

Bilingual Mediator/Arbitrator

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Completely fluent in English and French, Claude's academic background includes studies in Business Administration and Aviation Sciences, and is a licensed commercial pilot (CPL). He has a Master's Degree in Law (Dispute Resolution), and has earned his designations as Chartered Mediator and Chartered Arbitrator.

Combined with over 30 years of solid business experience, he is an accomplished mediator and arbitrator, with over 20 years of full-time civil/commercial mediation, arbitration and fact-finding practice, including matters of business, employment/workplace, insurance, and transportation. Claude has been appointed to several prominent mediation and arbitration rosters, a Federal Administrative Law Tribunal, and one of his arbitration decisions has been published in the Canadian Patent Reporter. His practice has included review/ adjudication/ appeals of several hundred disability/injury/insurance matters, as well as providing services for the OmbudService Life and Health Insurance. Claude has also developed a mediation model for workplace claims migrating to long-term disability claims, and is approved as a workplace specialist for the Federal Government, as well as conducting workplace/OHSA investigations. He is also an approved arbitrator by the Province of Québec to conduct arbitrations under the New Home Warranty Plan, and partner in a Québec Arbitration and Mediation firm.

Claude has authored and published close to 30 papers, articles, and media events on Dispute Resolution, and has taught/co-taught a number of courses and seminars. He has mentored several new mediators to the profession, and serves on various ADR professional association committees including Chartered Mediator and Chartered Arbitrator professional designation approval committees.

Professional Memberships

- ADR Institute of Canada / ADR Institute of Ontario (***member President's Circle)
- Quebec National and International Commercial Arbitration Centre (Q.N.I.C.A.C.) (past)
- American Arbitration Association (A.A.A.) (past)
- Aircraft Owners & Pilots Association (AOPA)

Mediation Roster Appointments

- Roster Mediator, Ontario Mandatory Mediation Program - Toronto/Ottawa/Windsor
- Walkerton Mediator Roster
- General Insurance OmbudService
- Canadian Human Rights Commission
- Canadian Food Inspection Agency
- Canadian Portfolio Management Association of Canada
- Office of the Independent Police Review Director (OIPRD)
- OmbudService Life and Health Insurance (OLHI)

Arbitration Roster Appointments

- Canadian Internet Registration Authority
- KPMG – Ontario/Quebec Workplace Arbitrator
- Financial Services Company Dispute Roster
- Major Insurance Company Misrepresentation Dispute Arbitrator
- Canadian Human Rights Commission
- American Commercial Dispute Resolution Center
- Canadian Portfolio Management Association of Canada
- Transportation Appeals Tribunal of Canada
- Canadian Transportation Agency
- ADR Chambers
- ADRIIC Interim Emergency Measures Arbitrator