

**Marshall Schnapp**  
770 Lawrence Avenue West  
PO Box 58108  
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(416) 789-2983  
marshall@schnappmediation.com

## **PROFILE**

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- Over 10 years of work experience as a mediator, arbitrator, ombudsman investigator, litigator, facilitator, and coach
- Passion for dispute resolution and proven ability to build rapport and connect with individuals, generate options and arrive at creative solutions
- Mediated over 2000 cases and achieved a very high rate of settlement
- Arbitrated close to 1000 cases; well versed in the law and applies it in a well-reasoned manner
- Directed two Ombuds offices (banking and municipal), providing guidance and ongoing coaching and feedback to a team of 20 plus investigators and support staff
- Proven presentation and case management skills, ability to interact with individuals at all levels in a respectful, fair and efficient manner
- Strong interpersonal skills, including the ability to handle emotionally charged situations while moving issues and matters forward

## **PROFESSIONAL QUALIFICATIONS**

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### **Schnapp Mediation & Arbitration**

**2017-Present**

- Provide Mediation & Arbitration services along with other ADR Consulting services
- Determined and even handed approach to each file results in achieving a good resolution for all parties
- Conduct workplace investigations for organizations dealing with allegations of human rights issues, harassment, bullying, and poisoned work environment

### **ADR Chambers**

**2012 - 2017**

#### **Mediator / Arbitrator / Ombudsman**

- Mediated over 2000 cases with an excellent success record in resolving disputes
- Ability to work with diverse parties by employing an even handed approach to obtain realistic settlement instructions
- Approach files with a perspective of trying to get the case settled and achieve a good resolution for both sides
- Conducted mediations, arbitration hearings, prehearings, and motions respecting claims for statutory accident benefits
- Issued multiple decisions, including arbitration decisions on substantive issues (including catastrophic injuries), preliminary issues, motions, and expense hearings
- Ombudsman for both Banking Ombuds (ADRBO) and Municipal Ombuds offices
- managed, provided leadership and ongoing coaching to a team of 20 plus investigators, advisors, and support staff
- extensive knowledge and experience with banking industry products, services, industry practices, policies, legislation and regulation
- Conducted workplace investigations for Government of Ontario and large union dealing with human rights issues, harassment, and bullying
- Presented at legal seminars and arbitrator training workshops

### **Solution ADR ([www.solutionadr.com](http://www.solutionadr.com))**

**2010 – 2012**

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

#### **Select Engagements:**

- Provided Mediation & Arbitration services for Global Online Marketplace
- Mediator/Investigator with ADR Chambers Banking Ombuds Office (ADRBO)
- Conducted workplace restoration/coaching services for both non-union and unionized organizations
- Provided conflict management coaching, conduct trainings, and developed and ran workshops and to corporate and government organizations

**College of Nurses of Ontario (www.cno.org)  
Investigator, Professional Conduct (Contract)**

**2009 to 2010**

- Investigate concerns regarding the work conduct, practice, and capacity of nurses in accordance with the provisions of the *Regulated Health Professions Act*
- Investigations dealt with multiple issues including: bullying, harassment, incapacity, physical abuse, and sexual abuse
- Assess and recommend appropriate response to Member's actions as member of Intake Team

**New Media Links**

**1999 to 2008**

**Partner / Recruitment Consultant**

- Responsible for overall management of a team of 3 to 5, including recruitment coordinators, administrators and consultants and provide legal counsel
- Provided employee relations, investigation and consultation advice to clients
- Interpret, advise, and assist the clients in ensuring compliance with external government policies, regulations and legislation

**Danson, Recht & Freedman,  
Associate Lawyer**

**1996 to 1999**

- Practiced civil litigation, specializing in insurance, commercial and employment law
- Provided advice and recommendations to employers and employees in regard to employee relations 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
- Prepared and drafted motion records, pleadings, appeal materials and legal submissions
- Demonstrated strong advocacy, negotiation, and writing skills

**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)

**CONTINUING EDUCATION**

- 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

**COMMUNITY INVOLVEMENT**

- 2017-present     Chair of the Complaint and Resolution Council for Student Societies, University of Toronto
- 2015           Vice-President, Toronto Lesbian and Gay Tennis Association (TLGTA)
- 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 in Resolution Conferences for PACT. PACT's main service offering is a powerful and well-administered Extra Judicial Sanction (EJS) option called the Resolution Conference.
- 2007- 2008       President, Toronto Triggerfish Water Polo (Downtown Aquatic Corporation)