

## ADRIA BOARD MEETING AGENDA

**DATE\TIME Sept 28<sup>th</sup> 2013 8:30 – 9:45 am – BOARD MEETING**

**(STRATEGIC PLANNING WORKSHOP: 10:00 am – 3:00 pm )**

**CONCORDIA COLLEGE – Room HA206 (Main Campus Building)**

Time	#	Topic\Title	Action	Role	Ref Materials
<b>8:30</b>	<b>1</b>	<b>CALL TO ORDER</b>		Chair	
		Introductions of Staff\Facilitator			
<b>8:35</b>	<b>2</b>	<b>ACCEPTANCE OF PREVIOUS MINUTES)</b>		Chair	
	2.1	Meeting Minutes: June 21-22 2013	Motion to Amend\Adopt	ALL	<b>Attach # 1 (below)</b>
<b>8:40</b>	<b>3.0</b>	<b>MATTERS ARISING FROM THE MINUTES</b>		ALL	
	3.1	Use of Board Member Credentials	Decision	Don	
<b>8:45</b>	<b>4.0</b>	<b>APPROVAL OF AGENDA</b>		Chair\ALL	
<b>8:50</b>	<b>5.0</b>	<b>REVIEW OF ANNUAL CALENDAR</b>		ALL	
	5.1	Board Meeting Location in November	Decision		
<b>8:55</b>	<b>6.0</b>	<b>ACCEPTANCE OF REPORTS</b>			
<b>8:55</b>	6.1	Treasurer	Information	Treasurer	<b>Att #2 below</b>
	6.2	Executive Director (Deferred to Strategic Planning Workshop)		ED	
	<b>7.0</b>	<b>Policy Review</b>		ALL	
9:05	7.1	Policy on QMed Requirements– Report from Designations Committee	Decision	Erika	<sup>1</sup> Sharepoint –
9:25	7.2	Complaints Policy	Information	Wendy	
9:27	7.3	Relationship with AAMS ( Progress with Charter per Action Item Sept 22, 2013)	Information	Erika	<b>Attach #4 below</b>
<b>9:35</b>	<b>8.0</b>	<b>Consent Items – see a description at <a href="http://www.vuu.org/consent-agenda">http://www.vuu.org/consent-agenda</a></b>			
	8.1	Office Opening	Information	Erika	
	<b>9..0</b>	<b>IN CAMERA MEETING –DIRECTORS ONLY</b>		ALL	
		<i>(After the Planning Workshop if needed)</i>			
<b>9:45 am</b>	<b>10.0</b>	<b>TERMINATION</b>		CHAIR	

**Note:** The Agenda has been developed using the Template in Board policy 10b. Template Items not applicable to this meeting are: Executive Director compliance - Ends discussion - Link to the Membership - Learning Opportunities

<sup>1</sup> Go to <https://remote.adralberta.com:987/Board/> -Click on Documents -

## **ATTACHMENT 1:**

### **ADRIA BOARD OF DIRECTORS MEEING MINUTES - DRAFT 3 SATURDAY, JUNE 22, 2013 CONCORDIA COLLEGE**

**Attending:** Jim Bancroft, Q.C., Deborah Howes, C. Med, Chuck Smith, C. Med, Don Goodfellow, Q.C., C. Arb, Wendy Hassen, C. Med, Mike Hokanson, LLB, Dolores Herman, C. Med, Stan Galbraith C. Med, and Barrie Marshall, Q.C..

**Regrets:** Joanne Munro, C. Med

#### **MEETING COMMENCES: 9:40 a.m.**

##### 1.0 Welcome & Agenda Review

The meeting was opened by the new president, Jim Bancroft. Jim provided some introductory remarks including comments about the difficulties experienced in opening up the new ADRIA offices in the Ralph King Athletic Centre building of Concordia College. He also expressed his appreciation to ADRIA staff for their efforts in working through these difficulties in the previous weeks. Jim thanked the retiring board members, Irene Bonifacio and Alex Paterson, for their considerable efforts on behalf of the organization and for their dedication to the success of ADRIA and acknowledged the contribution of our Co-Executive director, Pete Desrochers, on his retirement from the organization.

##### 2.0 Minutes of Previous Meetings

#### **BOARD MOTION:**

It is moved by Don Goodfellow, and seconded by Wendy Hassen, that the minutes of the previous meetings, namely, April 21, 2013, May 9/16, 2013, and June 6, 2013, be approved. Approved unanimously.

##### 3.0 Old Business

### 3.1 Appointment of a Board Member to ADRIC

#### **BOARD MOTION:**

It is moved by Deborah Howes, and seconded by Stan Galbraith, that the past president, Chuck Smith, be appointed as the ADRIA representative on the ADRIC board for this year (i.e. ADRIA's year). Approved unanimously.

