

Table of Contents

VOLUME 1

| | |
|-----------------------------|------|
| <i>Table of Cases</i> | TC-1 |
|-----------------------------|------|

Year in Review

| | |
|--------------------------|---------|
| 2015 Year in Review..... | YIR15-1 |
| 2014 Year in Review..... | YIR-1 |

INNOVATIVE DISPUTE RESOLUTION

Chapter 1 *The Case For and Against Litigation*

| | |
|---|-----|
| 1.1 Introduction..... | 1-1 |
| 1.2 The Traditional Litigation Process..... | 1-1 |
| 1.3 Alternative Dispute Resolution Processes | 1-3 |
| (1) Creative Options in the Resolution of Disputes..... | 1-3 |
| (2) Tailoring Dispute Resolution Processes to Suit the Needs of the Disputants | 1-4 |
| (3) Control Over the Dispute Resolution Process..... | 1-5 |
| (4) Participation in the Dispute Resolution Process | 1-5 |
| (5) Confidentiality | 1-6 |
| (6) Resolution..... | 1-6 |
| 1.4 Summary..... | 1-7 |

TABLE OF CONTENTS

Chapter 2 *Fact Finding*

| | | |
|-----|--|------|
| 2.1 | Introduction | 2-1 |
| 2.2 | The Technique | 2-2 |
| | (1) The Person | 2-2 |
| | (2) The Timing | 2-4 |
| | (3) The Process | 2-5 |
| | (a) Fact Finding Report with Recommendations | 2-7 |
| | (b) Fact Finding Report without Recommendations..... | 2-9 |
| | (c) Ombuds Programs | 2-9 |
| | (d) Hybrid Processes..... | 2-10 |
| | (i) Fact Finding and Mediation | 2-10 |
| | (ii) Fact Finding and Mini-trial..... | 2-11 |
| | (iii) Fact Finding and Arbitration..... | 2-11 |
| | (4) Joint Fact Finding | 2-12 |
| | (a) Definition and Scope | 2-12 |
| | (b) The Joint Fact Finding Process..... | 2-13 |
| | (i) Start-up and Preparation..... | 2-13 |
| | (ii) Fact Finding Process | 2-13 |
| | (iii) Linking the Fact Finding Process to the Development of Options..... | 2-13 |
| | (c) The Advantages of JFF | 2-14 |
| | (5) Role of the Lawyer | 2-14 |
| 2.3 | Appointing a Fact Finder..... | 2-15 |
| 2.4 | Choosing the Right Person..... | 2-16 |
| 2.5 | Preparing for Fact Finding..... | 2-17 |
| 2.6 | Case Study Examples..... | 2-18 |
| | (1) Construction Disputes | 2-18 |
| | (a) Analysis and Commentary..... | 2-19 |
| | (2) Fact Finding in a Libel Suit | 2-20 |
| | (a) Analysis and Commentary..... | 2-21 |
| | (3) Fact Finding and Foreign Policy..... | 2-21 |
| | (a) Analysis and Commentary..... | 2-22 |
| 2.7 | Precedents | 2-23 |
| | (1) Contractual Agreement for Fact Finding..... | 2-23 |
| | (a) Clause Originating in Earlier Settlement | 2-23 |
| | (b) Sample Pre-Dispute Clause..... | 2-24 |
| | (2) <i>Ad Hoc</i> Fact Finding Agreement | 2-24 |

TABLE OF CONTENTS

Chapter 3 *Early Neutral Evaluation*

| | | |
|-----|---|-------|
| 3.1 | Introduction | 3-1 |
| 3.2 | The Technique | 3-3 |
| | (1) The Person | 3-3 |
| | (2) The Timing | 3-4 |
| | (3) The Process | 3-5 |
| | (4) Role of the Lawyers | 3-8.1 |
| 3.3 | Appointing a Neutral Evaluator..... | 3-9 |
| 3.4 | Choosing the Right Person as Evaluator | 3-9 |
| 3.5 | Preparation for Early Neutral Evaluation..... | 3-10 |
| 3.6 | Case Study Examples..... | 3-11 |
| | (1) Personal Injury Case..... | 3-11 |
| | (a) The Dispute | 3-11 |
| | (b) Analysis and Commentary..... | 3-12 |
| | (2) Products Liability Case..... | 3-13 |
| | (a) The Dispute | 3-13 |
| | (b) Analysis and Commentary..... | 3-13 |
| | (3) Indirect Cost Rate Case..... | 3-14 |
| | (a) The Dispute | 3-14 |
| | (b) Analysis and Commentary..... | 3-15 |
| | (4) Securities Case | 3-15 |
| | (a) The Dispute | 3-15 |
| | (b) Analysis and Commentary..... | 3-17 |
| | (5) Mining Case..... | 3-18 |
| | (a) The Dispute | 3-18 |
| | (b) Analysis and Commentary..... | 3-19 |
| | (6) Customer Appeal Program..... | 3-19 |
| | (a) The Process | 3-19 |
| | (b) Analysis and Commentary..... | 3-20 |
| 3.7 | Precedents | 3-21 |
| | (1) Early Neutral Evaluation Agreement | 3-21 |
| | (2) Early Neutral Evaluation Agreement | 3-22 |

Chapter 4 *Mediation*

| | | |
|-----|-----------------------|-----|
| 4.1 | Introduction | 4-1 |
| 4.2 | The Technique | 4-2 |
| | (1) The Person | 4-2 |
| | (2) The Timing | 4-3 |
| | (3) The Process | 4-5 |

TABLE OF CONTENTS

| | |
|--|-------------|
| (a) Setting up the Mediation Session | 4-6.3 |
| (b) The Mediation Session | 4-6.4 |
| (i) Mediation Location | 4-8.1 |
| (c) Participants | 4-9 |
| (i) The Disputant | 4-9 |
| (ii) Other Parties | 4-10 |
| (d) Settlement | 4-10.3 |
| (e) Hybrid Processes | 4-12.1 |
| (4) Role of the Lawyers | 4-12.1 |
| 4.3 Appointing a Mediator | 4-13 |
| 4.4 Choosing the Right Person as Mediator | 4-13 |
| 4.4A Keeping Mediation Information Confidential | 4-16 |
| 4.5 Convincing the Unwilling Party to Mediate | 4-19 |
| 4.6 Preparation for Mediation | 4-23 |
| (1) The Lawyer | 4-23 |
| (2) The Client | 4-24 |
| 4.6A Evaluation of the Mandatory Mediation Program in Ontario | 4-26.1 |
| (1) Costs | 4-26.4(01) |
| (2) Mediator Quality | 4-26.4(1) |
| (3) Timing of Mediation | 4-26.4(3) |
| (4) Conclusions | 4-26.4(5) |
| 4.6C The Dispute Resolution Officer Program for Family Law Disputes | 4-26.4(6) |
| 4.6D Workplace Mediation | 4-26.4(6.2) |
| (1) Benefits of Workplace Mediation | 4-26.4(7) |
| (2) The Process | 4-26.4(8) |
| (3) When to Use Workplace Mediation | 4-26.4(9) |
| (4) Measuring the Success of a Mediation Program | 4-26.4(10) |
| 4.6E Mediation for Intellectual Property | 4-26.4(11) |
| (1) IP Neutrals | 4-26.4(11) |
| 4.6F Mediation for Capital Market Regulation | 4-26.4(13) |
| 4.7 Case Study Examples | 4-26.4(14) |
| (1) Commercial Mediation — Suncor Settlement | 4-26.4(14) |
| (a) The Dispute | 4-26.4(14) |
| (b) Analysis and Commentary | 4-26.5 |
| (2) Insurance Mediation | 4-26.6 |
| (a) The Dispute | 4-26.6 |
| (b) Analysis and Commentary | 4-26.6 |
| (3) Contract Mediation | 4-26.8 |

