

**EXECUTIVE SUMMARY:**

Skilled workplace investigator and senior HR professional with comprehensive experience involving human rights, labour and employee relations, accessibility, talent acquisition and legislative compliance across public and private workplaces.

**Expertise in:**

- ✓ Workplace Investigations
  - ✓ Employee Relations
  - ✓ Human Rights
  - ✓ Recruitment
  - ✓ Legal Compliance
  - ✓ Policy Design & Administration
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**PROFESSIONAL EXPERIENCE:**

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**NORTH SHORE HR CONSULTING INC.**

**2019 - PRESENT**

***PRESIDENT, WORKPLACE INVESTIGATOR AND HR CONSULTANT***

Currently engaged by prominent public-sector and private organizations across Ontario to conduct neutral, third-party investigations into allegations of workplace harassment, sexual harassment and human rights-based discrimination. Utilize applied investigative techniques to make findings of fact and determine whether policy violations have occurred. Prepare detailed, thoughtful, and objective reports detailing the investigation process and results. Make recommendations where appropriate in relation to the findings, identifying potential improvements to policies and their practical applications.

Consult with and provide advice to various small to medium-sized employers with advice regarding employee relations issues, mental health and return to work concerns, recruitment strategy, policy development, training, and legislative compliance. Conduct targeted direct recruiting for in-demand positions.

**FLEMING COLLEGE, PETERBOROUGH, ON**

**2010 – 2019**

***HR CONSULTANT AND HUMAN RIGHTS OFFICER***

HUMAN RESOURCES CONSULTING

Reporting to the VP Human Resources, Student Services, and Strategic Planning, provided a complete range of strategic and operational human resource and organizational effectiveness services to various academic and service divisions. Developed partnerships with client groups, taking time to understand their business drivers and operational realities. Leveraged these relationships to provide advice and counsel to support clients in the achievement of their goals by interpreting and applying corporate policies and collective agreements. Supported the design, context, and classification of jobs. Led talent acquisition processes for vacancies. Guided managers and employees through returns to work, accommodations, employee counselling, absence management, performance management, and disciplinary processes. Managed grievances, preparing responses and representing the College during arbitrations. As recruitment lead for the College, provided leadership to the organization in attracting top talent to the organization by establishing processes and evangelizing best practices.

HUMAN RIGHTS AND WORKPLACE HARASSMENT LEADERSHIP

Supported the entire College 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 College, mandating appropriate actions based upon policy, legislation, and best practices. Developed and delivered awareness training to staff and students related to legislative requirements, religious and family status accommodations, and gender inclusive language. Supported the College's Indigenous Education Plan by identifying and advocating for opportunities to Indigenize policies and practices.

Led and personally conducted more than 35 internal bullying, workplace harassment, sexual harassment, human rights, and discrimination investigations. Prepared comprehensive investigation reports and ensured that appropriate corrective actions were taken. Procured and coordinated 25 external investigations and mediations where necessary.

Developed, interpreted and applied relevant College policies and operating procedures to ensure legislative compliance. Developed and delivered policy and investigation training. HR and Human Rights representative on the College's Behavioural Assessment Management Team for community threat assessments. Represented the College at the Human Rights Tribunal of Ontario. Supervised Human Rights and Inclusion Specialist.

#### ACCESSIBILITY LEADERSHIP AND COMPLIANCE

Oversaw accessibility compliance for the College including the development of Multi-Year Accessibility Plans and annual reports. Prepared and submitted Accessibility Compliance Reports on behalf of the organization. Responded to Ministry organizational file review in 2016. Supervised Accessibility Facilitator.

#### **SYKES ENTERPRISES INC (PREVIOUSLY ICT GROUP INC.), PETERBOROUGH, ON ASSISTANT DIRECTOR, HUMAN RESOURCES (CANADA)**

**2003 – 2010**

Reporting to the Senior VP HR Canada & UK, supported 1400 staff and management across Ontario, Nova Scotia and New Brunswick. Provided direction to senior management with regard to employment law and company policies and practices. Developed, maintained, and interpreted HR policies and procedures. Anticipated, prepared for and represented organization in all legal, human rights, and health and safety issues. Investigated workplace harassment incidents and provided conflict resolution. Identified and evaluated new HR initiatives including applicant testing software and online employee incentive programs. Developed and delivered management training. Developed SharePoint site to provide self-serve HR options for employees across Canada. Project managed all national HR initiatives. Lead for large-scale ramp recruitment during establishment of new business ventures in Ontario, Quebec, and Costa Rica. Supervised five recruiters across Canada.

