

## About Me

- A leading mediation and arbitration expert
- Use of Transformative Mediation Methods for trauma-informed disputes
- Ability to craft unique settlements
- Efficient/Expedited Arbitrations
- MED/ARB
- Worked with IAMAW, UNIFOR, CUPE, OPSEU, AMAPCEO, ETFO, OSSTF

## Developed Training

- Harmony in the Workplace
- Conflict Management and Workplace Restoration
- Point-First Writing for Tribunal Submissions (Accredited CPD HRS)
- Point-First Writing for Workplace Investigation Reports (Accredited CPD HRS)

## Education

- Institute for Study of Conflict Transformation
  - Certificate in Transformative Mediation
- SOAR/OSGOODE
  - Certificate in Advanced Adjudication
  - Certificate in Advanced Decision Writing
  - Certificate in Dispute Resolution
- Rubin Thomlinson
  - Certificate in Workplace Investigations
- HBA University of Toronto

# Chloe Lester

**chloe@chloelester.ca   647-299-7979   www.chloelester.ca**

## Senior Human Rights Advisor (Sr Director Level)

### School Board

**2023-2024**

- Reporting to the Director of Education (CEO-Equivalent)
- Exec Lead for Human Rights Department and AODA Compliance
- Manage 100+ human rights complaints per year
- Lead complex human rights investigations including adults and children, write comprehensive and user-friendly investigation reports
- Provide human rights advice to senior managers
- 1:1 Cultural Sensitivity/Human Rights Training to unionized members to mitigate discipline
- Develop and train employees on human rights, conflict management, workplace respect, accessibility compliance

### Vice-Chair

#### Licence Appeal Tribunal - Ministry Attorney General

**2016-2023**

- Cross-Appointed to HRTO and Parole Board (Use of Circle Hearings)
- Presided over 800+ mediations and pre-hearing conferences
- Adjudicated up to 10-day hearings, writing 125+ final decisions
- Decided motions on contempt of court, adjournments, exclusion of evidence and witnesses, production of documents
- Ability to synthesize large amounts of evidence in a short time, to facilitate a successful settlement and for hearing management
- Applied and interpreted SABS, SPPA, Insurance Act, Tribunal rules, Admin law, OHRC, CCRA, Arbitration Act
- Issued clear and concise final decisions within 90 days of hearing
- Upheld fair and efficient hearings
- Managed 3-4 daily pre-hearing conferences, some with high-profile media attention
- Ensured a fair hearing respecting EDI and accommodation requests
- Managed power imbalanced between counsel and self-rep party
- Managed hearings with adversarial counsel
- Mentored/trained 150+ members on mediation, adjudicative processes, best practices and legislation
- Supported executive chair in developing practice directions, policies, and procedures

## Speaking Engagements

- 2024 OSGOODE Accident Benefits Conference
- 2024 Human Rights Training for Prospective Principals through OISE
- 2023 Coach/Panelist for OSGOODE/SOAR Certificate in adjudication and decision writing
- 2023 Coach for OSGOODE Hate Activity within Schools for Board Administrators
- 2019 Middlesex Law Association Personal Injury Conference

## Volunteer Experience

- 2019 - 2 month volunteer trip
  - Ecuador
  - Community Development
  - With my 10 month daughter and husband
- 2016 - 3 month volunteer trip
  - Nicaragua and Ecuador
  - Community Development
- 2014-2016 Board Member
  - Community Justice Alternatives

## Languages

- Intermediate French
- Intermediate Spanish
- Beginner Greek

# Chloe Lester

**chloe@chloelester.ca    647-299-7979    www.chloelester.ca**

## Mediator

### **Financial Services Commission of Ontario - 1 year contract    2015**

- Conducted 600+ mediations with above average settlement rates
- Expert in Insurance Act and SABS
- Skilled in addressing/balancing fairness for unrepresented parties
- Managed 4 mediations per day

## Employee Relations Advisor

### **Ministry of Government Services**

**2012-2015**

- Advised management on collective agreement, return to work, accommodation, human rights, and health and safety issues
- Managed grievances at Stage 2/Grievance Settlement Board recommending settlements balancing client/union needs
- Represented management at the Grievance Settlement Board
- Applied and interpreted OHSA, PIPEDA, PSOA, CECBA, ESA, LRA
- Advised and guided managers through the discipline process for both unionized and non-unionized employees
- Supported OPS initiatives by issuing first-level decisions on the AMAPCEO Job Evaluation project
- Advised on culpable/non-culpable absenteeism/duty to accommodate

## Labour Relations Advisor

### **Air Canada**

**2006-2012**

- Advised Managers on UNIFOR, CUPE, and IAMAW Collective Agreements, disciplinary protocols, terminations, and OHRC
- Applied and interpreted OHSA, ESA, FIPPA, CHRA, and CLC
- Second chair negotiating/drafting clerical collective agreement
- Managed 500+ grievances annually through 1st, 2nd, and 3rd level decisions, including investigations
- Wrote briefs for Chief Arbitrators and argued 15-20 cases monthly
- Contributed to developing a system-wide absenteeism model
- Participated in negotiation preparations by researching ratified collective agreements and potential union demands
- Executed contingency workforce plans during a union-issued strike
- Managed illegal wildcat strike, implementing a cease and desist order
- Negotiated tri-partied agreements for accommodated employees