TABLE OF CONTENTS

| | |
|--|----------|
| (a) The Dispute | 4-26.8 |
| (b) Analysis and Commentary..... | 4-27 |
| (4) Business Mediation | 4-28 |
| (a) The Dispute | 4-28 |
| (b) Analysis and Commentary..... | 4-28.1 |
| (5) Medical Mediation..... | 4-28.1 |
| (a) The Dispute | 4-28.1 |
| (b) Analysis and Commentary..... | 4-28.2 |
| (6) The Insurance Corporation of British Columbia ("ICBC")..... | 4-28.2 |
| (a) The Dispute | 4-28.2 |
| (b) Defence Referral Case Study..... | 4-28.5 |
| (c) Analysis and Commentary..... | 4-29 |
| (7) Mediation of a Collision of Two Ships | 4-30 |
| (a) The Dispute | 4-30 |
| (i) Criminal Proceedings..... | 4-30 |
| (ii) Civil Proceedings | 4-31 |
| (A) Main Action..... | 4-31 |
| (B) Fatal Accident Claims | 4-31 |
| (b) The ADR Process..... | 4-31 |
| (i) Timing of the Approach..... | 4-31 |
| (ii) Initial Intake Meeting or Interview | 4-32 |
| (iii) Pre-Hearing Process..... | 4-32 |
| (A) Identifying and Processing Preliminary Matters..... | 4-32.1 |
| (c) The Mediation Technique..... | 4-32.2 |
| (d) Analysis and Commentary..... | 4-32.2 |
| (i) Timing..... | 4-32.2 |
| (ii) Bringing the Parties to the Table..... | 4-32.3 |
| (A) Untangling the Procedural Process.. | 4-32.3 |
| (B) Dealing with the Conflicting Disputants' Perspectives | 4-32.4 |
| (iii) Changing the Disputants' Perspectives.... | 4-32.5 |
| (iv) Single Text Negotiation | 4-32.6 |
| (v) Face Saving by Facilitator..... | 4-32.6 |
| (vi) Successful Wrap Up..... | 4-32.7 |
| (8) Online Mediation | 4-32.7 |
| (a) Overview | 4-32.7 |
| (i) Advantages of Online Mediation..... | 4-32.8.2 |
| (ii) Disadvantages of Online Mediation | 4-32.8.4 |
| (b) The Dispute | 4-32.8.6 |

TABLE OF CONTENTS

| | | |
|-------|--|-----------|
| (9) | Mediation in the High Tech Industry | 4-32.8.7 |
| (a) | Overview | 4-32.8.7 |
| (b) | Antitrust Trial Proceedings..... | 4-32.8.7 |
| (c) | The Mediation | 4-32.8.7 |
| (d) | Analysis and Commentary..... | 4-32.8.8 |
| (10) | Mediation for Bankruptcy Proceedings Relating to Court Orders to Determine Surplus Income Amounts under the <i>Bankruptcy and Insolvency Act</i> | 4-32.8.9 |
| (a) | The Role of Mediation under s. 68(10) of the BIA | 4-32.8.9 |
| (b) | The Dispute | 4-32.8.10 |
| (c) | Analysis and Commentary..... | 4-32.8.10 |
| (d) | <i>Bankruptcy and Insolvency Act (BIA)</i> – section 68 | 4-32.8.13 |
| (11) | Mediation of Franchise Disputes in Canada..... | 4-32.8.18 |
| (12) | Mediation in Environmental Law | 4-32.8.19 |
| (a) | Mediation in Environmental Assessments..... | 4-32.8.20 |
| (i) | Rothsay Rendering Environmental Assessment | 4-32.8.20 |
| 4.8 | Precedents | 4-32.8.22 |
| (1) | Parties Contract to Mediate Before Dispute Arises | 4-32.8.22 |
| (a) | Mediation Clause..... | 4-32.8.22 |
| (b) | AAA Pre-dispute Mediation Clause | 4-32.8.22 |
| (c) | Mediation Agreement | 4-32.8.22 |
| (d) | Suggested Mediation Clauses in an Agreement..... | 4-32.8.23 |
| (e) | Electronic Courthouse Mediation Clause (Final and Binding Settlement)..... | 4-32.9 |
| (2) | Mediation Agreement after Dispute has Arisen..... | 4-32.9 |
| (a) | Agreement to Mediate (General)..... | 4-32.9 |
| (b) | Agreement to Mediate (General)..... | 4-32.11 |
| (c) | Agreement to Mediate | 4-32.12 |
| (d) | Agreement to Mediate (General)..... | 4-32.15 |
| (e) | Mediation Agreement (Family) | 4-32.18 |
| (2.1) | Mediation Agreement Under the Ontario Mandatory Mediation Program..... | 4-32.22 |
| (3) | Mediation Agreement Between the Disputants and the Mediator | 4-33 |
| (a) | Mediation Agreement | 4-33 |
| (4) | Agreement to Keep Mediation Information Confidential | 4-35 |

TABLE OF CONTENTS

| | |
|--|------|
| (5) Clause to go to Other ADR Processes after Failed Mediation..... | 4-36 |
| (6) Electronic Mediator Proposal Following Face-to-Face Mediation..... | 4-37 |
| 4.9 Rules for Mediation Proceedings | 4-38 |
| National Mediation Rules ADR Institute..... | 4-38 |
| (1) ADR Institute of Canada Mediation Rules | 4-38 |
| (2) World Intellectual Property Organization Mediation Rules | 4-48 |
| (3) International Chamber of Commerce Mediation Rules | 4-55 |
| 4.10 Model Code of Conduct for Mediators | 4-77 |

