UNIVERSITY OF WATERLOO, Waterloo**  
Guerilla Grammar, 2015

**CARING DAD'S FACILITATOR TRAINING, London**  
Facilitator Training, 2010  
Accredited Caring Dad's Facilitator, 2010

**HURON PERTH CHILDREN'S AID SOCIETY, Stratford**  
Hope at work – Building Positive Relations, 2013  
AODA Training, 2012  
Case note training, 2008

**ONTARIO ASSOCIATION OF CHILDREN'S AID SOCIETY, Toronto**  
Protection investigations, Custody and Access, 2009  
Cornerstones of Child Welfare, 2008  
Legal Framework of Child Welfare, 2008  
Maltreatment and Child Development, 2008  
Intake Investigations, 2008  
Legal Process and Procedures, 2008  
Ongoing Services Part 1 and 2, 2008

**COOPERATIVE SOLUTIONS, TORONTO**  
Family mediation practicum, 2004-2005

**INSTITUTE FOR PEACE AND CONFLICT STUDIES, CONRAD GREBEL COLLEGE, UNIVERSITY OF WATERLOO, Waterloo**  
Certificate in Conflict Management, 2003

**UNIVERSITY OF WATERLOO, Waterloo**  
Bachelor of Arts in Sociology, 1999