

GIANPIERO (JOHN) GROE

Accessible Daily Living
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Woodbridge, ON
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(Updated November 8, 2024)

EDUCATION & PROFESSIONAL CREDENTIALS

- 1996 - Humber College - General Arts & Science, courses specializing in Geriatrics.
- 1997 - Humber College - Physiotherapist Assistant Program, Achieved Diploma.
- 2003 - Humber College - C.I.P. -Chartered Insurance Professional, C11 Practices and Principles completed.
- 2013 - AODA Certified – Integrated Accessible Standards Regulation Information and communication Employment, Transportation, Design of public spaces, Customer service
- 2013 - Certified A+ Accessible Construction Contractor Training through March of Dimes.
- 2015 - Mount Royal University - Canadian Specialist in Accessible Housing Design (CSAHD).
- 2016 - Excellence Canada - Building Accessibility Excellence Auditor (BAEA).
- 2017 - Founding and current council member of Home Modification Canada – Canadian Home Builder’s Association.
- 2018 - Executive Certificate in Senior Living (SLEC)– University of South California.
- 2018 - Canadian Professional Consultant on Aging (CPCA).
- 2018 - Vice Chair - Accessibility Advisory Committee – Town of Caledon.
- 2019 - Executive Certificate in Home Modification Program (ECHMP) – University of South California.
- 2019 - Certified Environmental Access Consultant (CEAC).
- 2019 - Certificate – Design of Public Spaces (DOPS) – GAATES.
- 2020 - Certified Living in Place Professional (CLIPP) – Living in Place Institute.
- 2020 - Home Accessibility and Trade Specialist (HATS) – Living in Place Institute.
- 2021 - Canadian Standards Association (CSA Group) – Technical Subcommittee on Accessible Homes.

Board member, Retirement Home Regulatory Authority – Province of Ontario (December 9, 2021 – September 2024).

- Public appointment under Mr. Raymond Cho, Minister for Seniors and Accessibility.
- Monthly meetings to discuss protocol, financials and daily operations.
- Undergo training to support RHRA with advancements in the industry throughout the province of Ontario.

Vice – Chair, Accessibility Advisory Committee, Town of Caledon (October 2018 – October 2022)

- Attend monthly virtual and/or in person meetings
- Review and comment on future developments in Town of Caledon.
- Provide expert opinion on accessibility and safety needs to public spaces in Caledon
- Community reference and resource for the residence of Caledon.
- Promote Accessibility in the Town of Caledon.

**International Consultant/Faculty – University of Southern California (USC) – Leonard Davis School of Gerontology – Executive Certificate in Home Modification.
(September 2020 – September 2024)**

University of Southern California, Los Angeles, California, United State of America

- Deliver online training and education.
- Ongoing research and development of related courses and programs.
- Growth of programming in Canada for USC- Leonard Davis School of Gerontology.
- Create Canadian content and program stream in Canada.

**Managing Partner/President BUSINESS DEVELOPMENT, ACCESSIBILITY CONSULTANT
(October 11, 2013 - Present)**

Accessible Daily Living/DriveLab Inc., Woodbridge, ON

- Primary point of contact for all telephone and face-to-face customer enquiries.
- Understand customer needs and identify opportunities to promote company products and services to customers, referring them to appropriate team members or internal partners to create a positive customer experience.
- Create a positive customer experience at every interaction and look for ways to contribute to the ongoing improvement of the overall customer experience.
- Identify sales and advice opportunities and refer customers to appropriate team members or internal partner
- Manage customer workflow by identifying customer needs.
- Responsible for workflow process and intake coordination.
- Attend home accessibility assessments.
- Assess client's immediate and future needs.
- Responsible for assessments and coordination of all expert reports.
- Primary liaison for all clients (Insurer's, personal injury lawyer, Occupational Therapists, Case Managers and end user).