Chapter 5 *Arbitration*

| | |
|---|---------------|
| 5.1 Introduction..... | 5-1 |
| (1) Arbitration Compared with Litigation | 5-4 |
| 5.2 The Technique | 5-12 |
| (1) The Person | 5-12 |
| (a) Arbitrator Jurisdiction | 5-12(1) |
| (b) How Many Arbitrators? | 5-12.3 |
| (2) The Timing | 5-12.4 |
| (3) The Process..... | 5-12.13 |
| (a) The Pre-Hearing Process | 5-14 |
| (b) The Hearing..... | 5-16.1 |
| (c) The Award..... | 5-18.2 |
| (c.1) Determining and Allocating the Costs of Arbitration | 5-18.11 |
| (d) Appeals and Judicial Review | 5-18.12(2) |
| (e) Enforcement of the Award | 5-18.12(4.14) |
| (e.1) Are Arbitrators Immune from Being Sued? | 5-18.12(4.18) |
| (f) Should Arbitrators be Required to Testify in Court? | 5-18.12(4.19) |
| (g) The Effect of Arbitration Awards on Third Parties and the Principles of <i>Res Judicata</i> and <i>Issue Estoppel</i> | 5-18.12(8) |
| (4) The Role of the Lawyers | 5-18.12(12) |
| (5) Self-Represented Parties in Arbitration..... | 5-18.12(13) |
| 5.3 Choosing the Right Person as Arbitrator..... | 5-18.12(14) |
| (1) Removal of an Arbitrator..... | 5-18.12(18.1) |

TABLE OF CONTENTS

| | |
|--|---------------|
| (a) Facts | 5-18.12(18.2) |
| (b) The Law..... | 5-18.12(18.3) |
| (c) Application of the Law to <i>MDG</i> | 5-18.12(18.4) |
| (d) Finding of <i>MDG</i> | 5-18.12(18.5) |
| (e) Additional Case Law on the Removal of an Arbitrator..... | 5-18.12(18.5) |
| (2) Role of the Party-Appointed Arbitrators..... | 5-18.12(18.6) |
| 5.3A Appointing an Arbitrator | 5-18.12(20) |
| 5.4 Preparation | 5-18.12(24) |
| (1) The Lawyer..... | 5-18.12(24) |
| (2) The Client | 5-18.12(25) |
| 5.4A Class-wide Arbitration..... | 5-18.12(25) |
| (1) Nature, Benefits and Challenges..... | 5-18.12(25) |
| (2) Availability and Legality | 5-18.12(27) |
| (3) Feasibility of Fusion..... | 5-18.20 |
| (4) Mandatory Arbitration Clauses and Class Proceedings | 5-18.21 |
| (a) The Canadian Experience..... | 5-18.24 |
| (b) The United States | 5-18.29 |
| (c) Class Arbitration | 5-18.32 |
| (i) <i>Stolt-Neilson S.A. et. Al v. Animal Feeds International</i> | 5-18.34 |
| 5.4B Arbitration in the Franchising Context..... | 5-18.36 |
| (1) Effect of <i>Arthur Wishart Act</i> on Arbitration Clauses..... | 5-18.36 |
| (2) Implications of the <i>Arthur Wishart Act</i> | 5-18.39 |
| 5.4C Arbitration of Intellectual Property Disputes..... | 5-18.40 |
| 5.4D Family Arbitration..... | 5-18.45 |
| 5.5 Case Study Examples..... | 5-18.46 |
| (1) Timber Contract Arbitration..... | 5-18.46 |
| (a) Analysis and Commentary..... | 5-18.47 |
| (2) Motor Vehicle Accident Insurance Arbitration..... | 5-18.48 |
| (a) <i>Pelaccia and Wawanesa Mutual Insurance Co.</i> | 5-18.48 |
| (b) <i>Phillips and Unica Insurance Inc.</i> | 5-19 |
| (c) ICBC Example..... | 5-20 |
| (i) <i>Analysis and Commentary</i> | 5-22 |
| (3) Securities Industry Arbitration | 5-23 |
| (a) Analysis and Commentary..... | 5-26 |
| (a.1) Complaint Resolution in the Securities Industry..... | 5-26 |
| (b) Comparison with the American Experience | 5-26.1 |

TABLE OF CONTENTS

| | | |
|--------|--|---------------|
| (4) | Mass Tort Claims | 5-26.7 |
| | (a) Procedure | 5-26.8 |
| | (b) Analysis and Commentary..... | 5-26.9 |
| | (c) Conclusion | 5-26.11 |
| (5) | Arbitration in the High Tech Industry..... | 5-26.12 |
| | (a) The Dispute | 5-26.12 |
| | (b) Analysis and Commentary..... | 5-26.13 |
| (6) | Online Arbitration | 5-26.15 |
| | (a) Overview | 5-26.15 |
| | (b) The Dispute | 5-26.16 |
| | (c) Analysis and Commentary..... | 5-26.17 |
| (7) | Expedited Arbitration..... | 5-26.19 |
| | (a) Overview | 5-26.19 |
| | (b) The Dispute | 5-26.20 |
| | (c) Analysis and Commentary..... | 5-26.21 |
| (8) | Online Dispute Resolution | 5-26.22 |
| | (a) Overview | 5-26.22 |
| | (b) Analysis..... | 5-26.22(1) |
| | (c) Online Dispute Resolution and eCommerce ... | 5-26.26(1) |
| (9) | <i>Seidel v. Telus Communications Inc.</i> | 5-26.26(4) |
| | (a) <i>Seidel</i> Applied..... | 5-26.26(4.2) |
| (10) | Law Partnership Break-Up..... | 5-26.26(4.5) |
| | (a) Overview | 5-26.26(4.5) |
| | (b) The Dispute | 5-26.26(5) |
| | (c) Methodology..... | 5-26.26(6) |
| | (d) Disbursements and the OF Share of Taxes..... | 5-26.26(9) |
| | (e) Analysis and Commentary..... | 5-26.26(10) |
| (11) | <i>Murphy v. Wise</i> | 5-26.26(11) |
| (12) | Jurisdiction in Disputes Involving Shareholder Agreements | 5-26.26(14) |
| | (a) Introduction..... | 5-26.26(14) |
| | (b) Shareholder Disputes..... | 5-26.26(14) |
| | (c) Analysis and Commentary..... | 5-26.26(16) |
| (12.1) | Employment Contract | 5-26.26(17) |
| | (a) Overview | 5-26.26(17) |
| | (b) The Dispute | 5-26.26(17) |
| | (c) Analysis and Commentary..... | 5-26.26(18) |
| (13) | Arbitrator’s Jurisdiction: <i>Malkin v. Bulman</i> | 5-26.26(18) |
| | (a) Overview | 5-26.26(18) |
| | (b) The Dispute | 5-26.26(20) |
| | (c) Analysis and Commentary..... | 5-26.26(20.1) |