- Recipient of Canadian "You Make a Difference" Leadership Impact Award for 2009 in recognition of superior leadership and project management contributions
- Promoted to Assistant HR Director (Canada) from Regional HR Manager (Ontario) in January 2008.
- Administered national recruiting budget of approximately \$300 000

#### **CINRAM INTERNATIONAL INC., TORONTO, ON HUMAN RESOURCES REPRESENTATIVE, DISTRIBUTION**

**2002 – 2003**

Reporting to Executive Director of Distribution, supported all HR functions for Distribution & Logistics operations across 5 facilities during the rapid growth and evolution of the Distribution organization as a separate entity. Developed policies and procedures to ensure appropriate training and health & safety compliance. Advocated for the fair and equitable treatment of all employees, creating open forums for communication. Acted as employee ombudsman, ensuring that inquiries and complaints were resolved appropriately. Supervised HR Assistant.

- Facilitated the rollout of a new role evaluation system and wage structure for 450 hourly staff, conducting information/training sessions and acting as ombudsman in subsequent role level investigations and dispute resolution
- Established a safety program including Joint Health and Safety Committee and served as Management Co-Chair
- Developed and coordinated seasonal hiring event, successfully recruiting 125 employees within a 6-week period

**McKINNON MANAGEMENT GROUP AND AUSTIN PARK MANAGEMENT GROUP TORONTO, ON** 1999 – 2001  
**SENIOR / TECHNICAL RECRUITMENT CONSULTANT**

Developed new clients in the IT and High-Tech sector. Sourced candidates using direct and indirect methods. Partnered with clients to determine recruitment strategy. Applied competency-based assessment tools and conducted reference checks. Spearheaded the acquisition of new internal talent.

**INTERTEC SECURITY & INVESTIGATION LTD., TORONTO, ON** 1991-1998  
**RECRUITER / HR ASSISTANT; PATROL SUPERVISOR; PRIVATE INVESTIGATOR; MUNICIPAL LAW ENFORCEMENT OFFICER**

#### **EDUCATION AND ONGOING PROFESSIONAL DEVELOPMENT:**

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##### **CANADIAN CHAPTER OF THE ASSOCIATION OF WORKPLACE INVESTIGATORS**

Member in Good Standing

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

Assessing Credibility, 2019

Conducting Sexual Harassment and Violence Investigations, 2017

Investigating Complex Cases, 2017

Workplace Investigations in the University and College Context, 2016

##### **SHERRARD KUZZ, Toronto**

Weed at Work: Drug and Alcohol use in the Workplace, 2019

##### **QUEEN'S UNIVERSITY FACULTY OF HEALTH SCIENCES**

Workplace Mental Health Leadership Certificate, 2015

##### **MENTAL HEALTH COMMISSION OF CANADA**

Mental Health First Aid, 2014

##### **TIDALSHIFT**

Developing Resilience During Change, 2014

##### **FLEMING COLLEGE**

Positive Space Training Levels 1 and 2, 2013

##### **CANADIAN CENTRE FOR THREAT ASSESSMENT & TRAUMA RESPONSE**

Post-Secondary Threat Assessment Training Level I & II, 2011

##### **INVESTIGATIVE SOLUTIONS NETWORK, INC., Toronto**

ISN Investigative Interviewing System, 2011

##### **INSTITUTE FOR PROFESSIONAL MANAGEMENT, Ottawa**

Registered Professional Recruiter (R.P.R.), 2009

##### **HUMAN RESOURCES PROFESSIONALS ASSOCIATION, Toronto**

Certified Human Resources Professional (C.H.R.P.), 2005

##### **SENECA COLLEGE, Toronto**

Certificate in HR Management, 2000

##### **YORK UNIVERSITY, Toronto**

Honours Bachelor of Science in Psychology, 1997