



Mediated Solutions Incorporated

RICHARD T. MAYS

B.A., LL.B.

Overview:

An Affiliate of Mediated Solutions Incorporated, a company that provides a broad spectrum of dispute resolution interventions such as mediation, arbitration; consulting & systems design; and education & training. Mr. Mays' present practice involves mediation, customized training, individual coaching, harassment/discrimination issues, fact-findings/investigations, and facilitations of poisoned/dysfunctional work environments as well as extensive coaching as part of the Osgoode Hall Law School, Professional Development Programme. He has informally mediated contentious multi-party meetings and assisted in resolving many workplace disputes before various administrative tribunals in different provinces.

DR Qualifications:

Mr. Mays has a B.A. from the University of Toronto and an LL.B. from Queens University. He practiced employment relations and insurance law for a large financial corporation in Canada and the United States, and in the past was the Assistant General Counsel for The Canada Life Assurance Company. Rick Mays has over one hundred and fifty hours of training in mediation, negotiation and conflict management system design from the University of Toronto and academic centres in the United States.

DR Interventions:

As a neutral or dispute resolution practitioner, Mr. Mays has worked in many fields, including:

- Contracts
- Personal Injury
- Financial Institutions
- Insurance
- Government
- Public Utilities
- Professional Associations
- Health Professions
- Environmental
- Private Industry
- Wrongful Dismissal
- Human Rights

As a contract mediator at the Financial Services Commission of Ontario, Mr. Mays has extensive experience mediating accident benefit claims. Mr. Mays also mediates civil disputes as a member of the Mandatory Mediation Program roster in Toronto. In addition to his civil litigation and insurance specialty, Mr. Mays' experience includes the informal mediation of various workplace disputes, fact-finding as well as co-mediation of multi-party poisoned work environment disputes.

DR Consulting:

Mr. Mays has participated in program evaluations as part of the MSI review team and assisted in generating reports that give design advice and recommendations about conflict management systems and interventions. Sample consulting clients include:

- Healthcare (Acute and Long Term Care)
- Hospitals
- Municipalities
- Public Utilities
- Private Manufacturing
- Private Companies

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Here are some examples of Mr. Mays' DR consulting work:

- Co-Facilitation of large groups – insurance, municipal, hospitals, acute and long term care
- Surveys of stakeholders in DR systems, both before and after program design
- Best practices research and advice
- Team review and improvement of DR program designs, i.e. confusing roles and responsibilities, inadequate disclosure practices, or implementation difficulties
- Poisoned work environments, interview and co-facilitation to develop resolutions and implement positive work environment
- Customized training as part of DR program design
- Fact-finding/investigation into allegations of harassment and other human rights violations

DR Seminar and Teaching Experience:

A member of the Dispute Resolution Faculty Group, Certificate Program in Dispute Resolution at the University of Toronto, Rick Mays has taught *Civil Justice and Dispute Resolution*, as well as appearing as a guest lecturer and coach in *Mediation* and *Advanced Mediation*. Mr. Mays has assisted in the design and delivery of dispute resolution training to a wide range of clients in the public and private sector. Training positions held by Rick Mays include:

- Coach, *Negotiation and Mediation in the Employment Industry*, Osgoode Hall Law School, York University Professional Development Program
- Coach, *Negotiation and Mediation in the Workplace*, Osgoode Hall Law School, York University Professional Development Program
- Coach, *Negotiation and Mediation in the Insurance Industry*, Osgoode Hall Law School, York University Professional Development Program
- Co-Instructor – ADR workshops for a variety of companies (St. Michael's Hospital, Lakeridge Health Corporation, City of Brampton)
- Instructor – Design and delivery of seminars in all aspects of Employment Law to corporate clients

Publications and Presentations:

Rick Mays has presented on topics in ADR to conferences organized by Federated Press, the Canadian Life and Health Insurance Association (Legal Section), the Life Insurance Institute of Canada "(Claims Section), Human Resources Professional Association of Ontario, and has contributed articles to legal publications such as *Lawyer's Weekly* and *Insurance Law News*.

Memberships:

- Canadian Bar Association
- Ontario Bar Association – ADR section
- Law Society of Upper Canada (member)

Mediation Rosters:

- Ontario Mandatory Mediation Program – Toronto
- Canadian Human Rights Commission
- Canadian Food Inspection Agency
- Warren Shepell – Employee Assistance Program (EAP) Professionals