TABLE OF CONTENTS

| | | |
|--------|--|---------------|
| (14) | International Domain Name Dispute Resolution ... | 5-26.26(20.3) |
| | (a) Overview | 5-26.26(20.3) |
| | (b) Analysis and Commentary..... | 5-26.26(20.4) |
| (14.1) | Domain Name Dispute Resolution in Canada..... | 5-26.26(20.5) |
| | (a) Overview | 5-26.26(20.5) |
| | (b) Methodology..... | 5-26.26(21) |
| | (c) Analysis and Commentary..... | 5-26.26(23) |
| (15) | Interim Measures | 5-26.26(23) |
| | (a) Overview | 5-26.26(23) |
| | (b) The Dispute | 5-26.26(24) |
| | (c) Analysis and Commentary..... | 5-26.26(25) |
| (16) | Scope of the Arbitration Clause | 5-26.26(26) |
| | (a) Overview | 5-26.26(26) |
| | (b) <i>2156775 Ontario Inc. v. Just Energy Ontario LP</i> | 5-26.26(27) |
| | (i) The Dispute | 5-26.26(27) |
| | (ii) Analysis..... | 5-26.26(28) |
| | (c) <i>Blind Spot Holdings Ltd. v. Decast Holdings Inc.</i> | 5-26.26(30) |
| | (i) The Dispute | 5-26.26(30) |
| | (ii) Analysis..... | 5-26.26(30) |
| | (d) Conclusion | 5-26.26(31) |
| (17) | <i>Advanced Explorations Inc. v. Storm Capital Corp.</i> — Court Review of Arbitral Awards for Reasonability and the Determination of Arbitrator Jurisdiction... | 5-26.26(32) |
| | (a) Overview | 5-26.26(32) |
| | (b) The Dispute | 5-26.26(32.1) |
| | (c) Analysis and Commentary..... | 5-26.26(33) |
| | (i) Arbitration Award..... | 5-26.26(33) |
| | (ii) Ontario Superior Court of Justice..... | 5-26.26(34) |
| (18) | Appeal of Commercial Arbitration Decisions..... | 5-26.26(36) |
| | (a) <i>The Arbitration Act</i> | 5-26.26(36) |
| | (b) <i>Creston Moly Corp. v. Sattva Capital Corp.</i> | 5-26.26(37) |
| | (i) The Dispute | 5-26.26(37) |
| | (ii) Analysis and Commentary..... | 5-26.26(37) |
| 5.6 | Precedents | 5-26.26(38) |
| (1) | Pre-Dispute Institutional Arbitration Agreement.... | 5-26.26(38) |
| | (a) BCICAC Standard Clause..... | 5-26.26(39) |
| | (b) Alberta Arbitration and Mediation Society Standard Clause..... | 5-26.26(39) |

TABLE OF CONTENTS

| | |
|--|-------------|
| (b.1) Alberta Arbitration and Mediation Society Standard Clause for not for profit Organizations..... | 5-26.26(39) |
| (c) AAA Standard Clause — Pre-Dispute | 5-26.26(39) |
| (c.1) Model Clause Builder | 5-26.26(40) |
| (d) ADR Institute of Ontario Standard Clause . | 5-26.26(40) |
| (e) Model Dispute Resolution Clause..... | 5-26.26(40) |
| (f) Electronic Courthouse Binding Arbitration Clause | 5-26.27 |
| (g) World Intellectual Property Organization Model Arbitration and Expedited Arbitration Clauses | 5-26.27 |
| (h) World Intellectual Property Organization Model Arbitration and Expedited Arbitration Clauses — Existing Disputes | 5-26.28 |
| (2) Post-Dispute Institutional Arbitration Submission . | 5-26.28 |
| (a) AAA Standard Clause — Post-Dispute | 5-26.29 |
| (b) The Private Court Arbitration Agreement | 5-26.29 |
| (c) Arbitration Agreement | 5-28 |
| (d) ADR Institute of Ontario Arbitration Agreement..... | 5-29 |
| (3) Sample Arbitration Claim Form | 5-29 |
| (a) The Private Court Standard Arbitration Claim Form | 5-29 |
| (4) Sample Pre-Hearing Conference Worksheet..... | 5-31 |
| (a) AAA Administrative Conference Worksheet .. | 5-31 |
| 5.7 Rules for Arbitration Proceedings..... | 5-33 |
| Domestic Commercial Arbitration under the BCICAC Rules | 5-33 |
| ADR Institute of Ontario — Rules of Procedure for the Conduct of Arbitrations | 5-53 |
| American Arbitration Association Commercial Arbitration Rules and Mediation Procedures | 5-59 |
| Commercial Mediation Procedures | 5-61 |
| Commercial Arbitration Rules | 5-66 |
| Expedited Procedures..... | 5-81 |
| Procedures for Large, Complex Commercial Disputes | 5-83 |
| Optional Rules for Emergency Measures of Protection..... | 5-86 |
| Administrative Fees | 5-88 |

TABLE OF CONTENTS

| | |
|--|--------------|
| American Arbitration Association’s Supplementary Rules for Class Arbitrations | 5-91 |
| World Intellectual Property Organization Arbitration Rules | 5-108.20(10) |
| The London Court of International Arbitration..... | 5-108.20(43) |
| 5.8 Rules for Uniform Domain Name Dispute Resolution | |
| Policy | 5-108.20(75) |
| (1) Definitions | 5-108.20(75) |
| (a) Award Limit | 5-109 |
| (2) Recent Developments to the IIROC’s Rules..... | 5-109 |
| (a) Award Limit | 5-109 |
| (b) Arbitration Fees and Legal Costs..... | 5-110 |
| 5.9 Arbitration in Sport..... | 5-110 |
| (1) The Use of ADR in Sport | 5-110 |
| (2) Process | 5-111 |
| (3) Resolution Facilitation | 5-113 |
| (4) The Court of Arbitration for Sport..... | 5-114 |
| 5.10 Limiting Discovery in Arbitration..... | 5-115 |
| (1) Keeping Arbitration Cost Effective and Time Efficient by Limiting Discovery | 5-115 |

Chapter 6 *Mediation-Arbitration*

| | |
|---|--------|
| 6.1 Introduction | 6-1 |
| 6.2 The Technique | 6-3 |
| (1) The Person | 6-3 |
| (a) One Mediator-Arbitrator or One Person as Both..... | 6-4 |
| (2) The Timing | 6-6 |
| (3) The Process | 6-6 |
| (a) The Mediation Phase..... | 6-6 |
| (b) The Arbitration Phase | 6-9 |
| (4) Hybrid Processes..... | 6-10 |
| (a) Shadow Mediation..... | 6-10 |
| (b) Mediation Final Offer Selection | 6-11 |
| (c) Concilio-Arbitration | 6-12.1 |
| (5) The Role of the Lawyers | 6-13 |
| 6.3 Appointing a Med-Arb Facilitator..... | 6-14 |
| 6.4 Choosing the Right Facilitator..... | 6-14 |
| 6.5 Convincing the Unwilling Party | 6-15 |

