

**PAULA KNOFF**  
**Résumé**

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As an arbitrator and mediator, Paula Knopf has been active in labour relations and dispute resolution in the private and public sectors since 1980. In 1996 she was appointed by the Federal Minister of Labour to act as one of the three members of the Task Force recommending changes to Part One of the *Canada Labour Code*. In 2007 she was asked by the Ontario Ministry of Labour to be the Director of its Arbitrator Development Program. She served as Chair of the Education and Colleges Relations Commissions from 1991 - 1997. She has served as a part-time Vice-Chair of the Ontario Labour Relations Board and the Grievance Settlement Board of Ontario. She is named as a roster arbitrator in several collective agreements. She is also an adjunct professor at Osgoode Hall Law School, who has taught Labour Arbitration and supervised several Masters theses. She is an active member of the Ontario Labour Management Arbitrators Association as well as the National Academy of Arbitrators, sitting on its Professional Responsibilities and Grievance Committee. In addition, she served as Chair of the Ontario Motor Vehicle Arbitration Plan.

**EDUCATION**

1970	Waterloo Lutheran University
1972	B.A., University of Toronto
1975	LL.B. Osgoode Hall Law School, York University
1977	Called to the Bar of the Province of Ontario

**PROFESSIONAL WORK HISTORY - Overview**

1975 - 76	Articled to Ian Scott at the firm then known as Cameron, Brewin and Scott in Toronto
1977 - 78	Associate with the law firm of Jaffary & Turner, Toronto
1978 - 79	Maintained private office for the practice of law devoted primarily to employment, civil, criminal and family litigation
1979 - 84	Member of the Faculty of Osgoode Hall Law School with responsibility as: Counsel for the Community and Legal Aid Services Program Lecturer in Civil Procedure and Trial Advocacy
1984 to date	Arbitrator and Mediator (see details below)
1991 - 97	Chair, Education and Colleges Relations Commissions

1999 to date	Adjunct Professor, Osgoode Hall Law School
2007-2008	Director, Arbitrator Development Program, with the Ontario Ministry of Labour

### **ARBITRATION AND MEDIATION EXPERIENCE**

1. Full-time Arbitrator and Mediator in the public and private sectors, including several appointments to permanent panels -1984 to date
2. Roster Mediator, Ontario Mandatory Mediation Program – 1999 to October 2002
3. Referee under the Employment Standards Act, 1984 -1990
4. Sitting on a Board of Inquiry hearing cases under the Ontario Human Rights Code
5. Factfinder, Mediator and Arbitrator for the Education and Colleges Relations Commissions, 1979 – 1988

### **TRIBUNAL, PROJECT and ACADEMIC APPOINTMENTS**

1. Adjunct Professor, Osgoode Hall Law School, York University, teaching the Labour Arbitration Seminar, coaching moots and supervising graduate theses, 1999 to date
2. Director, Ontario Arbitrator Development Program, 2007-2008
3. Chair, Education Relations Commission of Ontario, 1991-1997
4. Chair, Colleges Relations Commission of Ontario, 1991-1997
5. Vice-Chair (Part-Time), Ontario Labour Relations Board, 1984 -1997
6. Vice-Chair, Public Service Grievance Settlement Board, 1984 to date
7. Member of the Task Force recommending revisions to Part One of the Canada Labour Code, appointed by the Federal Minister of Labour, 1995 – 1996
8. Chair, Ontario Motor Vehicle Arbitration Plan, 1990 – 1994

### **PUBLICATIONS**

1993	Labour Arbitration Yearbook: Lancaster House “Classification Disputes at Arbitration”
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- 1996        *Seeking a Balance: Review of Part One of the Canada Labour Code*  
Co-Authored with Andrew Sims and Rodrigue Blouin
- 2000        *Book Review of Legalising Gender and Equality: Courts, Markets*  
*Unequal Pay for Women in America*, Published in Relations  
Industrielles/Industrial Relations, 2000, Vol. 55, No 2
- 2001        “*Free Speech and Privacy in the Internet Age: The Canadian*  
*Perspective*”, Published in Arbitration 2001 – Arbitrating in an  
Evolving Legal Environment, 54<sup>th</sup> Annual Meeting, National  
Academy of Arbitrators, Edited by J. Grenig and S. Briggs, The  
Bureau of National Affairs, Inc., Washington, D.C.
- 2001        *Contributor to State of the Art and Practice in Dispute Resolution: A*  
*Symposium in Honour of Bryan M. Downie*; Mary Lou Coates,  
Editor. Queen’s Industrial Relations Centre, 2002
- 2002        “*Free Speech and Privacy in the Internet Age: The Canadian*  
*Perspective*”, Comparative Labour Law & Policy Journal,  
Volume 24, Number 1, Fall 2002

