

Marshall Schnapp

Toronto, ON

marshall@schnappmediation.com | 416-880-1341

PROFILE

- Passion for dispute resolution and ability to build rapport and connect with individuals, generate options, and arrive at fair and reasonable solutions
- Extensive Ombuds and Complaint Handling expertise in diverse environments
- Broad work experience as a mediator, ombudsperson, adjudicator, conflict coach, investigator, and litigator
- Current Respectful Workplace Ombudsperson for the City of London
- First Chair of the Complaint and Resolution Council for Student Societies at the University of Toronto
- Proven case management skillset and ability to interact with individuals at all levels in a respectful, fair, and efficient manner while moving matters forward

PROFESSIONAL QUALIFICATIONS

Schnapp Mediation & Arbitration (www.schnappmediation.com) | 2018-Present Principal

- Provide a wide range of dispute resolution services including: ombuds/complaint handling, mediation investigation, workplace assessments, and arbitration
- Respectful Workplace Ombudsperson, City of London (2020 - Present)
- Mediate disputes in different areas including tort, insurance, LTD, condominium, commercial, and employment
- Adjudicate commercial matters, insurer priority, and loss transfer disputes, which consists of conducting pre-hearing and motions, issuing preliminary orders, conducting hearings and issuing decisions
- Conducted several large workplace investigations involving multiple complainants and respondents
 - allegations included: human rights, harassment, violence, bullying, poisoned work environment, and systemic racism
 - issued extensive reports with findings on multiple allegations

Immigration & Refugee Board of Canada, Refugee Protection Division, Member (part-time) 2019-2021

- Determining whether refugee protection claims will be accepted or rejected
- Preparing for refugee claim hearings in a timely manner
- Lead refugee determination hearings with claimants present where information is canvassed appropriately, and procedural fairness and natural justice are respected
- Issue decisions in a timely manner that clearly explain the reasoning of the decision including an analysis of complex facts and the application of relevant law and guidelines

ADR Chambers (www.adrchambers.com) | 2012 - 2017 Arbitrator / Mediator / Ombudsman / Investigator

- Ombudsperson for both Banking Ombuds (ADRBO) and Municipal Ombuds offices
 - established and developed relationships with Bank Ombuds and Municipal officials, and investigators
 - responsible to review and offer feedback on over 100 investigation reports
 - managed, provided leadership and ongoing coaching to a team of 20 plus investigators, advisors, and support staff
- Arbitrated and mediated over 2000 cases
- Issued hundreds of decisions, including decisions on catastrophic impairments, insurer priority, statutory interpretation, preliminary issues, motions, productions, adjournments, and expense hearings

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Solution ADR | 2010 – 2012

Solution ADR was a dispute resolution practice offering a variety of services

Select Engagements:

- Mediator & Arbitrator for Guru.com (Global Online Marketplace)
 - Mediated & Arbitrated over a thousand commercial disputes with disputants from across the globe
 - Issued hundreds of arbitration decisions in a timely manner
- Investigator with ADR Chambers Banking Ombuds Office (ADRBO)
 - Planning and conducting investigations, including reviewing policies, procedures, documentation, and interviewing witnesses
 - Issued decisions determining whether consumer complaints concerning financial institution will be accepted or rejected and provide reasoning for decision including analysis of complex facts, application of relevant law and policies and procedures

College of Nurses of Ontario (www.cno.org) | 2009 to 2010

Investigator, Professional Conduct (Contract)

- Investigate concerns regarding the work conduct, practice, and capacity of nurses in accordance with the provisions of the *Regulated Health Professions Act*
- Completed Investigation Reports after interviewing witnesses and reviewing documentation
- Investigations dealt with multiple issues including conduct, competence, bullying, harassment, incapacity, physical abuse, sexual abuse, and human rights issues

New Media Links | 1999 to 2008

Partner / Recruitment Consultant

- Responsible for management of a team of 3 to 5, including recruitment coordinators, administrators, and consultants and provide legal counsel
- Recruit for a variety of roles ranging from coordinator to senior executive level
- Provided employee relations, investigation, and consultation advice to clients
- Partial Client list included: Microsoft, CIBC, Desjardins, Petro-Canada, and US Bank

Danson, Recht & Freedman | 1996 to 1999

Associate Lawyer

- Practiced civil litigation, specializing in insurance, commercial and employment law
- Prepared and drafted motion records, pleadings, appeal materials, and legal submissions
- Provide advice and recommendations to clients with respect to their issues and concerns
- Appeared before the Court of Appeal, Superior Court, Tribunals and Boards
- Prepared for and participated in Settlement Conferences and Mediations to resolve civil actions
- Conducted client interviews, examination for discoveries and drafted reporting letters with recommendations to clients

EDUCATION

2008-2010 York University, Osgoode Hall Law School, LL.M. Specializing in Alternative Dispute Resolution

1991-1994 University of British Columbia Vancouver. B.C. Faculty of Law – JD

1987-1991 University of Toronto, Faculty of Arts – B. A. (History)

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CONTINUING EDUCATION

2022	Tricks of the Trade, Personal Injury Conference, The Advocates' Society
2022	"Biased? Me? --The Biology and Psychology of Decision-making, and How Lawyers Can Improve Interpersonal Skills", American Bar Association
2021	Conflict Coaching Summit, CINERGY Coaching
2021	Effective Strategies for Advocates and Mediators, Winkler Institute, International Academy of Mediators, and York University, Osgoode Law School
2021	Cultural Competence in Mediation Workshop, ADR Institute of Ontario
2020	A Key Update on Accident Benefits, Ontario Bar Association
2020	Dispute Resolution Conference, American Bar Association
2019	Immigration and Refugee Board of Canada Adjudication Training
2018	Tools For The Peace-Maker's Trade: Advanced Mediation Strategies
2018	How to Investigate: Fundamentals of Effective Fact-Finding
2017	Med-Arb: Efficiency or Justice Compromised
2016	Foundations of Professional Coaching, Adler Faculty of Continuing Education
2015	Human Rights Theory and Practice Course
2014	Certificate in Adjudication for Administrative Agencies, Boards & Tribunals, Society of Ontario Adjudicators and Regulators (SOAR) and Osgoode Professional Development
2013	Conflict Management Coaching Workshop
2010	Employment Law CLE, Law Society of Upper Canada
2009	Investigating Allegations of Sexual Abuse – Benard & Associates
2009	Advanced ADR Workshop, The Stitt Feld Handy Group
2008	ADR Workshop, The Stitt Feld Handy Group
2008	Ombudsman 101 Course, The International Ombudsman Association
2006	PACT Facilitator Training

COMMUNITY INVOLVEMENT

2019-present	Board Member, Children's Aid Society of Toronto
2018-present	Board Member of the ADR Institute of Ontario
2018-2022	Ontario Bar Association, Member of the ADR Executive Committee
2017-2022	Chair of the Complaint and Resolution Council for Student Societies, University of Toronto
2020-2022	Ontario Bar Association, Member of the Insurance Executive Committee
2016-2017	Vice-President, Toronto Lesbian and Gay Tennis Club
2010-2013	Board Member at St. Michael's Home - a non-profit social service organization
2009 - present	Mediator/ Coach – ADR Project at Osgoode Hall Law School
2005- 2009	Facilitator/Mediator for PACT (Youth Diversion Program)
2007- 2008	President, Toronto Triggerfish Water Polo Club (Downtown Aquatic Corporation)