TABLE OF CONTENTS

| | | |
|-----|--|---------|
| 6.6 | Preparation | 6-16 |
| (1) | The Lawyer..... | 6-16 |
| (2) | The Disputant..... | 6-17 |
| 6.7 | Case Study Examples..... | 6-18 |
| (1) | Commercial Mediation-Arbitration..... | 6-18 |
| (a) | IBM and Fujitsu | 6-18 |
| (i) | Analysis and Commentary..... | 6-20 |
| (b) | Franchisee and Franchisor Dispute..... | 6-21 |
| (i) | Analysis and Commentary..... | 6-21 |
| (c) | Online Mediation Arbitration..... | 6-22 |
| (i) | Analysis..... | 6-24 |
| (2) | Environmental Mediation-Arbitration | 6-24.1 |
| (a) | Conoco Inc. and Browning Ferris Industries .. | 6-24.1 |
| (i) | Analysis and Commentary..... | 6-26 |
| (3) | Malpractice Mediation-Arbitration | 6-27 |
| (a) | Federal Deposit Insurance Corporation and Cherry, Bekart & Holland..... | 6-27 |
| (i) | Analysis and Commentary..... | 6-28 |
| (4) | Labour Mediation-Arbitration | 6-29 |
| (a) | Employee-Management Dispute in a Plastics Plant..... | 6-29 |
| (i) | Analysis and Commentary..... | 6-30 |
| (5) | The Ontario Insurance Commission..... | 6-30 |
| | Mediation..... | 6-30.1 |
| | Arbitration..... | 6-30.4 |
| | Appeal..... | 6-30.5 |
| (6) | The TTC — Personal Injury Mediation/Arbitration | 6-30.6 |
| (a) | Commentary and Analysis..... | 6-30.9 |
| (b) | Court order — <i>Gadi v. Toronto Transit Commission</i> | 6-30.12 |
| (7) | Walkerton — Mass Claims Mediation — Arbitration..... | 6-30.22 |
| (a) | Commentary and Analysis..... | 6-30.24 |
| | Walkerton Compensation Plan..... | 6-30.25 |
| (8) | KPMG-Unpaid Overtime Class Action..... | 6-30.42 |
| (a) | Certification and Settlement | 6-30.43 |
| (b) | Commentary and Analysis..... | 6-30.44 |
| (9) | 2014 Ontario Automobile Insurance Dispute Resolution System Review..... | 6-30.46 |
| (a) | The Interim Report..... | 6-30.46 |

TABLE OF CONTENTS

| | | |
|-------------------|--|---------|
| (b) | Final Report Recommendations..... | 6-30.47 |
| (i) | General Recommendations..... | 6-30.47 |
| (A) | Timeframe..... | 6-30.48 |
| (B) | Accessibility and Fees..... | 6-30.48 |
| (C) | Publication and Authority of Arbitration Decisions..... | 6-30.48 |
| (D) | Expert Evidence and Testimony..... | 6-30.49 |
| (ii) | The Proposed Model..... | 6-30.49 |
| (A) | Internal Review Process..... | 6-30.49 |
| (B) | Gatekeeper Function..... | 6-30.50 |
| (C) | Settlement Meeting..... | 6-30.50 |
| (D) | The Triage System..... | 6-30.51 |
| (E) | Streams of Arbitration and Appeal..... | 6-30.51 |
| 6.8 | Precedents..... | 6-30.52 |
| (1) | Parties Contract to Enter into Med-Arb Before Dispute Arises..... | 6-30.52 |
| (a) | BCICAC Med-Arb Clause..... | 6-31 |
| (b) | Med-Arb Clause..... | 6-31 |
| (c) | Model Dispute Resolution Clause — Mediation and Arbitration..... | 6-32 |
| (d) | Electronic Courthouse ADR Clause — Long Clause..... | 6-32 |
| (e) | Model Clause Builder..... | 6-32.3 |
| (2) | Parties Contract to Enter Into Med-Arb Before Dispute Arises Using Two Separate Facilitators..... | 6-32.3 |
| (a) | AAA Med-then-Arb Agreement..... | 6-32.3 |
| (3) | Mediation-Arbitration Agreement After Dispute Has Arisen..... | 6-33 |
| (a) | AAA Med-Arb Agreement..... | 6-33 |
| (b) | Russell Med-Arb Agreement..... | 6-34 |
| Schedule “A”..... | 6-38 | |
| Schedule “B”..... | 6-38 | |
| (4) | Waiver Stating Both Parties are Aware of the Potential Bias of the Facilitator..... | 6-39 |
| (a) | Med-Arb Waiver..... | 6-39 |

Chapter 7 *Mini-Trial*

| | | |
|-----|--------------------|-----|
| 7.1 | Introduction..... | 7-1 |
| 7.2 | The Technique..... | 7-4 |

TABLE OF CONTENTS

| | | |
|-------|---|--------|
| (1) | The Panel | 7-4 |
| (a) | The Representative Facilitators | 7-5 |
| (b) | The Neutral Facilitator..... | 7-5 |
| (2) | The Timing | 7-6 |
| (3) | The Process..... | 7-7 |
| (a) | Before the Hearing..... | 7-8 |
| (i) | Pre-trial Processes | 7-8.1 |
| (ii) | Fact Finding before the Hearing | 7-8.2 |
| (b) | How the Hearing Works | 7-9 |
| (c) | After the Hearing..... | 7-11 |
| (i) | Fashioning a Solution..... | 7-11 |
| (ii) | Seeking Advice from the Neutral Facilitator | 7-12 |
| (iii) | Mediationby the Neutral Facilitator | 7-13 |
| (iv) | The Advisory Award | 7-13 |
| (v) | The Binding Decision | 7-14 |
| (4) | Role of the Lawyers | 7-14 |
| 7.3 | Appointing a Neutral Facilitator..... | 7-15 |
| (1) | Choosing the Right Neutral Facilitator | 7-16 |
| 7.4 | Choosing the Representative Facilitators..... | 7-17 |
| 7.5 | Preparing for a Mini-Trial..... | 7-19 |
| (1) | Preparations for the Lawyers | 7-19 |
| (2) | Preparing the Disputants..... | 7-20 |
| (3) | Preparing the Representative Facilitators..... | 7-20 |
| 7.6 | Case Study Examples..... | 7-21 |
| (1) | Telecredit and TRW | 7-21 |
| (a) | Analysis and Commentary..... | 7-22 |
| (2) | Energy Board..... | 7-23 |
| (a) | Analysis and Commentary..... | 7-24 |
| (3) | NASA and Spacecom | 7-24 |
| (a) | Analysis and Commentary..... | 7-25 |
| (4) | Complex Multiparty Dispute..... | 7-26 |
| (a) | Analysis and Commentary..... | 7-27 |
| (5) | Multiparty Disputes and Ongoing Litigation: Growthworks Canadian Fund Ltd. (Re)..... | 7-27 |
| (a) | Analysis and Commentary..... | 7-28 |
| 7.7 | Model Mini-Trial Rules..... | 7-28.1 |
| 7.8 | Precedents | 7-35 |
| (1) | Contractual Provision for Mini-Trial | 7-35 |
| (2) | Mini-Trial Agreement..... | 7-36 |