### **PROFESSIONAL ASSOCIATIONS AND ACTIVITIES**

1. National Academy of Arbitrators, 1995 to date  
Program Committee for Ottawa-Gatineau Conference May 2008  
Professional Responsibility and Grievance Committee, 2008 to date  
Research and Education Foundation
2. Member, Ontario Labour-Management Arbitrators’ Association, 1991 to date  
Board of Directors, 1995 – 1998
3. Member, Circle of Chairs, Society of Ontario Adjudicators, 1991 – 1997
4. Canadian Bar Association – Ontario Labour Law Subsection  
President – 1993 - 1994  
Vice President – 1992 - 1993

### **PUBLIC ADDRESSES and ACTIVITIES**

Several appearances giving speeches and training sessions about arbitration, mediation, labour relations and interest-based bargaining, including:

- 1991        “*Winning Cases at Grievance Arbitration*”, presented for Lancaster

House

- 1992 Ontario School Board Trustees Association, "*Projections of Labour Relations Issues*," Canadian Bar Association, Continuing Education Series, "Labour Relations Act Reforms"
- 1993 Ontario English Catholic School Teachers Association  
"*Grievance Arbitration*"
- 1995 Ontario Labour Relations Symposium, Panellist  
"*Ontario Labour Arbitration Forecast*"
- 1996 Law Society of Upper Canada, Continuing Education Series  
"*Mastering Mediation*"
- 1997 Infonex Seminar, Keynote Speaker  
"*Successfully Administering the Collective Agreement*"  
Institute for International Research – Discipline and Discharge  
Procedures: A Practical Update Seminar  
"*Diagnosing Potential Outcomes of your Arbitrations:  
The Arbitrator's Perspective*"  
Infonex Seminar, Chair  
"Canada Labour Code Reform – A Complete Review"
- 1998 University of Toronto Centre for Industrial Relations, Panellist  
Labour Arbitration Conference  
"*Putting Your Best Face on Your Case: What Arbitrators Look for  
in Case Presentation*"  
Osgoode Hall Law School, Professional Development Programme  
Coach, Advanced Mediation Workshop  
Centrum Information Seminar, Chair  
"*Key Issues in Ontario Education Reform*"  
Insight Information Inc. Conference – Keynote Speaker  
"*Labour Reform: How to Keep the Pendulum from Swinging*"
- 1999 Ministry of Labour, Arbitrators Training Program  
"*Mediation in Arbitration*"  
Mathews, Dinsdale and Clark, Labour Law Moot Competition  
Participating Arbitrator  
Canadian Association of Labour Lawyers Conference  
Guest Speaker  
National Academy of Arbitrators, Speaker  
"*Disability Issues: The Canadian Perspective*"  
Lancaster House, Labour Arbitration Conference, Panellist  
"Accommodation Issues"  
Glass Moulders' Convention, Panellist

*"What do Arbitrators Look for at Arbitration"*

- 2000      Coach, Osgoode Hall Law School Mooting Team  
             Mathews, Dinsdale and Clark Labour Arbitration Moot
- Queen's University Industrial Relations Centre, Presentation  
             "Labour Arbitration Skills"
- Queen's University Industrial Relations Centre, Panellist  
             *Brian Downie Symposium*  
             *"Mediating Justice: Practice Meets Theory"*
- 2001      Coach, Osgoode Hall Law School Mooting Team  
             Mathews, Dinsdale and Clark Labour Arbitration Moot
- Queen's University Industrial Relations Centre, Presentation  
             *"Labour Arbitration Skills"*, April 30, 2001
- Workshop Designer and Presenter for Ombudsman Ontario  
             *"The Duty to Accommodate"*, October 12, 2001
- Lancaster House Conference, Panel Chair  
             *"Issues in Public Sector Bargaining"*, October 31, 2001
- National Academy of Arbitrators, Speaker, Tampa, Florida  
             *"Free Speech and Privacy in the Age of the Internet –  
             The Canadian Perspective"*, November 2, 2001
- Co-Chair, Ontario Labour-Management Arbitrators' Association  
             Fall Education Conference, November 15, 2001  
             *"Making the System Work Better"*
- 2002      Coach, Osgoode Hall Law School Mooting Team  
             Mathews, Dinsdale and Clark Labour Arbitration Moot
- Speaker, Police Employment in 2000 Conference, Toronto  
             February 25-26, 2002
- Key Note Speaker, Ontario Public School Boards Association  
             Labour Relations Symposium, April 4, 2002
- Queen's University Industrial Relations Centre, Presentation  
             *"Labour Arbitration Skills"*, April 28, 2002
- Panellist, Law Society Continuing Education Seminar,  
             *"New Developments in Labour Law, Mediation in Arbitration"*,  
             May 27, 2002
- Discussion Leader, *"Recent Issues and Developments in  
             Canadian Labour Arbitration"*, National Academy of Arbitrators  
             2002 Annual Meeting, Pittsburgh, Pa.,  
             May 30 – June 2, 2002
- Co- Chair, Ontario Labour-Management Arbitrators' Association  
             Continuing Education Seminar, *"Assessing Credibility"*,  
             November 21, 2002
- 2003      Coach of the winning Osgoode Hall Law School Mooting Team

