



National Bar Association Certified Arbitrators Panel

NBA CERTIFIED ARBITRATORS PANEL

NBA CERTIFIED ARBITRATOR



VERLYN FRANCIS, Esq.

393 University Avenue, Suite 2000, Toronto, Canada M5G 1E6

Phone Number: (416) 363-7708

Email or Personal web site: verlyn.francis@isikoresolutions.com
<https://www.isikoresolutions.com>

ARBITRATION & MEDIATION PRACTICES

- CORPORATE / COMMERCIAL
- CIVIL
- ESTATE
- FAMILY
- DISABILITY
- DIVERSITY

TRAINING AND CERTIFICATION

- CPR Employment Arbitrator Pathways Training (2020)
- Ethics in ADR – ADR Institute of Ontario (2019)
- Arbitrator Training - National Bar Association, ADR Section (2019)
- International Commercial Arbitrator Training - Chartered Institute of Arbitrators (CI Arb) Canada Branch (2018)
- Mediator Training, National Bar Association, ADR Section (2018)
- Arbitrator - Financial Industry Regulatory Authority (FINRA) (2018)
- Master of Laws (ADR) – Osgoode Hall Law School (2016)
- Adjudicator Training – Society of Ontario Adjudicators and Regulators (SOAR) (2009)
- Mediator Certification Training - ADR Institute of Ontario (1999)
- Dispute Resolution Course – during J.D. at Osgoode Hall Law School (1995)

PANEL MEMBERSHIPS

- National Bar Association (NBA) – ADR Certified Arbitrator & Certified Mediator
- Int'l Institute for Conflict Prevention and Resolution (CPR), Panel of Distinguished Neutrals, Global and general commercial
- Financial Industry Regulatory (FINRA), Public Roster
- ADR Institute of Ontario, Ontario Health Shared Services Roster
- Toronto Licensing Tribunal
- Isiko Dispute Resolution Consultants, Inc.



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<p>PROFESSIONAL BACKGROUND AND EXPERIENCE</p>	<p>VERLYN FRANCIS is an arbitrator, mediator, lawyer and professor of Alternative Dispute Resolution (ADR).</p> <p><u>Arbitrator & Mediator:</u> Verlyn's areas of practice are Corporate/Commercial, Civil, Disability, Estates and Family disputes. She has been a mediator since 1999 and arbitrator since 2009. In addition to in-person, she been offering DR by videoconference and teleconference since 2015.</p> <p>In March 2019, Ms. Francis was appointed an adjudicator at the Toronto Licensing Tribunal, and she was appointed as a public arbitrator by Financial Industry Regulatory Authority (FINRA) in November 2018. Between 2014 and 2017, she was an adjudicator/arbitrator at the Social Security Tribunal, Government of Canada, where she conducted hearings and rendered written appeal decisions on applications for disability benefits under the Canada Pension Plan. Between 2004 and 2013, she was a member of the College Relations and Education Relations Commission, Government of Ontario, where she employed various dispute resolution techniques to resolve labour disputes between teachers' unions and management. From 1999 to 2017, she practised independent mediation and arbitration at Francis Law Centre.</p> <p><u>Teaching & Training:</u> Ms. Francis is the Professor of ADR at Centennial College, Toronto, Canada; and a guest lecturer in the LL.M. (DR) Program at Osgoode Hall Law School. She was the visiting professor in Advanced Negotiation at La Salle EMCI's Master of International Business program in Lyon, France in February 2020. In 2007 and 2008, she was an instructor in Skills, Ethics and Professional Responsibility, Lawyers' Licensing Process for the Law Society of Ontario.</p> <p><u>Consultant:</u> As principal consultant with Isiko Dispute Resolution Consultants Inc. since 2017, Verlyn consults and trains on process design, the effects of culture on conflict, cross-cultural communication, and diversity and inclusion.</p> <p><u>Lawyer:</u> After her call to the Ontario, Canada Bar in 1997, Verlyn practised law in the areas of civil litigation, corporate, family and estates. As the managing lawyer, she was responsible for all administrative functions of the office including employee relations and, since January 2017, has confined her law practice to major estate files.</p>
<p>BAR ADMISSIONS AND MEMBERSHIPS</p>	<p><u>Bar:</u> Ontario, Canada</p> <p><u>Member:</u> Chartered Institute of Arbitrators (CIArb) Canada Branch, ADR Institute of Canada (ADRIC), the Society of Ontario Adjudicators and Regulators (SOAR), Law Society of Ontario (LSO), the American Bar Association (ABA), Canadian Bar Association (CBA), the Canadian Association of Black Lawyers (CABL), National Bar Association (NBA), and Toronto Lawyers Association (TLA).</p>



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<p>ARTICLES AND SPEAKING ENGAGEMENTS</p>	<ul style="list-style-type: none"> • <i>Ethics in Arbitration: Bias, Diversity and Inclusion</i>, Family Dispute Resolution Institute of Ontario, ADR Institute of Ontario, Osgoode Hall Law School, Toronto 2019 • <i>Culture in Clinical Care Conflict Management</i>, Toronto Rehabilitation Institute, University Health Network, Toronto 2016 • <i>Shifting the Dispute Resolution Paradigm: Looking at Culture, Diversity and Power through the Lens of 'Other'</i>, Toronto 2014 • <i>Wills and Estates: Golden Nuggets for Sole Practitioners and Small Firm Lawyers</i> (seminar delivered at the Law Society of Upper Canada, Toronto, November 2009) [unpublished] • <i>Anatomy of a Family Law Motion</i> (paper delivered at Canadian Association of Black Lawyers/ Ontario Bar Association Symposium, Toronto, Canada; 2009) • <i>Looking Down the Road: Leadership for Canada's Changing Communities</i>, (contributor) Community Foundations of Canada and Calgary Community Foundation, Calgary, Canada; October 2006 • <i>Solutions to Black Youth Violence</i>, (2006) Toronto Community Foundation, Toronto, Canada • <i>The Intersection of Children's Rights and Racial Equality</i>, African Canadian Legal Clinic, Toronto, Canada, 2001 [unpublished].
<p>EDUCATION</p>	<p>2016 Master of Laws (LL.M.) (ADR) Osgoode Hall Law School, York University, Toronto, Canada</p> <p>2009. Certified Adjudicator Society of Ontario Adjudicators and Regulators (SOAR)</p> <p>1999. Advanced Mediation Certificate ADR Institute of Canada</p> <p>1997. Barrister & Solicitor Law Society of Ontario, Canada</p> <p>1995 Bachelor of Laws (LL.B.) / Juris Doctor (JD) Osgoode Hall Law School, York University, Toronto, Canada</p>
<p>PUBLICATIONS</p>	<ul style="list-style-type: none"> • <i>Ethics in Arbitration: Bias, Diversity and Inclusion</i>, (2020) 51 Cumberland Law Review • <i>Infusing Dispute Resolution Teaching and Training with Culture and Diversity</i>, (2018) 33:2 Ohio St. J. on Dis • p. Resol. at 171 • <i>Teaching Dispute Resolution in a Multicultural Environment</i>, (2017) 26:2 Can Arb & Mediation J 34 • <i>Designing Emotional and Psychological Support into Truth and Reconciliation Commissions</i> (2016) 23 Willamette J. of Int'l Law & Disp Resol at 274. • <i>In the Application of the Best Interest of the Child Test in Adoption, there must be a place for consideration of Race</i> – National Association of Women and the Law, Ottawa, Canada, 1994. ISBN: 0-895996-01-5 https://www.library.yorku.ca/find/Record/1234721



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