TABLE OF CONTENTS

VOLUME 2

Chapter 8 *International Commercial Arbitration*

| | | |
|-----|---|-----------|
| 8.1 | Introduction | 8-1 |
| 8.2 | The Technique | 8-3 |
| | (1) The Person/Panel | 8-3 |
| | (2) The Timing | 8-6 |
| | (3) The Process | 8-8 |
| | (a) The Pre-hearing Conference | 8-10.1 |
| | (i) Interim or Preliminary Awards..... | 8-12 |
| | (b) Hearing | 8-14.3 |
| | (c) The Award | 8-14.4 |
| | (d) Enforcement of the Award | 8-14.5 |
| | (i) Problems with Enforcement in International Arbitration | 8-18.2(2) |
| | (ii) Worldwide Anti-Suit Injunctions — Enforceability of Arbitration..... | 8-18.7 |
| | (iii) Challenges Facing Arbitration..... | 8-18.11 |
| | (iv) Judicial Review of Arbitration Decisions | 8-18.12 |
| | (v) Emerging Trends in International Commercial Arbitration | 8-18.21 |
| | (4) The Role of the Lawyer..... | 8-22.7 |
| 8.3 | Appointing the Arbitrator | 8-22.8 |
| 8.4 | Choosing the Arbitrator/Panel | 8-24 |
| | (1) Choosing <i>Ad Hoc</i> Arbitration | 8-25 |
| | (2) Institutional Arbitration | 8-26 |
| | (3) Choosing the Arbitration Centre..... | 8-28 |
| | (4) The Choice of Laws..... | 8-29 |
| | (a) Confidentiality | 8-32.2(2) |
| | (i) Implied Duty of Confidentiality in Civil and Common-Law Jurisdictions..... | 8-32.3 |
| | (ii) Exceptions to an Implied Duty of Confidentiality | 8-32.4 |
| | (iii) Conclusion | 8-32.7 |
| 8.5 | Preparation | 8-32.7 |
| | (1) The Disputants | 8-32.7 |
| | (2) Counsel | 8-32.8 |
| 8.6 | Case Study Examples..... | 8-32.10 |
| | (1) AAA Arbitration | 8-32.10 |
| | (a) U.S. Company and Swiss Company..... | 8-32.10 |

TABLE OF CONTENTS

| | |
|--|---------|
| (b) Analysis and Commentary..... | 8-32.12 |
| (c) International Arbitration on the Rise | 8-33 |
| (2) International Arbitral Awards: A Case of Enforcement..... | 8-33 |
| (a) <i>M.A. Industries v. Maritime Battery Ltd.</i> | 8-33 |
| (i) Overview | 8-33 |
| (ii) Analysis and Commentary..... | 8-35 |
| (b) <i>Yugraneft Corp. v. Rexx Management Corp.</i> | 8-36.1 |
| (ii) Analysis and Commentary..... | 8-36.4 |
| (c) <i>Sociedade-de-fomento Industrial Private Limited v. Pakistan Steel Mills Corporation (Private)</i> | 8-36.5 |
| (i) Overview | 8-36.5 |
| (ii) Analysis and Commentary..... | 8-36.6 |
| (3) Arbitration between Corporations and Governments..... | 8-36.8 |
| (a) The International Centre for Settlement of Investment Disputes..... | 8-36.9 |
| (b) Case example – <i>First Quantum Minerals Ltd.</i> . | 8-36.11 |
| (c) Case example – <i>Mobil Investments Inc. v. Canada</i> | 8-36.13 |
| 8.7 Precedents | 8-36.14 |
| (1) Institutional Arbitration Clauses | 8-37 |
| (a) ICC Standard Clause..... | 8-37 |
| (i) Adopting the Procedural Rules of the ICC | 8-37 |
| (ii) The ICC Acting Solely as an Appointing Authority | 8-37 |
| (b) AAA Standard Clauses..... | 8-38 |
| (i) Arbitration Clause Inserted When the Contract is Drafted | 8-38 |
| (ii) Arbitration Agreement Drafted After a Dispute Arises..... | 8-38 |
| (c) LCIA Arbitration Clause..... | 8-38 |
| (i) LCIA Administered Arbitration Using LCIA Rules..... | 8-38 |
| (ii) LCIA Administered Arbitration Using the UNCITRAL Rules | 8-38.1 |
| (d) BCICAC Arbitration Clause | 8-39 |
| (i) A Clause applying BCICAC Procedural Rules | 8-39 |

TABLE OF CONTENTS

| | | |
|------|---|----------|
| (ii) | BCICAC as Administrator and Appointing Authority, but Applying Non-BCICAC Rules, such as the UNCITRAL Rules | 8-39 |
| (e) | Quebec National and International Commercial Arbitration Centre Arbitration Clause | 8-40 |
| (2) | <i>Ad Hoc</i> Arbitration Clauses | 8-40 |
| (a) | Sample <i>Ad Hoc</i> Arbitration Clause | 8-41 |
| 8.8 | Rules for International Arbitration Proceedings | 8-43 |
| | The British Columbia International Commercial Arbitration Centre | 8-43 |
| | International Commercial Arbitration Rules | 8-46 |
| | International Commercial Arbitration Fees | 8-46.21 |
| | American Arbitration Association Rules | 8-71 |
| | UNCITRAL Arbitration Rules | 8-105 |
| | UNCITRAL Model Law On International Commerce Arbitration | 8-120.06 |
| 8.9 | Rules for International Conciliation Proceedings | 8-120.37 |
| (1) | UNCITRAL Model Law on International Conciliation | 8-120.37 |
| | United Nations Convention on the Recognition and Enforcement of Foreign Arbitral Awards | 8-129 |
| 8.10 | International Centre for Settlement of Investment Disputes Arbitration Rules | 8-137 |
| (1) | Rules of Procedure for Arbitration Proceedings | 8-137 |
| (2) | List of Contracting States and other Signatories of the Convention | 8-161 |
| 8.11 | UNCITRAL Draft Rules of Online Dispute Resolution | 8-166 |
| 8.12 | IBA Guidelines for Drafting International Arbitration Clauses | 8-183 |
| 8.13 | IBA Rules on the Taking of Evidence in International Arbitration | 8-209 |
| 8.14 | ICC Rules of Arbitration | 8-225 |
| 8.15 | LCIA Arbitration Rules | 8-267 |

Chapter 9 *Interest-Based Bargaining*

| | | |
|-----|---|-------|
| 9.1 | Overview | 9-1 |
| 9.2 | Positional Bargaining/Negotiating | 9-2.1 |

