

Jenny Ho (she/her)
 LL. B., Qualified Mediator and Qualified Arbitrator (ADRIC)
 Phone: (778)869-8383 Email: amityresolution@gmail.com

PROFESSIONAL EXPERIENCE

Mar 2021 to the present

VIA SPORTS CANADA, Vancouver, B.C.

Arbitrator and Mediator

- Conduct pre-mediations, mediations, and facilitate productive discussions between the parties, draft memorandum of understanding.
- Set down arbitral procedures including format and timeline of arbitrations.
- Conduct interviews, review and analyze submissions, evidence, relevant legislation and policies.
- Conduct oral hearings and written document-only proceeding and render written decision.

Apr 2020 to the present

AMITY DISPUTE RESOLUTION, Vancouver, B.C.

Mediator, Arbitrator and Conflict Coach

- Provide conflict resolution services including mediation, arbitration and conflict coaching to individuals, businesses, and non-profit organizations.
- Educate parties of the different options to resolve legal and non-legal disputes.
- Provide parties with tools and skills to resolve conflict specific to their specific needs and disputes.
- Assist parties as a third-party neutral to facilitate healthy conversations, mutual understanding and to find mutually satisfactory resolutions.
- Draft memorandum of understanding post-mediation.
- Maintain control of the overall procedure throughout an arbitration process
- Ensure procedural fairness and observe natural justice, assess.
- Where necessary and appropriate, screen for power imbalance and family violence.
- Develop and deliver training workshops for individuals and organizations on conflict prevention and management.

Feb 2020 to the present

PROPERTY ASSESSMENT REVIEW PANEL, Vancouver, B.C.

Panel Chair (Chair of a three-person panel)

- Ensure procedural fairness and rules of natural justice are observed.
- Maintain order of the hearings.
- De-escalating anger and tensions when required.

- Analyze parties' arguments and evidence and apply the law to the evidence.
- Work with panel members collegiately and respectfully.
- Deliver oral reasons at the end of the hearings.
- Provide training and mentorship to members.

Feb 2021 to Feb 2023

EMPLOYMENT STANDARDS TRIBUNAL, Vancouver, B.C.

Member (Adjudicator)

- Process and analyze a high volume of submissions and evidence.
- Analyze the submissions, evidence, issues, and apply the applicable law to the facts.
- Deliver written reasoned decisions using plain language.
- Ensure the process is delivered in a fair and unbiased manner.
- Ensure natural justice is observed throughout the adjudication process.

LEGAL NON-PROFIT ORGANIZATION

Sept 2021 to present

AMICI CURIAE FRIENDSHIP SOCIETY, Vancouver, B.C.

Deputy Executive Director

- Oversee the operation of the society to ensure it meets its goals and vision.
- Work with managers and stakeholders to collaborate on program delivery.
- Ensure high quality, client-centric services are delivered through training, volunteer advancement, and periodic performance review.
- Develop, update and deliver training materials, training sessions, and hiring and retention policies.

DISPUTE RESOLUTION TRAINING

Spring 2023

JUSTICE INSTITUTE OF BRITISH COLUMBIA, New Westminster, B.C.

Achieved A+ in all of the following courses:

- Family Violence: Impact on Separation and Divorce
- Effects of Separation and Divorce on Adults
- Effects of Separation and Divorce on Children
- Child Support Guidelines
- Agreements & Related Court Order

2022

ADR INSTITUTE OF ONTARIO, Ontario, ON

Practical Ethics for Working Mediators

2019

ADR INSITUTE OF BRITISH COLUMBIA, Vancouver, B.C.

Qualified Arbitrator, Certified Mediator

- Certificate of National Mediation Introduction Course
- Certificate of Conduct of Arbitration Proceedings
- Certificate of Arbitration Workshop: Award Writing
- Certificate to Arbitrate ICBC Documents-only Vehicle Damage Insurance Coverage Disputes

LEGAL EDUCATION

2014 to 2017 **UNIVERSITY OF LONDON, London, United Kingdom**
Bachelor of Law degree with honors.

2017 **PETER A. ALLARD SCHOOL OF LAW, Vancouver, B.C.**
Completed 500-Level courses with A- average:

- Criminal Law (LAW 525) – completed with a grade of “A”
- Public Law (LAW 505) – completed with a grade of “A-“
- Property Law (LAW 504) – completed with a grade of “B+”

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CONTINUING PROFESSIONAL DEVELOPMENT

April 23 to 26, 2025 **SPORT DISPUTE RESOLUTION OF CANADA**
 Mediator and Arbitrator Conference

November 2, 2023 **ALISON BREWING CONSULTING**
 Purpose-Driven Governance Workshop

2012 to present **LAW COURTS CENTER, Vancouver, B.C.**

Courses on topics including family law, civil litigation, employment law, tenancy disputes, human rights law, trauma-informed practice, immigration law, working with self-represented litigants, working with survivors of gendered violence, working with challenging clients, access to justice and effective clinic practice.

