Executive Director's Report – April 2015

It's been busy, but 2015 is off to a great start. There have certainly been unexpected problems and roadblocks, but the ADRIA team has been performing exceptionally well and making progress on several important initiatives.

Potential elements of this report that have been adequately addressed elsewhere in the Board's agenda are, for the most part, not included herein. Dashboard display elements continue be incorporated slowly into Board presentation materials, and will progressively linked to ADRIA's strategic plan and success indications. Dashboard metrics are intended to provide Board members with clear, succinct and meaningful data, charts and indicators upon which they may base their decisions, establish new initiatives, and provide strategic direction. It is important that all Board members provide feedback and suggestions regarding the materials and metrics presented – what's useful, what's not, and what might be needed in the future.

Designations

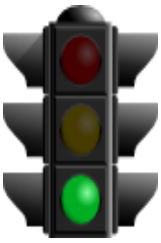
Tammy Borowiecki, Director Professional Development
Truus Souman, Executive & Membership Coordinator

- March was Designation month and we had 25 designation applications in total.
  - Q.Arb – 3 applicants
  - C.Med – 4 applicants
  - Q.Med – 18 applicants
  - The changes to the Q.Med application form, implemented in the fall of 2014, proved to be beneficial as the applicants had more clarity around the process and the office fielded fewer questions regarding criteria.
  - This round of applications has highlighted some areas that need clarification on the C.Med application process. The MDC and ADRIA staff will be collaborating to work through these challenges. At this early juncture, the Board should be aware that we are moving towards the mandatory assessment model for C.Med applications commencing March 2016, with adequate notice to members, higher application fees ($500), and paid assessment panels that will include one or more MDC members.

The MDS has developed a succession plan, and is up to full strength with the appointment of Alasdair McKinnon. The ADC is now short one member, although we have two previous applicants that have been referred to the Chair for consideration. The ADC has yet to submit a succession plan, but we continue to track this down. As highlighted in our Strategic Plan, a marketing campaign will be launched in 2015, and ADRIA is playing a leadership on ADRIC's Designations Marketing subcommittee. Designations continue to represent an important strategic opportunity to build and retain membership.

Membership

Paul Conway, Executive Director
Truus Souman, Executive & Membership Coordinator



I may sound like a broken record but, while we had anticipated a slight drop in membership over Q1, we have instead achieved another record in terms of Full memberships – **368 Full members!** We continue to enjoy a Full member retention rate of over 90%, and healthy roster of Student/Associate members. 2015 is off to a great start! Strategically, as a membership organization first and foremost, our focus remains on attracting and retaining new FULL members and, given the number of non-member ADR Practitioners in the Province, we continue to set our sights high as we strive to build a Full membership list that exceeds 400.

Reporting date	**Full Members**	**Associate Members + Student Affiliates**	**Total Members**
BoD Meeting Apr 2015	**368**	146+3 (see note)	517
BoD Meeting Jan 2015	365	149+4 (see note)	518
BoD Meeting Dec 2014	363	148	511
BoD Meeting Sep 2014	352	157	509
BoD Meeting June 2014	341	143	484
AGM May 2014	338	145	483
End-2013	328	151	479
End-2012	329	102	431
ADRIA start (Sep 2012)	311	92	403
AAMS (May 2012)	354	113	467
AAMS (May 2011)	333	104	437
ADRIA High (Jan 2015)	365	149+4	**518**
Previous recorded high (Apr 2010)	355	151	506
Previous recorded low (Sep 2012)	311	92	403
NOTE: The category of Student Affiliate Member is new for 2015 (it is similar to an Associate Member/Student – typically an ADRIC member from another province)			

Professional Development & Education

Tammy Borowiecki, Director Professional Development
Tasha Innes, Education Assistant