TABLE OF CONTENTS

| | |
|--|--------|
| (1) Hard Bargaining | 9-3 |
| (2) Soft Bargaining | 9-4 |
| (3) Compromise Bargaining | 9-4 |
| 9.3 Interest-Based Bargaining | 9-5 |
| 9.4 Preparation | 9-9 |
| (1) Identifying Interests | 9-10 |
| (2) Developing Solutions | 9-10 |
| (3) Initiating the Process | 9-11 |
| (4) Emotional Awareness | 9-12 |
| 9.5 Resolving the Dispute | 9-12.2 |
| (1) Fractionalizing | 9-13 |
| (2) Brainstorming | 9-13 |
| (3) Agreement in Principle | 9-14 |
| (4) Single Text Negotiating Document | 9-14 |
| 9.6 Role of the Facilitator | 9-15 |
| 9.7 Case Study Examples | 9-17 |
| (1) Fort York Land-Use Project | 9-17 |
| (a) The Dispute | 9-17 |
| (i) Introduction | 9-17 |
| (ii) Development and Mandate of the Committee | 9-19 |
| (iii) Office of the Provincial Facilitator | 9-19 |
| (iv) Key Stakeholders and Their Issues | 9-20 |
| (A) Wittington Properties Ltd | 9-20 |
| (B) Molson Companies Ltd | 9-20 |
| (C) Friends of Fort York | 9-21 |
| (D) The Community | 9-21 |
| (E) Organized Neighbourhood Groups .. | 9-21 |
| (v) The Process | 9-22 |
| (vi) Resolution of Key Issues | 9-24 |
| (b) Analysis and Commentary | 9-24 |
| (2) Molson Breweries | 9-25 |
| (a) The Dispute | 9-25 |
| (b) Analysis and Commentary | 9-28 |
| (3) Subway Construction Dispute Resolution Board | 9-29 |
| (a) The Dispute | 9-29 |
| (b) Analysis and Commentary | 9-32 |
| (3.1) Subway Construction Dispute Resolution Board: Different Project and Different Lessons | 9-33 |
| (a) The Dispute | 9-33 |
| (b) Analysis and Commentary | 9-35 |

TABLE OF CONTENTS

| | |
|----------------------------------|------|
| (4) Environmental Dispute..... | 9-36 |
| (a) The Dispute | 9-36 |
| (b) Analysis and Commentary..... | 9-37 |
| (5) Labour Dispute..... | 9-38 |
| (a) The Dispute | 9-38 |
| (b) Analysis and Commentary..... | 9-40 |

Chapter 10 *Building Dispute Resolution Mechanisms*

| | |
|---|---------|
| 10.1 Overview | 10-1 |
| 10.2 Types of Dispute Resolution Mechanisms | 10-2 |
| 10.3 Characteristics of Dispute Resolution Mechanisms | 10-4 |
| 10.4 Considerations for Designing Dispute Resolution Mechanisms | 10-4.2 |
| 10.5 Designing Dispute Resolution Mechanisms for Internal Relationships..... | 10-5 |
| (1) Ombud Programs..... | 10-5 |
| (a) College and University Ombud Programs..... | 10-8 |
| (b) Provincial Ombud Programs (Ontario) | 10-12 |
| (i) Background..... | 10-12 |
| (ii) Analysis and Commentary..... | 10-12.2 |
| (iii) Case Study Example | 10-12.4 |
| (A) Analysis and Commentary..... | 10-12.4 |
| (2) Dispute Audits..... | 10-12.5 |
| (a) Case Study Example: Governmental Workplace Dispute | 10-13 |
| (i) The Dispute | 10-13 |
| (ii) Analysis and Commentary..... | 10-14 |
| (b) Troubleshooters | 10-15 |
| (3) Dispute Resolution Mechanisms of Various Associations | 10-17 |
| (a) Royal Canadian Mounted Police (“RCMP”).. | 10-17 |
| (i) Introduction | 10-17 |
| (ii) The Problem | 10-17 |
| (iii) The Project..... | 10-18 |
| (iv) Design | 10-18 |
| (v) Implementation..... | 10-18.1 |
| (vi) Divisional Implementation | 10-18.2 |
| (vii) Analysis and Commentary..... | 10-18.2 |
| (4) Dispute Avoidance Mechanisms..... | 10-18.4 |

TABLE OF CONTENTS

| | |
|---|---------|
| (a) The 2012 Summer London Olympic and Paralympic Games | 10-18.4 |
| (i) Introduction | 10-18.4 |
| (ii) The Problem | 10-18.4 |
| (iii) The Project..... | 10-18.4 |
| (iv) The Design..... | 10-18.5 |
| (v) Analysis and Commentary..... | 10-18.7 |
| 10.6 Designing Dispute Resolution Mechanisms for Internal/External Relationships..... | 10-18.7 |
| (1) Partnering with Key Partners | 10-18.7 |
| (a) Introduction | 10-18.7 |
| (b) Partnering | 10-18.8 |
| (i) Utilizing the Partnering Approach | 10-19 |
| (ii) Pre-Retreat or Workshop Phase..... | 10-20 |
| (iii) Workshop or Retreat Phase | 10-21 |
| (iv) Implementation of a Project Charter..... | 10-23 |
| (v) Post-Workshop Meetings..... | 10-24 |
| (c) Dispute Review Boards | 10-25 |
| (d) Case Study Example: Department of National Defence Airplane Hangar Project..... | 10-26 |
| (i) Partnering Session I..... | 10-26.1 |
| (ii) Partnering Session II..... | 10-26.2 |
| (iii) Analysis and Commentary..... | 10-26.3 |
| (2) Canadian Motor Vehicle Arbitration Plan (“CAMVAP”)..... | 10-26.4 |
| (3) Complaint Resolution in the Financial Services Sector | 10-29 |
| (a) Canadian Bankers’ Association (“CBA”)..... | 10-29 |
| (b) Chartered Banks’ Complaint Resolution Process | 10-32 |
| (c) The Ombudsman for Banking Services and Investment..... | 10-39 |
| (d) Canadian Financial Services Ombuds Network | 10-40.2 |
| (e) The Financial Consumer Agency of Canada .. | 10-42 |
| (f) Analysis of the Financial Services Complaint Resolution Process..... | 10-44 |
| (g) Case Study Example: A Bank and a Consulting Firm | 10-47 |
| (i) The Dispute | 10-47 |
| (ii) Analysis and Commentary..... | 10-68.2 |