#### **BOARD MOTION:**

It is moved by moved by Deborah Howes, and seconded by Stan Galbraith, to strike a committee to review a bylaw amendment to permit the ADRIA representative on the ADRIC board to be a board member of ADRIA. Approved unanimously.

### 3.2 Signing Authority

#### **BOARD MOTION:**

It is moved by Mike Hokanson, and seconded by Deborah Howes, to remove the existing signing officers, effective September 30, 2013, and immediately add, as signing officers, the members of the Executive Committee and the Executive Director as per bylaw 7.6. Approved unanimously.

#### **ACTION ITEM:**

Erica Deines to initiate process to institute new signing authority.

### 4.0 Review of Annual Calendar

#### 4.1 Review and Confirming Future Board Meeting Dates

#### **BOARD MEETING:**

It is moved by Stan Galbraith, and seconded by Deborah Howes, that the future board meetings take place on the following dates:

September 27/28, 2013 (Calgary – Strategic planning)

November 22/23, 2013 (Edmonton – Budget)

January 17/18, 2014 (Calgary)

April 11/12, 2014 (Edmonton or Fort MacMurray)

June 20/21, 2014 (Edmonton – Board Orientation)

September 26/27, 2014 (Calgary)

AGM and 2014 Annual Conference - The Executive Director to make a recommendation on a date from early May to the end of June avoiding, if possible, May 16/17 and 30/31, and June 6/7. Approved unanimously.

## 5.0 Acceptance of Reports

### 5.1 Executive Director

#### **ACTION ITEM:**

President to speak with Executive Director about following the operational and strategic plans respecting the format and content of future reports.

### 5.2 ED Search Committee

#### **BOARD MOTION:**

It is moved by Wendy Hassen, and seconded by Chuck Smith, that the Board of Directors retain the services of Erika Deines as ADRIA Executive Director for a one year term. Approved unanimously.

#### **BOARD MOTION:**

It is moved by Deborah Howes, seconded by Mike Hokanson, to terminate the responsibilities of the existing Executive Director Search Committee once its responsibilities have been completed. Approved unanimously.

#### **BOARD MOTION:**

It is moved by Deborah Howes, seconded by Mike Hokanson, to strike a succession planning committee to select a successor to the existing Executive Director before the end of the year as well as to express the board's great appreciation for the efforts of all members of the past Executive Director Search Committee. Approved unanimously..

### 5.3 Treasurer's Report

#### **BOARD MOTION:**

It is moved by Mike Hokanson, and seconded by Wendy Hassen, to approach AAMS regarding the extension of the current repayment term of one year respecting the loan from AAMS to ADRIA. Approved (Don Goodfellow and Jim Bancroft abstaining).

**ACTION ITEM:**

Mike Hokanson to write a letter to Don Goodfellow regarding the above motion.

6.0 New Business**ACTION ITEM:**

Secretary, Barrie Marshall, to correct typographical errors in Policy Manual (“September 1, 2013” at pp. 5,6, and 7 revised to “September 1, 2012”, “it’s” at p.3 revised to “its”, and “ADRIA” at p. 9 revised to “ADRIA’s”).

6.1 Board Policies**BOARD MOTION:**

It is moved by Mike Hokanson, and seconded by Chuck Smith, that those mandatory items of Policy II, Sections 5, 6, and 7, are suspended pending a review of the policies around financial ends and limitations at the November budget meeting. Approved unanimously.

6.2 Expenses**BOARD MOTION:**

It is moved by Mike Hokanson, and seconded by Stan Galbraith, that Policy IV, 11(1), be amended such that board members are entitled to reimbursement for mileage in accordance with Province of Alberta mileage rates or, alternatively, actual expenses incurred when other modes of travel are chosen and that all actual accommodation and meals expenses be reimbursed with the general proviso that such expenses be reasonable and are receipted. The need for prior approval is removed. Approved unanimously.

6.3 Strategic Planning**ACTION ITEM:**

Executive committee to select a facilitator for the strategic planning committee in September. In that regard, the facilitator would be expected to walk the board through the current strategic plan with a view to determining what changes need to be made and which priorities need to be reordered.

**MEETING ADJOURNED: 12:47 pm.**

## **Attachment 2: ADRIA TREASURER'S REPORT- September 23, 2013**

**PLEASE VIEW AUGUST 31, 2013 FINANCIAL REPORTS ON THE BOARD SHAREPOINT SITE**

**Click on Documents, then click on  ADRIA FINANCIAL REPORTS 2013**

- Effective as of the end of August 2013 (September financial statements not yet available)
- Attachments
  - Balance Sheet August 31, 2013
  - Income Statement Summary August 31, 2013
- All financial documents are available to board members who want copies of them.