- Tasha and Jennifer have been working to design and build ADRIA's new website and we are very excited about the new features and ease-of-use this website will provide. Because of the powerful capabilities of the platform we are using, once complete, the website will streamline education registration and membership processes, which will improve efficiency in the office.
- We have confirmed our course calendar for core classes (Communications, Mediation, Arbitration and Separation & Divorce) up until summer 2016 and registration for those classes will be opened with the launch of our new website.
- Communications in ADR ran in January, with 8 students in Edmonton and 10 in Calgary. The July class in Edmonton already has 7 registrants with almost three months to go, so it looks like it will be a large class.
- ADRIC's National Introductory Mediation course has been delivered to ADRIC along with the train-the-trainer videos, and our development commitment is now complete. We ran the course again in March and April, with 8 students in Edmonton and only 4 in Calgary.
- ADRIC's National Introductory Arbitration course is still in need of some minor updating and we are working with ADRIC to complete the train-the-trainer videos. In March we ran the course in Edmonton with 11 students and in Calgary with 6 students.
- We have confirmed course structure and scheduled dates for the Program Certificate in Separation and Divorce Mediation. The certificate consists of the completion of one four-day module and two 3-day modules, as well as role-play evaluation and a written exam. A promo sheet has been made and circulated to members in an email blast and registration is open for the spring/summer dates in Edmonton, with a few people already registered.
- After unsuccessfully trying to run our Negotiation course in the fall and again in February, we have decided to hold off on offering this again until we can re-strategize.
- The newly revised Conflict Management for HR Professionals course has 6 registrants in Edmonton and will be running in late April. Paul is busy working on the material and arranging guest speakers from the HR field.
- Paul and Tammy participated in the latest Reforming the Family Justice System meeting in March. We continue to represent the ADR field on this initiative.
- With Tasha leaving this summer, we have begun the process of hiring a new Education assistant to replace her. With very few applications coming in after the job posting was circulated within our membership, the posting was put out to the general public and yielded many willing applicants, which Tammy is in the process of sifting through.

- We are currently looking for new classroom space in Calgary as the board room at the North Calgary Business Centre is not adequate for some of our classes. We have explored the facilities at the Southern Alberta Division of the Commissionaires and are currently awaiting rental rates.
- Tammy and Paul are on the ADRIC conference planning committee. Tammy is assisting with the speaker subcommittee.
- Private contract training:
    - The four-day PHBI (Professional Home Builders Institute) Negotiation training ran in both cities, with 14 participants in Edmonton and 17 participants in Calgary. PHBI was very pleased with the course and has asked for refresher course to be delivered in the spring (this is under discussion).
    - We expect to deliver a one-day Negotiation training event for ATCO Electric in May. Details are still being worked out.
- Tammy and Paul met with Concordia College in January and again in March to continue discussions regarding ADR/mediation training for Concordia business students and the creation of a minor in dispute resolution in the faculty.
- Online practice groups were delayed as registration on our current website was not possible. We are building a separate area on our new website that will streamline this process and we should be able to start the practice groups in late spring. We have already been working with the coaches to train them on the web interface we will be using. We are excited to have some new coaches on this roster from outside major centers.
- Specialty/Elective Courses:
    - Mediation Case Development ran in both training cities in February, with 6 students in Calgary and 10 students in Edmonton.
    - We have Restorative Practices scheduled to run in June, with 6 students already registered.
    - A new version of David Hill's Oil & Gas course, *Oil and Gas Fundamentals for Conflict Management Practitioners*, will also run in June, with 3 students pre-registered.

Professional Development & Education notes from the ED:

Regretably, the Professional Development & Education team continues to be burdened with finalizing the National Introductory Courses. Handover of the Mediation program was finalized in March, although the issue of national recommended pricing has arisen as a distraction. April will see completion and handover of the Arbitration program.

New Website & Directory of ADR Professionals

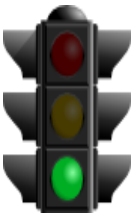
Jennifer has the lead, and a launch is anticipated this Spring – hopefully in time for the AGM. The staff are very excited about the capabilities of the new membership database (Wild Apricot), and discussions have commenced with Digital Tea and EVO to facilitate the transfer. While there are always unexpected snags, it is hoped that the membership will experience a smooth transition, and enjoyed enhanced support.