**CLAIMS TECHNICAL SPECIALIST/SENIOR ACCIDENT BENEFITS ANALYST – CLAIMS SERVICES (February 2009 –July 2012)
Lombard Canada, Toronto, ON**

- Managed and adjusted large loss files as per the directions of the Statutory Accident Benefits Schedule.
- Experience and knowledge in 5 regimes of legislation directly related to motor vehicle accident claims (OMPP, Bill 164, Bill 59, Bill 198, Bill 34/10-post September 1, 2010).
- Supervising a team of 6 claims adjusters.
- Monthly file auditing.
- Weekly roundtable reviews of team files.
- Implemented strategies with Regulated Health Professionals to achieve the primary goal of returning claimant/client to pre-accident/injury status.
- Set up and Review all medical reports/Insurer Examinations to determine claimant's entitlement to Accident Benefits.
- Set and adjusted financial reserves according to each claim.
- Work with Health Professionals to implement Return to Work (RTW) strategies, Return to Activities of Daily Living initiatives (ADL) and Work Hardening programs (WH).
- Utilized negotiation skills to reach a positive outcome for both Insurer and Insured.
- Experience with FSCO mediations and arbitrations and small claims proceedings.
- Processed and filed correspondence related to claim.
- Assign new Accident Benefits claims as requested.
- Provided mentorship and coaching to junior adjusters/analysts.

IME REPORTS COORDINATOR – CUSTOMER SERVICE COORDINATOR (July 2008 – January 2009)

West Park Assessment Centre, Toronto, ON

- Provided quality care and support in all Independent Medical Assessment reports.
- Liaised with Adjusters, Advisors, Case Managers and Medical Evaluators to provide accurate and definitive results using the Independent Medical Assessment process.
- Provide monthly sales statistics.
- Develop marketing tools.
- Provide quality assurance for all medical documents for spelling, grammatical errors and inconsistencies found within single and multi-disciplinary reports.
- Provided medical updates & information to all medical evaluators when required.
- Provided mentorship and education of the related Accident Benefits legislation (*Statutory Accident Benefits Schedule*) legislation to staff.
- Provided education and information regarding medical terminology, specific pathological conditions and etiology to staff.
- Provided excellent customer service support.
- Produced and provided monthly review statistics as required, to the Team Leader and the Assistant Director of the IMA division.

IME REPORTS COORDINATOR – CATASTROPHIC CLAIMS SPECIALIST (October 2007 – July 2008)

Medisys Health Group, Etobicoke, ON

- Provided quality care and support in all Independent Medical Assessment reports.
- Liaised with Adjusters, Advisors, Case Managers and Medical Evaluators to provide accurate and definitive results using the Independent Medical Assessment process.
- Proof read all medical documents for spelling, grammatical errors and inconsistencies found within single and multi-disciplinary reports.
- Provided medical updates and additional information to all medical evaluators when required.
- Provided mentorship and education of the related Accident Benefits legislation (*Statutory Accident Benefits Schedule*) and W.S.I.B. legislation to staff.
- Provided education and information regarding medical terminology, specific pathological conditions and etiology to staff.
- Provided excellent customer service support.
- Member of the bi-weekly Report Coordinator and IMA division committee meetings.
- Produced and provided monthly review statistics as required, to the Team Leader and the Assistant Director of the IMA division.

ACCIDENT BENEFITS ANALYST – CLAIMS SERVICES (February 2007 – October 2007)

CAA Insurance, Thornhill, ON

- Managed and adjusted claims per the Statutory Accident Benefits Schedule.
- Adjusted each claim on an individual basis.
- Determined what is reasonable and necessary to manage each claim.
- Implemented strategies with Regulated Health Professionals to achieve the primary goal of returning claimant/client to pre-accident/injury status.
- Set up and Review all medical reports/Insurer Examinations to determine claimant's entitlement to Accident Benefits.
- Set and adjusted financial reserves according to each claim.
- Work with Health Professionals to implement Return to Work (RTW) strategies, Return to Activities of Daily Living initiatives (ADL) and Work Hardening programs (WH).
- Utilized negotiation skills to reach a positive outcome for both Insurer and Insured.
- Experience with FSCO mediations and arbitrations and small claims proceedings.
- Processed and filed correspondence related to claim.
- Provided mentorship and coaching to junior adjusters/analysts.

ACCIDENT BENEFITS ANALYST – CLAIMS SERVICES (August 2005 – February 2007)
TD Meloche Monnex, Toronto, ON

- Managed and adjusted claims as per the Statutory Accident Benefits Schedule.
- Adjusted a claim on an individual case-by-case basis.
- Determined what is reasonable and necessary for each claim.
- Implemented strategies with Regulated Health Professionals to achieve primary goal of returning claimant/client to pre-accident status.
- Set up and Review all medical reports/Insurer Examinations to determine claimant's entitlement to Accident Benefits.
- Set and adjusted financial reserves according to each claim.
- Utilized negotiation skills to reach a positive outcome for both Insurer and Insured.
- Experience with FSCO mediations.
- Processed and filed correspondence related to claim.