### **GENERAL COMMENTS**

- AAMS has been contacted about extending the current repayment term of one year. I received a reply from Don Goodfellow indicating that it would be brought up at the next meeting and that he would get back to me.
- I've spoken with Erika Deines about some of the efficiency issues that were discussed at the past meeting (fewer cheque runs, use of credit cards, direct deposit etc.). Erika advised that the techniques that they currently employ are set up with a view to achieve maximum costs savings and maximum flexibility with making payments so as to ensure that sufficient funds are available at the appropriate times in order to make payments. Based on this, and because the methodology for making such payments is more operational in nature, no further steps have been taken to revamp or change the currently used procedures.

### **FINANCIAL COMMENTS**

- My preference is not to go through all of the financial statements in any great detail as I suspect that it will bog down the process.
- The issues with the website and staffing problems negatively impacted on revenues in the short term as the education component of the revenue tends to be higher over the summer months in preparation for fall. I am advised that the "blip" has now been corrected and the revenues are again approaching expected levels. Revenues were down slightly and expenses were up slightly however this is explained by the host of issues that plagued the association during the move and the late summer issues.
- Expenses currently over budget by more than nominal percentages (figures detail the amount of the YTD budget currently used)—note many of the figures are smaller dollar amounts so the percentage increases are not that significant in the overall budget.:
  - Advertising/promotion 143%
  - Application fees 230%
  - Newsletter 6,477%
  - Travelling expenses (PD) 138%
  - Program materials 141%
  - AGM Professional Development Day 163%
  - Opertaions "Contract"235%

- Equipment Maintenance 108%
- Printing 221%
- My general comment is that our budget is fairly “thin”. We are able to get by but we need to be mindful of expenses with a view to keeping the overall budget intact.
- Associated with the strategic planning will be some decisions with respect to where we focus our efforts.

eg. If the programs we currently offer are changed such that they are administered through other post-secondary education institutions the revenues will dip considerably as we will no longer be receiving payment for the courses to the same extent as before. On the flip side, the expenses will also drop drastically is the instructors and materials

**Attachment 3:** Excerpt from ADRIA BOARD MEETING MINUTES SEPT 22, 2012:

- |  |   |
|--|---|
| <p>3.1.3     <b>RELATIONSHIP WITH AAMS AND ADRIA</b></p> <ul style="list-style-type: none"> <li>- It is important for AAMS and ADRIA to remain tied together and to develop and document that relationship</li> <li>- May learn from Health foundations or our agreement with ADRIC</li> </ul> | <p><b>ACTION Pete to</b> research and draft a charter or document for review by AAMS and ADRIC Boards at their joint meeting December</p> |
|--|---|

**Motion of Regional Designations Standing Committee  
for  
ADR Institute of Alberta**

**To ADR Institute of Alberta, Board of Directors,**

**Attention:** Wendy Hassen, Board of Directors and Erika Deines, Executive Director  
7128 Ada Boulevard  
Ralph King Athletic Centre - Concordia University College  
Edmonton AB T5B 4E4  
ph. (780) 433-4881 ext 110 or 1-800-232-7214 ext 116  
fax. (780) 433-9024  
[www.adralberta.com](http://www.adralberta.com)

**The ADR Institute of Alberta, Regional Designations Committee wishes to put forward the following motion to amend the Qualified Mediator (Q.Med.) standard for designation within the Alberta Region.**

The present Standard is:

**Qualified Mediator Criteria**

The new Qualified Mediator Q.Med., designation is to recognize members who have completed sufficient mediation and related dispute resolution training to be qualified to practice as mediators. It is an intermediate step for mediators working to receive their Chartered Mediator designation.

The credential will assist the public to select a mediator who has been reviewed to determine if that mediator is qualified by training to conduct mediations.

**To achieve a Q.Med., a mediator must fulfill all of the following requirements.**

**A. Membership**

The applicant must be a member in good standing of the participating Regional Affiliate and National Institute.

**B. Education**

The applicant must have completed a minimum of 10 days of Conflict Resolution Training, broken down as follows:



### **1. Basic Mediation Training**

The applicant must have completed a basic mediation course or courses totaling a minimum of 5 full days (approximately 40 hours). It is expected that this training will be comprised of either one or two courses spanning the 5 days, and not 5 separate, individual workshops. The 5 days of training must cover ALL of the following areas:

- Interest-based Mediation Process and Skills
- Conflict Resolution
- Negotiation
- Communication Skills

### **2. Specialized Mediation and Related Training**

The applicant must have completed an additional 5 days (40 hours) of training covering appropriate topics as set out below. This training may comprise smaller, more specialized days of training of any reasonable and appropriate length. Examples of such training include the following list of advanced and elective courses.

