



Anne E. Grant
LL.B., LL.M (ADR), C. Med.

OVERVIEW:

A full-time mediator and DR professional since 1994, Anne Grant practises dispute resolution and conflict management full-time as a Director of the firm Mediated Solutions Incorporated in Toronto. Ms. Grant's dispute resolution and conflict management practice includes – interventions such as mediation, fact-finding and facilitation; consulting and conflict management system design as well as education and training. Ms. Grant specializes in facilitating national meetings and resolving complex multiparty disputes and has presented on these topics nationally and internationally. She is author of the advocate's guide *Dispute Resolution in the Insurance Industry* (Canada Law Book 2001), is a contributor to the Lawyer's Weekly, and along with her partner Judi Clarkson, is a regular columnist for the Canadian Human Resources Reporter, Municipal World, Hospital News and Canadian Health Care Human Resources Newsletter.

DR QUALIFICATIONS:

A Chartered Mediator of the Arbitration and Mediation Institute of Canada, Anne Grant holds her Masters-in-Law in Alternative Dispute Resolution from Osgoode Hall Law School. Ms. Grant's graduate work included designing and implementing an ADR pilot project in the insurance industry as well as evaluation and classification of existing dispute resolution systems in five health care regulatory agencies. Qualified in nursing and law, Ms. Grant has received basic and advanced dispute resolution training from The Mediation Academy (Toronto), Harvard University (course held in Toronto), C.D.R. Associates (Boulder, CO) and DART (Course held in Toronto). Called to the Bar in Ontario, Ms. Grant practiced administrative law, representing nurses before arbitration panels, boards and tribunals, prior to opening a full time dispute resolution practice in 1994. She has worked for government and the private sector, and in the past specialized in operating room nursing.

DR INTERVENTIONS:

As a neutral or dispute resolution specialist, Anne Grant has worked in many fields, including:

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| • Contracts | • Financial Institutions | • Labour Relations/Employment |
| • Corporate Commercial | • Government – Federal, | • Partner/Shareholder Disputes |
| • Construction | Provincial & Municipal | • Personal Injury |
| • Discrimination/Harassment | • Health Professions | • Professional Associations |
| • Family Enterprise | • Insurance | • Professional Negligence |

From 1994 to 1996, Anne Grant mediated as a staff DR Officer for the Court-Annexed ADR Pilot Project in Toronto. Currently, Anne Grant performs mediation, facilitation, fact-finding and other forms of third-party intervention for individuals, groups, and public & private institutions. To-date, Ms. Grant has mediated over one thousand civil and labour relations disputes. Where appropriate, she designs customized approaches to conflict. She has served on the following ADR rosters:

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| ♦ <i>Arbitration and Mediation Institute of Canada</i> | ♦ <i>Ontario Public Service – Workplace Harassment and Discrimination Unit</i> |
| ♦ <i>Farm Debt Mediation Service of Canada</i> | ♦ <i>Canadian Food Inspection Agency</i> |
| ♦ <i>Federal – Public Works and Government Services Canada</i> | ♦ <i>Canadian Human Rights Commission</i> |
| ♦ <i>Roster Mediator, Ontario Mandatory Mediation Program – Toronto</i> | |

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DR CONSULTING:

Anne Grant also gives expert design advice about conflict management systems and interventions. Sample consulting clients include:

- Ontario Power Generation – Nuclear, Hydro Electric, Power Technologies
- National Association of Pharmacy Regulators
- Federation of Medical Licensing Authorities
- Clarica (formerly the Mutual Group)
- Ministry of Natural Resources, Ontario
- Canadian Dental Association
- Calgary Board of Education
- Bayview Cancer Centre, Toronto
- Ontario Mandatory Mediation Evaluation Committee – (volunteer status)
- Ministry of Housing - Landlord and Tenant Court
- Aetna Life Insurance of Canada
- Human Resources Development Canada
- Society of Ontario Regulators and Adjudicators
- New Brunswick Health and Community Services
- Management Board Secretariat
- Centre for Addiction and Mental Health, Toronto
- Ministry of the Attorney General

Here are some examples of Anne Grant's DR consulting work:

- Creation of screening criteria and selection process to select cases suitable for mediation for DR for a national life insurance company and in-house evaluation of DR screening process
- Complaint and risk management processes for public and private organizations
- Surveys of stakeholders in DR systems, both before and after program design
- Best practices research and advice
- Review and improvement of DR program designs, i.e. conflicting roles and responsibilities, inadequate confidentiality provisions, or implementation difficulties
- Design and implementation of seventy person mediation roster for eight month transition period prior to new legislation for provincial ministry/court
- Design, preparation and implementation of various facilitated meetings
- Independent review, evaluation and expert report of DR program in the insurance industry
- Expert advice in the design and planning of national meetings to negotiate mutual reciprocity agreements between provincial and territorial regulators under Chapter 7, of the *Agreement on Internal Trade*
- Customized training as part of DR program design, including needs analysis and custom designed simulations and exercises

DR SEMINAR AND TEACHING EXPERIENCE:

A member of the Dispute Resolution Faculty Group, Certificate Program in Dispute Resolution at the University of Toronto, Anne Grant has taught and coordinated the core program in *Mediation* and presently teaches and coordinates *Advanced Mediation* and the *ADR Survey Course*. She is recipient of an *Excellence in Teaching* Award for the U of T, and has acted as a coach and trainer for negotiation, mediation and arbitration courses offered at Osgoode Hall Law School, The University of Toronto, The Mediation Academy, CDR Associates and other educational and professional institutions across the province. Ms. Grant has been a regular presenter for the nationally broadcast Telemedicine Canada. As a speaker and seminar leader, Ms. Grant has organized and presented hundreds of customized education and training seminars to diverse professional groups including lawyers, engineers, police, users of ADR, government officials and health care professionals.

MEMBERSHIPS

Anne Grant has held a wide variety of leadership positions in the dispute resolution and other professional fields:

- ADR Institute of Ontario, Member since 1994
- ADR Institute of Canada, Chartered Mediator since 1996
- Canadian Bar Association of Ontario, Member of the Provincial Executive Committee (1998-2000), Chair - ADR Section (1997-98), Vice Chair – ADR Section (1996-97)
- College of Nurses of Ontario, Registrant (1980 – 1998)
- Dispute Resolution Trade Fair and Open House, Co-Chair (1997)
- Law Society of Upper Canada, Member since 1992
- Registered Nurses Association of Ontario, Member of Provincial Board of Directors (1986-87)