Human Resources

As mentioned, resumes are under review to replace Tasha when she leaves Edmonton in June. Discussions are underway to bring on Tasha's replacement and Truus as "employees" vice contractors, as ADRIA endeavours to comply more fully with CRA guidelines in this regard. The staff recently took lunch together to celebrate the end of winter, and greatly appreciated the restaurant vouchers that the Board bestowed at Christmas.

Job Board

As ADRIA gets more calls and job notifications, this service continues to grow and be well known.



Financial footnotes

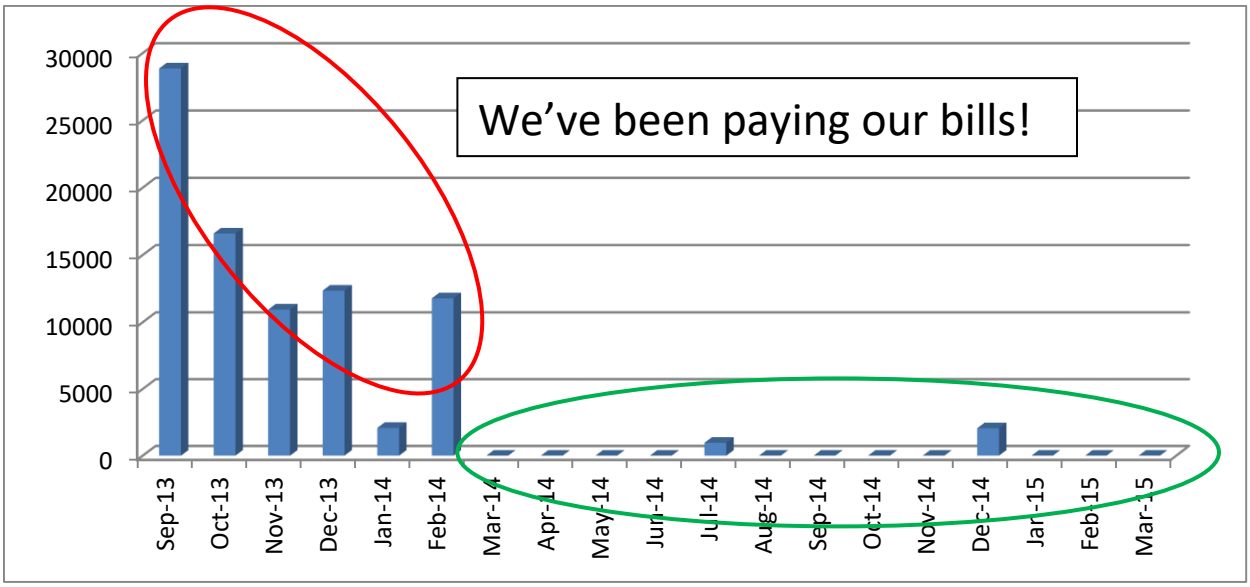
The Treasurer's report is included in your Board materials, and I have added some end-March summaries.

I am exceeding pleased with the ADRIA's Q1 financial performance, and in particular the new Business Unit report which I have included in the Board materials. I will lead the Board through a brief analysis of its contents on Saturday, but it clearly illustrates ADRIA's business lines, what's profitable, what's provided as a necessity and/or a member service, and where improvements can be anticipated. As a bottom line, however, it illustrates how ADRIA is keeping its expenditures under control and achieving a small profit.