- Mathews, Dinsdale and Clark Labour Arbitration Moot  
February 18-19, 2003  
Queen's University Industrial Relations Centre, Presentation  
*"Labour Arbitration Skills"*, May 25, 2003  
Plenary Panellist, Labour Arbitration and Policy Conference,  
University of Calgary, Industrial Relations Research Group,  
June 11-12, 2003  
Panellist, *"The Future of Administrative Justice"*,  
2003 Conference of Boards and Agencies, November 7, 2003
- 2004      Coach of the Osgoode Hall Law School Mooting Team  
Mathews, Dinsdale and Clark Labour Arbitration Moot  
January 24, 2004  
Queen's University Industrial Relations Centre, Presentation  
*"Labour Arbitration Skills"*, May 1, 2004  
Panellist, Police Association of Ontario Conference, Workshop on  
Arbitration under the Police Services Act, August 10, 2004  
Panellist, Ontario Bar Association Labour Law Section  
*"Zero Tolerance – the Ultimate Zero Sum Game?"*,  
September 20, 2004  
Panellist, *"How to avoid being Judicially Reviewed"*, with Justice  
Stephen Goudge, Ontario Court of Appeal, and Professor  
Thomas Kuttner, Ontario Labour-Management Arbitrators'  
Association, November 18, 2004
- 2005      Panellist, *"Rulings on Difficult Issues at Arbitration"*, OPS Labour  
Relations Conference, January 20, 2005  
Coach of the Osgoode Hall Law School Mooting Team  
Mathews, Dinsdale and Clark Labour Arbitration Moot  
Placed 2<sup>nd</sup>
- 2006      Coach of the Osgoode Hall Law School Mooting Team  
Mathews, Dinsdale and Clark Labour Arbitration Moot,  
January, 2006  
Panellist, Ontario Bar Association, Labour Law Subsection,  
*"Straight Talk from Arbitrators"*, June 12, 2006  
Speaker, Insight Conference, *"Accommodation Issues in Arbitration"*,  
June 15, 2006  
Moderator, Panel on *"Ethical Issues in Arbitration"*, with  
Justice Stephen Goudge, George Thompson and Ken Swan,  
at the Ontario Labour-Management Arbitrators' Association  
Conference, November 16, 2007
- 2007      Coach of the Osgoode Hall Law School Mooting Team  
Mathews, Dinsdale and Clark Labour Arbitration Moot,  
January, 2007

- Panellist, "*Difficult Rulings at Arbitration*", Lancaster Conference, Calgary, Alberta, June 13, 2007
- Speaker, "*Confessions of the Arbitrator who wrote the Parry Sound decision*" or "*Be careful of what you asked for*", Montreal, Quebec, June 14, 2007
- Director, Arbitrator Development Program, Phase 1, with the Ontario Ministry of Labour, November 28 - 30, 2007
- 2008      Coach of the Osgoode Hall Law School Mooting Team  
Mathews, Dinsdale and Clark Labour Arbitration Moot, January 2008
- Member, Program Committee - 2008 National Academy of Arbitrators Annual Meeting, Ottawa-Gatineau
- Director, Arbitrator Development Program, Phases 2 & 3, with the Ontario Ministry of Labour
- Presenter, *Labour Arbitration and Dispute Resolution in Art, Literature and Opera*, at the National Academy of Arbitrators Conference, Ottawa-Gatineau, May 2008
- Chair, Panel on *How to Deal with Ethical Dilemmas*, at the National Academy of Arbitrators Conference, Ottawa-Gatineau, May 2008
- 2009      Coach of the Osgoode Hall Law School Mooting Team  
Mathews, Dinsdale and Clark Labour Arbitration Moot, January 2008
- Speaker for the "*New Member Orientation*," National Academy of Arbitrators Conference, Chicago, Illinois; May 20, 2009
- Panellist, "*The Next Generation of Arbitrators and Advocates - From Where Will They Come?*" National Academy of Arbitrators Conference, Chicago, May 23, 2009
- Speaker, "What do Arbitrators Look for?" *Canadian Labour Congress: Arbitration Skills Seminar*, May 28, 2009
- Presenter, "Human Rights and Accommodation," for the Office of the Ombudsman Ontario, September 24, 2009
- Panellist, "*The Business Side of Arbitration*" - National Academy of Arbitrators - Fall Education Conference, San Antonio, Texas; October 3, 2009

**VOLUNTEER, COMMUNITY ACTIVITIES and INTERESTS**

Intake Worker, Yonge Street Mission, Food Bank, 1998 – 1999

Member, Social Planning and Allocation Committee, United Jewish Federation,  
1998 – 2001

Volunteer, Canadian Foundation for Children, Youth and the Law,  
Peer Mediation Project, 1999 – 2000

Board of Directors, Chamber Concerts Canada, 1992 – 2000

Sandwich-maker, Waitress and Cleaner, “Feed the Hungry Program”,  
Law Society of Upper Canada, Fall 2000 – 2006

Patron, Canadian Opera Company and as much theatre as possible

Student of Ballroom and Swing Dance