ASSISTANT PHYSIOTHERAPIST – TRAUMA & ORTHOPAEDICS (April 2000 – March 2005)
Full-time, March 2005-Present Casual
St. Michael's Hospital, Toronto, ON

- Worked in collaboration with the Physiotherapist to promote Rehabilitation.
- Assisted in Initial assessment of Orthopaedic and Trauma Patients.
- Performed treatment and with the Physiotherapist's guidance; progress patients as per each individuals treatment plan.
- Conducted a work hardening program associated with the outpatient clinic
- Patient populations included traumatic brain injury, spinal cord injury, orthopaedic, cardiovascular and cardiorespiratory.
- Assisted in discharge planning, return to work planning in the Orthopaedic and Trauma programs.
- Duties include maintenance and all administrative duties related to Physiotherapy within Orthopaedics and Trauma.

ASSESSMENT FACILITATOR

Lea Consulting/TTC – WHEEL TRANS DIVISION, Toronto, ON (July 1999 – June 2000)

- Assessed and determined through an unbiased process, each recipient of the Wheel-Trans service.
- Responsible for providing interview service to The Greater Toronto Area, which also included Mississauga, Brampton, Vaughan, Richmond Hill, Markham, Pickering, Ajax, and Oshawa.
- Responsibilities included all processing and filling of forms, data, and full operation of all interview sites.
- Part of Task force, to help modify and restructure accessibility of the Toronto Transit system for the physically impaired.

VOLUNTEER EXPERIENCE

- 2020 – Present, President – Juventus Official Fan Club Toronto
- 2021 – Present, Board Member – Livable Environments Conference.
- 2015 – Present – Member, The Association for Driver Rehabilitation Specialists (ADED).
- January 2017 – November 2019 – Volunteer committee member for the Ontario Brain Injury Provincial Conference.
- January 2017 – Dreams take flight.
- December 2016 – Dovercourt Boys and Girls Club – Sponsor/volunteer
- June 2014 – September 2019, Director, Brain Injury Association of York Region.
- August 2014 – Present, Chair, "Katwalk for Kids".
- October 2007 – October 2012 Coach- Bolton Wanderers U-10 Boys Select soccer team.

LANGUAGES

I am fluent in the interpretation and comprehension of the Italian Language, both written and verbal.

CERTIFICATES

- CPR and First level Heart Saver
- Swiss Ball Therapy Certificate

AWARDS/ACKNOWLEDGMENTS

- 2021 Accessibility Champion, City of Vaughan – Small Business Category.
- Top Choice Awards Nominee/Winner – 2025 Accessible Contractors – GTA.
- Top Choice Awards Nominee/Winner – 2024 Accessible Contractors – GTA.
- Top Choice Awards Nominee/Winner – 2023 Accessible Contractors – GTA.
- Top Choice Awards Nominee/Winner – 2022 Accessible Contractors – GTA.
- Top Choice Awards Nominee/Winner – 2021 Accessible Contractors – City of Vaughan.
- Advocacy Award - Gratitude Global Inspiration Awards, Endless Possibilities & Hope Development Org. – 2019.
- Canadian Business Awards 2019 – Best Accessible Contracting/Consultant Company.
- International Advisor – Leonard Davis School of Gerontology, Home Modification and Senior Living Program (ECHMP) , University of Southern California (USC).
- 2017 (BIST) Brain Injury Society of Toronto, Volunteer of the Year nominee.
- Liaison to the Ontario Brain Injury Association (OBIA) – Canadian Access and Inclusion Project (CAIP). Reporting to the Honourable Carla Qualtrough, Minister of Sport and Persons with Disabilities.
- Winner 2016 – Vaughan Business Achievement Awards, in the category of Accessibility.
- Runner up 2015 – Vaughan Business Achievement Awards, in the category of Accessibility.
- Runner up 2014 – Vaughan Business Achievement Awards, in the category of Accessibility.
- Accessibility Auditor for the Emery Village Redevelopment (BIA).
- Recognition of service and dedication to St. Michael's Hospital - 2005 (5 years).
- Recognition of service and dedication to St. Michael's Hospital - 2010 (10 years).