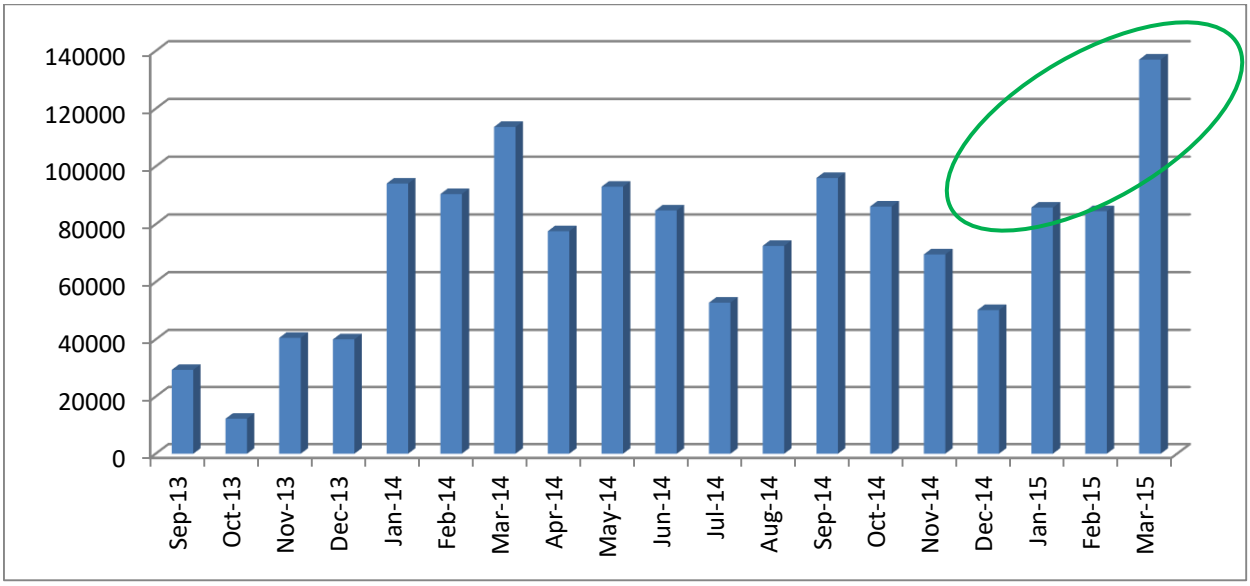
Our website and database development projects remain our largest potential strategic investment for 2015, including the online Directory. Along with Governance, Conference expenditures in 2015 will also have no counterbalancing revenue, as ADRIA continues to fully support the ADRIC National Conference. As our lease obligations in Calgary expire, we will revisit our future requirements and expenditures.

Our Auditor continues to work towards an agreed deadline, in support of the AGM deliverables.

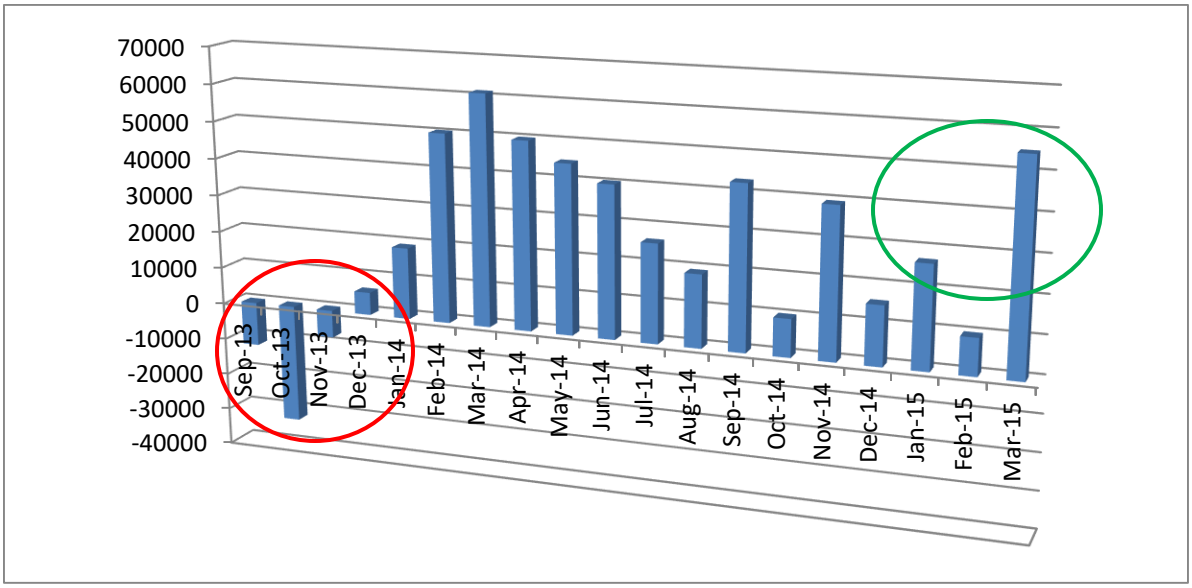
Accounts Payable:



Cash+Reserves:

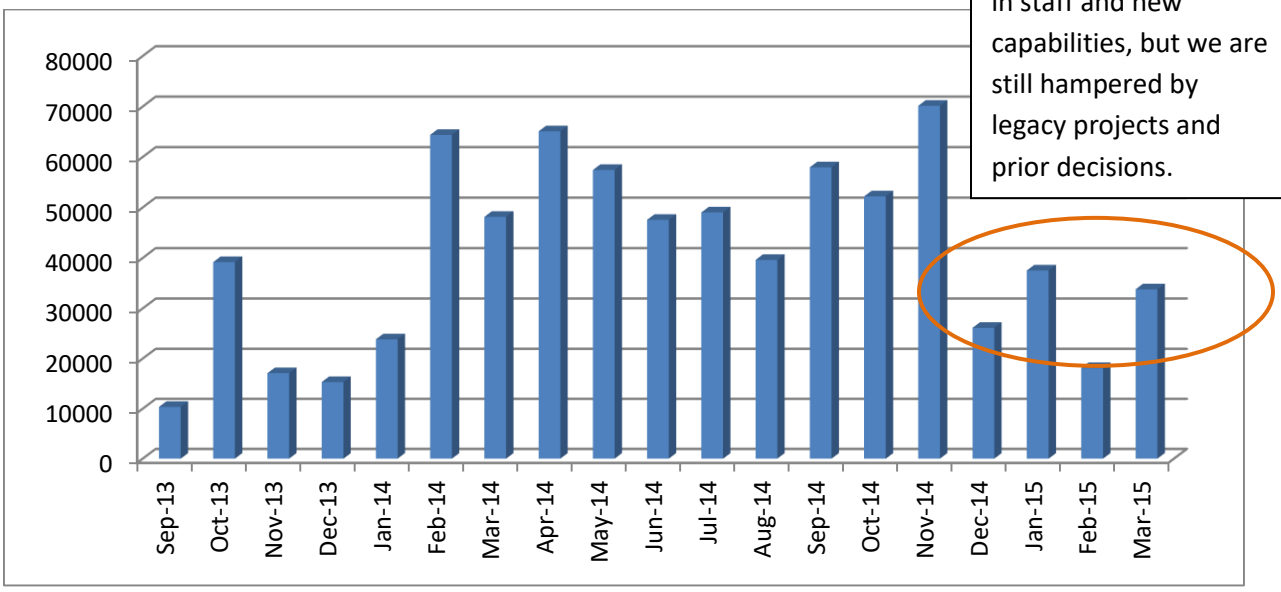


Cash+Reserves vs Deferred Revenue:



Total Member Equity:

There have been strategic investments in staff and new capabilities, but we are still hampered by legacy projects and prior decisions.



Networking

Our two collaborative ADR Networking Mixers, engaging ADRIA, AAMS, MRJC, AFMS, CMCS, ARJA, MRU, PMAST and Alberta Justice, continue to enjoy success – although attendance was lower than expected for the February and March events. The committees and staff will explore the demand for a winter Mixer, and perhaps adopt a Spring/Fall format for the major centres in 2016. ADRIA costs remain minimal ($3K/year), although we are actively seeking sponsors to further reduce this cost (and/or the entry cost for attendees).

Money has been put aside in the budget to provide our rural areas with access to PDev and Networking resources (a modest $2K). These efforts will be supported by staff, and are currently communicated through ADRIA's Bridging the Distance Committee.

Of note, ADRIA representatives were recently invited to the AFMS's Conference Wine & Cheese, where Paul, Stan & Wendy had the opportunity to interact further with both the outgoing and incoming MRJC Presidents, as well as a number of the AFMS members (many of whom are also ADRIA members). ADRIA will continue to pursue closer relationships with the AFMS, focussing on designations, complaint procedures, reduced dual membership costs, networking events, and future joint conferences.

