

## Insurance Section Presents

**Ask a Mediator - Mediating Insurance Matters**

**EVERYTHING YOU WANT TO KNOW ABOUT INSURANCE MEDIATION.....AND THEN SOME ! Join our experienced panelists for an informative evening and have your questions answered!**



**Richard Sadowski LL.M.** - Mr. Sadowski has restricted his practice to the areas of mediation, arbitration and training for the past eighteen years.

He is a graduate of the University Of Windsor Law School Alternative Dispute Program and an honours graduate in Civil Litigation, Torts & Contracts.

His commitment to the area of mediation lead to a Master of Laws degree in Conflict and Dispute Resolution from the University of London.

Focusing mainly in the areas of Personal Injury, Employment & Labour and Construction matters, Richard has also mediated matters of commercial law and medical/legal malpractice.

He completed his Arbitration Certification through the auspices of the ADR Institute of Ontario in 2002 and has conducted numerous arbitrations acting as both a sole arbitrator and as a member of an arbitration tribunal.

A founding member of the Ontario Mandatory Mediation Program, he has mediated in excess of 6000 court appointed and private cases and has achieved a negotiated settlement in greater than 90% of those disputes.

Richard taught the Negotiation & Mediation course for the Law Clerks and Paralegal programs at Seneca College for ten years. In addition, he is a Dispute Resolution Educator at York University, guest lecturer at Osgoode Law and University of Toronto and as an instructor for the Mediation Training Institute, has been called upon to instruct individuals and corporations on how to more effectively deal with workplace disputes.

Richard presently sits as a director on several boards including worship, education, medical and charitable organizations and is a past member of the executive of the Ontario Bar Association - ADR section. Mr. Sadowski is frequently called on to speak to organizations on matters of civil dispute and was the 2004 Chair for the conference on Public Sector Labour Disputes conducted by the Canadian Institute and guest speaker in 2007, 2008 & 2009 Construction Conferences.



**Denise Robertson B.A., CIP, Q.Med** - Denise Robertson is an accomplished Insurance Professional specializing in Litigation Management & Mediation with over 30 years in the Insurance Industry. She has extensive experience in analytical assessment, exposure recognition and the development of effective strategies to resolve complex litigation claims. Trained and accredited as a Qualified Mediator, she has demonstrated problem solving skills and possesses the ability to quickly identify underlying client's needs to facilitate settlement opportunities.

The bulk of Denise's insurance career has been spent in Senior Adjusting and Management roles for major insurers in Ontario. She has successfully negotiated hundreds of cases at Mediation as the insurance representative. She also spent 3 years as the Provincial Ombudsman for one of the largest Insurance Companies in Canada. She has provided volunteer mediation services for the Toronto Small Claims Court.

Denise holds a Bachelor of Arts Degree in Business & Economics from the University of Western Ontario. She received her Certified Insurance Professional designation from the Insurance Institute of Ontario. She holds a Certificate in Advanced Dispute Resolution from York University and has completed the Civil Procedure Workshop through the ADR Institute. Denise is a Member of the ADR Institute of Canada and is currently the co-chair of the Insurance Section.

Denise specializes in all Personal Injury matters: Motor Vehicle Accidents, Accident Benefit claims and Slip & Fall cases



**Ruth Edelstein** - I am a Qualified Mediator (Q.Med) and a graduate of the Advanced Dispute Resolution Program at York University, where I also completed training in Family Mediation.

I am a Roster Mediator with the Ontario Mandatory Mediation Program, Toronto and have mediated a diverse range of civil matters, facilitating settlement in employment, legal and medical malpractice, and personal injury disputes. I have also co-mediated Child Protection matters and parenting coordination plans.

In private practice with Sadowski Resolutions Group LLP, I specialize in mediating personal injury-insurance litigation. I ensure each party's positions are clearly articulated and assist the parties in developing negotiation tactics, paving the path to sound settlements.

I also work as an Elder Mediator. Through Elder Mediation I help families overcome long-standing disagreements concerning the care of older parents and the management of their affairs in cases where the parent has been deemed incapable of doing so for themselves. Through a series of focused mediations, we collaborate on a Memorandum of Understanding that serves as the basis for a more peaceable co-existence moving forward.

I have recently been named to the roster of Independent Complaint Facilitators for Community Care Access Centres (CCAC), for which I help resolve disputes between individuals and families accessing CCAC services and service providers.

As a volunteer mediator with Peacebuilders International and the West Scarborough Community Centre Youth Justice Program, I work with young people in criminal diversion programs. The Restorative Justice model we follow encourages the individual to be accountable for their actions and to repair the harm they have done.

I am a member of the Alternative Dispute Resolution Institute of Ontario and the Ontario Bar Association, Alternative Dispute Resolution Section.

I am a patient, engaged listener. The questions I ask of each party to help them refine their arguments and to throw fresh light on their positions are tactful, yet probing. I strive to ensure that parties are communicating effectively and being heard by one another. My clientele have described my conflict resolution skills as "insightful", and, "compassionate".



**Margaret K. Rees, C.Med** - Margaret Rees practices in the areas of insurance, legal and commercial Mediation and Arbitration. Her practice focuses mainly on all levels of personal injury and contractual and commercial disputes, at both pre-litigation and litigation levels.

Margaret is a Graduate of the York University Certificate and Advanced Certificate Dispute Resolution programs. Margaret is a Chartered Mediator and holds a Certificate in Arbitration with extensive experience in that field as a Panelist with the Canadian Insurance Claims Managers Association.

Margaret has over 25 years experience working within the insurance industry, with many of those years spent at a Senior Management level, including appointment as Regional Ombudsman for a leading insurer. She has specialized in the claims areas of personal injury, personal and commercial property and liability claims and quantum resolution.

Margaret is on the board of directors and a Chartered member of the ADR Institute of Ontario and Co-Chair of the Insurance Section. She is an Affiliate of the Ontario Bar Association, Alternative Dispute Resolution Section. She is also a member of the Insurance Institute of Ontario, the Ontario Insurance Adjusters Association and an Associate Member of the Canadian Insurance Claims Managers Association (Ontario Chapter).

In bringing cases to resolution, Margaret employs her work experience, technical skills and knowledge in conjunction with her proven ability to find "common ground" between parties. Her success rate speaks to her abilities.

**Register at [ADR-ONTARIO.CA/events](http://ADR-ONTARIO.CA/events)**

Members may attend in person or via Webinar. Non-Members attend in person at 405-234 Eglinton Avenue East, Toronto (up to 3 sections meetings after which we suggest you consider membership). Nearby Parking Info: <http://adr-ontario.ca/map/>