May 2021 & 2022

**THE CONTINUING LEGAL EDUCATION SOCIETY OF
BRITISH COLUMBIA, Vancouver, B.C.**

Employment Law Conference

2019 to 2021

ADR INSITUTE OF BRITISH COLUMBIA, Vancouver, B.C.

- “Resilience in Recovery” symposium
- Arbitration from Nose to Tail
- New Arbitration Act
- Construction Adjudication
- Addressing Conflict in the Next Generation
- The use of New Technologies in Mediation
- Elder Mediation
- The New Arbitration Act
- Mediating Real Estate Conflicts
- Mental Health and ADR
- Commercial Leasing not Consumer Advocacy
- “Realizing ADR’s Full Value” conference

May 20, 2021

Council of Canadian Administrative Tribunals, Vancouver, B.C.

Advancing Truth and Reconciliation in the Tribunal Context

May 2020

Courthouse Library, Vancouver, B.C.

JP Boyd on Abuse and Family Violence

May 2020

Pacific Legal Outreach, Vancouver, B.C.

Human Rights: The Duty to Accommodate in Light of Covid-19

May 2020

UBC Alumni Leadership Lessons

Leading Teams through Conflict

2018

TRIAL LAWYERS ASSOCIATION OF BRITISH COLUMBIA

The Aspiring and Inspiring Paralegal Professional Development and Leadership

EDUCATION

1998 to 2002

UNIVESITY OF CALGARY, Calgary, A.B.

Bachelor of Arts in General Studies and Social Sciences

2002

FUDAN UNIVERSITY, Shanghai, China

Advanced Level Certificate in Mandarin and Business Mandarin

PROFESSIONAL ASSOCIATIONS / VOLUNTEER ORGIZATIONS

2020 to Present	ADR INSTITUTE OF BRITISH COLUMBIA, Vancouver, B.C. Designated Qualified Arbitrator Designated Qualified Mediator Committee member of Under 40 Group (2021 and 2022) Committee member of the 2021 Symposium Organizing Team
2011 to Present	AMICI CURIAE FRIENDSHIP SOCIETY, Vancouver, B.C. Current board member Current member of Innovation Committee Current member of Client Care Committee Past Manager of the Indian Day School workshop Past Triage Manager of Virtual Amici Curiae workshop Past Triage Manager of Uncontested Divorce Legal Forms workshop Past Manager of Battered Women Support Services Legal workshop Past Manager of Vancouver Public Library Legal workshop

SPEAKING ENGAGEMENTS

2015 to present	AMICI CURIAE FRIENDSHIP SOCIETY, Vancouver, B.C. <ul style="list-style-type: none"> • Co-host and translator of “Employment Law” in English and Mandarin (November 2021) • Guest speaker at Fairchild Radio in Mandarin (July 2021) • Co-host and translator of “Introduction to Family Law” in English and Mandarin (June 2021) • Co-presenter of “Provincial Court Family Rules” lecture (May 2021) • Co-presenter of “BC Court of Appeal Procedures 101” lecture (2015)
Dec 2022	CANADIAN COLLABORATIVE FOR ENGAGEMENT AND CONFLICT MANAGEMENT (USED BY INSTRUCTOR OSGOODE SCHOOL OF LAW) Guest speaker on the “Mediating with Self-represented Parties” course
June 2021	ADR INSTITUTE OF BRITISH COLUMBIA, Vancouver, B.C. Chair and moderator of “From training to practice: how to build a successful ADR practice” panel. Chair and moderator of “Arbitration in real estate matters in B.C.” panel.
Aug 2020	GLOBAL LAWYERS OF CANADA Speaker on “How volunteering has shaped your legal career in Canada.”

PUBLICATIONS

Present	“Civil Procedures Guide for Self-Represented Litigants,” in Traditional Chinese, AMICI CURIAE, Vancouver, B.C. 2023
Present	“Family Procedures Guide for Self-Represented Litigants,” LAW COURTS CENTER, Vancouver, B.C. <i>(not yet published)</i>
2015	“Court of Appeal Procedures Guide for Self-Represented Litigants,” LAW COURTS CENTER, Vancouver, B.C. 2015.
2014	“Civil Procedures Guide for Self-Represented Litigants,” LAW COURTS CENTER, Vancouver, B.C., 2014. (Published on CANLII).

VIRTUAL PROCEEDINGS

Experienced in conducting online mediations, arbitrations and webinars through Zoom and MS Teams.

OTHER LANGUAGES

Proficient in spoken and written Cantonese and Mandarin.