Newsletters

Newsletters continue on a monthly format. Jennifer is still hampered by the lack of an integrated membership/communications database, but is actively engaged in sourcing our options. In support of Board activities, future issues will feature the On Board, updates on our Strategic Plan, and potentially Board profiles.

AGM & Conference 2015

As determined by the Board, the 2015 AGM is scheduled for Friday evening, June 5th using a virtual format. The Board also determined that the AGM would be immediately followed by the Board's annual orientation session on Saturday, June 6th. The Board will meet in at Self-Connection Books in Calgary, and be video linked to a membership assembly at Concordia University in Edmonton. They will also be

connected to other individual members and assemblies across the province by means of dial-in and on-line tools. AGM documentation would be provided on-line in advance, and on-screen. The AGM would be scheduled for two hours, and greater overall interaction with the membership is anticipated.

Board elections would be conducted electronically in advance of the AGM, in accordance with ADRIA bylaws. The Nominating Committee will advise the membership of their recommended candidates no later than April 21st, and solicit additional nominations. Nominations close in early May, and the ballots will be distributed on May 15th along with formal notification of the AGM and any Special Resolutions. ADRIA will be using a new online voting application Simply Voting, which will further professionalize our governance procedures. Voting will end on May 26th, allowing sufficient time for the candidates to be notified, and for the new Board to retify its Executive positions in advance of the AGM.

There will be no ADRIA Conference in 2015. The 2015 National ADRIC Conference will take place at the Calgary Westin October 29-30th, with a pre-Conference day on October 28th. Considerable progress has been made in establishing a Regional Committee and jump starting ADRIC's planning process.

The National (Combined) Committee is currently meeting every second week, and consists of:
Dave McCutcheon (National)
Derek Lloyd (National)
Thierry Bériault (National)
Roy McPhail (Regional ADRIA/ADRIM)
Tegan & Don Schapira (Regional ADRIA)
JB Isaacs (Regional ADRIA)
Plus .....
Janet McKay (ADRIC ED)
Barbara Gilbert (ADRIC staff)
Paul Conway (ADRIC ED)
Tammy Borowiecki (ADRIA staff)

Other members of the Calgary Committee include:
Representation from AER (Julia Fulford, Anna Rose, Jennifer Wells)
Dolores Herman
Susan Robinson
Virginia (Gini) Clark
Barb Rangen
.... and others, as they are added and the conference dates approach.

The Conference theme (tentative) is Big Sky, Big Ideas. The venue is the Westin hotel, which the Regional Committee toured on Friday. Keynote speaker selection has commenced, and sponsorship/speaker proposals have been solicited, with an initial closing date of May 5th. The four Conference streams will be Commercial applications, Mediation, Family/Workplace, and Miscellaneous (to include such topics as Community Mediation, Elder Mediation, Cultural DR Practices, Restorative Justice, etc.)

Outreach & Leadership

Outreach activities continue as ADRIA continues to provide leadership and explore collaborative opportunities with organizations and institutions of strategic interest.

Updates to the Board will include:

ADR Institute of Canada (ADRIC)

- National Insurance Committee
- National IT Committee
- National Marketing & Membership Committee (including recent logo proposals)
    - Corporate, Organizational and Educational membership Subcommittee
    - Designation Marketing Subcommittee
    - Roster Development Subcommittee
- National Introductory Mediation & Arbitration Courses
- Linkage to the ADRIC Board meetings
- Presidents' Round Table

ADRIC Regional Affiliates, notably with the Western Provinces

- Training, Conference, Membership fees, and MOU discussions with ADRIC

Reforming the Family Justice System (RFJS) initiative

- DR Sector Co-lead, and new initiatives being launched

Conflict Resolution Day Planning & Marketing Committees (CR Day)

Municipal Dispute Resolution Services Advisory Group (MDRS)

Peer Mediation and Skills Training (PMAST Calgary)

Alberta Restorative Justice Association (ARJA)

Alberta Family Mediation Society (AFMS)

Universities & Colleges (RRU, MRU, MacEwan, Concordia, etc)