TABLE OF CONTENTS

| | |
|---|---------|
| (h) Case Study Example: A Bank and a Distribution Company..... | 10-68.4 |
| (i) The Dispute | 10-68.4 |
| (ii) The Resolution Process | 10-68.5 |
| (iii) Analysis and Commentary..... | 10-68.7 |
| (4) Public Works Canada (“PWC”)..... | 10-68.8 |
| (a) Public Works Claims Review Procedure (“CRP”)..... | 10-70 |
| Appendix A..... | 10-71 |
| (b) Public Works Contract Disputes Advisory Board (“CDAB”)..... | 10-72 |
| (c) Analysis and Commentary..... | 10-74 |
| (d) Case Study Example: Northern Quebec Road Project..... | 10-75 |
| (5) Cable Television Standards Council..... | 10-76 |
| (a) The Council’s Mandate | 10-77 |
| (6) The National Automobile Dealer Arbitration Program (“NADAP”)..... | 10-79 |
| (a) Background..... | 10-79 |
| (b) The Process..... | 10-79 |
| (i) Manufacturer-Dealer Internal Dispute Resolution Mechanism | 10-79 |
| (ii) The National Automobile Dealers Arbitration Program | 10-80 |
| (c) Commentary and Analysis..... | 10-82 |
| (d) NADAP Rules for Dispute Resolution..... | 10-85 |
| 10.7 Designing Dispute Resolution Mechanisms for External Relationships..... | 10-116 |
| (1) College of Physicians and Surgeons of Ontario | 10-116 |
| (a) Case Study: Misdiagnosis | 10-117 |
| (i) The Dispute | 10-117 |
| (ii) Analysis and Commentary..... | 10-119 |
| (2) Mandated Commitment to Alternative Dispute Resolution..... | 10-121 |
| (a) Canadian Foundation for Dispute Resolution: Dispute Resolution Protocols..... | 10-123 |
| (b) CPR Institute for Dispute Resolution: Policy Statements on Litigation and ADR (the “Pledge”)..... | 10-125 |
| (c) Comparison of the Canadian and American Protocols | 10-127 |

TABLE OF CONTENTS

| | |
|--|--------|
| 10.8 Building a Dispute Resolution Mechanism Through Administrative Reform | 10-127 |
| (1) Background..... | 10-128 |
| (2) The <i>Administrative Tribunals Act</i> | 10-128 |
| (3) Dispute Resolution | 10-128 |
| (4) Application of the <i>ATA</i> to Tribunals..... | 10-129 |
| (5) Employment Standards Tribunal..... | 10-129 |
| (6) Ontario Office of the Mining and Lands Commissioner | 10-132 |
| (a) Background..... | 10-132 |
| (b) Process | 10-132 |

Chapter 11 *Conflict Coaching*

| | |
|---|------|
| 11.1 What is Conflict Coaching?..... | 11-1 |
| 11.2 Applications of Conflict Coaching | 11-2 |
| 11.3 Logistics | 11-3 |
| 11.4 Conflict Coaching Differs from Other Processes | 11-4 |
| 11.5 Summary | 11-5 |

COURT-ANNEXED PROCEDURES

Chapter 1 *Dispute Resolution and the Courts*

| | |
|----------------------------------|---------|
| 1.1 Introduction | CAP-1 |
| 1.2 The Annexed Procedures | CAP-4.1 |
| (1) Annexed Mediation | CAP-4.1 |
| (2) Annexed Arbitration..... | CAP-6 |

Chapter 2 *Court-Annexed Mediation*

| | |
|---|--------|
| 2.1 Introduction | CAP-9 |
| 2.2 The Technique | CAP-9 |
| (1) The Person | CAP-9 |
| (a) Judicially Assisted Dispute Resolution..... | CAP-10 |
| (i) Ontario and Quebec..... | CAP-11 |
| (ii) Rest of Canada | CAP-11 |
| (2) The Timing | CAP-12 |
| (3) The Process | CAP-13 |
| 2.3 Court-Annexed Mediation in Ontario..... | CAP-15 |

TABLE OF CONTENTS

| | |
|---|------------|
| (1) Background..... | CAP-15 |
| (2) The Process..... | CAP-20.2.1 |
| (3) Selecting a Mediator..... | CAP-20.3 |
| (4) Preparing for the Mediation Session..... | CAP-20.4 |
| (5) The Mediation Session..... | CAP-20.4 |
| (6) Settlement..... | CAP-20.5 |
| (7) Case Study Examples..... | CAP-20.5 |
| (a) Intellectual Property Dispute..... | CAP-20.5 |
| (i) The Dispute..... | CAP-20.5 |
| (ii) Analysis and Commentary..... | CAP-20.6 |
| 2.3A Court-Annexed Mediation in Toronto Civil Case Management Pilot..... | CAP-20.7 |
| (1) Background..... | CAP-20.7 |
| (2) The Process..... | CAP-20.11 |
| 2.3B Evaluation of the Mandatory Mediation Program in Ontario..... | CAP-20.13 |
| (1) Costs..... | CAP-20.16 |
| (2) Mediator Quality..... | CAP-20.17 |
| (3) Timing of Mediation..... | CAP-20.19 |
| (4) Conclusions..... | CAP-20.20 |
| 2.4 Rules and Practice Directions..... | CAP-20.21 |
| (1) Rules 24.1 and 75.1 of the Ontario Rules of Civil Procedure and Fees and Forms..... | CAP-20.21 |
| (2) Superior Court of Justice Best Practices Practice Direction — Toronto Region..... | CAP-61 |
| Chapter 3 <i>Court Practice and Dispute Resolution Combined</i> | |
| 3.1 Introduction..... | CAP-63 |
| 3.2 The Process..... | CAP-63 |
| 3.3 Discussion..... | CAP-64 |
| <i>Appendix 1</i> | A-1 |
| <i>Related Materials</i> | RM-1 |
| <i>The Limits of Mediator “Labels”“: False Debate between “Facilitative”“ versus “Evaluative”“ Mediator Styles,” by Jane Kidner</i> | RM-1 |
| <i>Alternative “Deal”“ Resolution: The Facilitated Negotiation of Transactions,” by Joan Stearns Johnsen</i> | RM-29 |
| <i>Resolving Mass Legal Disputes through Class Arbitration: the United States and Canada Compared,” by S.I. Strong</i> | RM-53 |

TABLE OF CONTENTS

| | |
|---|---------|
| <i>What Do Governing Law Clauses Actually Govern?, by Christina Porretta</i> | RM-103 |
| <i>Correctness and Deference in the Review of Arbitral Jurisdiction, by William G. Horton</i> | RM-107 |
| Legal Issues in Focus | LIF-i |
| <i>Are statutory claims arbitrable following SCC decision in Seidel v. TELUS Communications Inc.?</i> | LIF-1 |
| <i>What amounts to a waiver of arbitration and choice of forum clauses in commercial agreements?</i> | LIF-15 |
| <i>When is mediation deemed as failed in accident benefit disputes?</i> | LIF-25 |
| <i>Is an agreement to mediate enforceable?</i> | LIF-37 |
| <i>In what circumstances will an arbitral award be set aside for fraud?</i> | LIF-49 |
| <i>When does a forum selection clause bind a non-signatory?</i> | LIF-69 |
| <i>What is the limitation period for commencing an arbitration?</i> | |
| <i>Does a dispute on the arbitrability of the issue have an effect on the limitation period?</i> | LIF-81 |
| <i>Does the competence-competence principle as established in private international law apply to domestic arbitration statutes?</i> | LIF-101 |
| <i>Index</i> | I-1 |