Candidates are welcome to submit details of relevant training that may not be included in this list.

- Advanced Mediation
- Ethics in Dispute Resolution
- Multiparty Negotiation Strategies
- How to start a Mediation Business
- Designing Systems for Conflict Management in Organizations
- Arb/Med – Med/Arb: When and How to Use Them
- Mediation: Case Development
- Influence of Culture on Conflict Resolution Approaches
- Resolving Difficult Workplace Issues

### **C. Practical Experience**

1. To qualify for the designation, applicants must have conducted 2 supervised and assessed practice mediations, or two actual mediations, paid or unpaid. If supervised and assessed practice mediations are used in the application, the assessor must complete the Standard Supervised Practice Assessment form.

2. The applicant must complete and provide documentation of 3 actual mediations, paid or unpaid, either solo or co-mediated, within 3 years of the designation being awarded.

#### **D. Ongoing Education and Engagement**

The applicant must accumulate 60 points for Continuing Education and Engagement in three years. A total of 20 points can be carried over to the next Continuing Education period. Q. Meds use the approved Chartered Mediator Continuing Education point system.

#### **E. Professional Liability Insurance**

All self employed Q. Med. candidates are strongly encouraged to submit evidence of applicable professional liability insurance coverage. A Q. Med.'s insurance status will be shown on the ADRIC website.

#### **F. Fees**

Each Regional Affiliate sets the fee for the application. Annual fees for maintaining the designation will be \$90 per year in addition to membership dues.

#### **Motion to Amend Standards for Qualified Mediator (Q. Med) Designation**

*As Chair, on behalf of the Designations Committee, I make a motion that the following standard for the Q. Med Designation under section C.*

**Practical Experience be as follows:**

1. To qualify for the designation, under Section C, the Applicant's **Practical Experience for the Q. Med designation** must include minimum experience in conducting 2 (two) actual mediations, sole or co-mediation, assessed or non-assessed, and one must have been paid. Only one of the actual mediations can be a co-mediation and, if used, the Applicant must have been the lead mediator. Role-plays are not accepted evidence of practical experience.
2. The documentation required in support of each actual mediation submitted must include:
  - a) a 300 word reflection. The reflection must include explanation of: the type of mediation, if sole or co-mediation, paid or

- voluntary, the issues, what worked, what you would do more effectively in the future, and the overall outcome; or
- b) a Standard Practice Assessment Form completed by a Chartered Mediator (C. Med.) of an actual mediation, if the mediation was observed or co-mediated. The Applicant must have been the lead or chair

When clarity is needed, the committee may also request an interview with the Applicant.

- 3. To maintain the designation, the applicant must complete and provide documentation of 3 actual mediations, one paid, either solo or co-mediated. One of the three mediations must be a solo mediation. If co-mediations are being used as experience for maintaining qualifications, the Applicant must have been the lead or chair mediator in these mediations, all held within 3 years of the designation being awarded.

The applicant must also accumulate 60 points for Continuing Education and Engagement along with the practical experience within the three year period to maintain the Q. Meds Designation and use the approved Chartered Mediator Continuing Education point system.

***As a Committee, we put forward the motion for the following reasons:***

- 1. *To be at par with other Regions in Canada, such as Ontario and British Columbia*
- 2. *To ensure that those being given the designation have real field experience, so they have had to consider all aspects of working with clients in real situations, including preliminary and post work, discussing billing, and anything else that may be necessary.*
- 3. *To ensure that when the designation is awarded that integration is beyond the academic requirements in a classroom.*
- 4. *To ensure the Q. Med designation means something to the person achieving the designation*
- 5. *To create opportunities for the student to build confidence in their experience, that is beyond the classroom, hence will feel more worthy of a designation.*

6. To ensure that people who wish to receive the designation are out in the community promoting the practice in order to get some experience, hence they will be contributing to the field.
7. To ensure to public that when someone holds the designation, they have had some real experience, not just classroom.
8. To make the designation something worth achieving from a practical standpoint.
9. To protect the client, who is looking for someone with a designation, knowing they have some real experience if they hold a designation, as required in other most professions.
10. To uphold the reputation of the Regional and National Organizations as we hand out a designation, knowing if people holding the designation have some real experience, there is less risk for the negative impact on the reputation of the profession and organizations handing out the designation.
11. In a small way minimize the risk of insurance claims, as experience can decreases the risk of claims, which if they hold the designation ,may reflect negatively upon the rates for others seeking insurance in the profession.
12. In many cases, situations are very serious and to go in cold with no real experience puts the reputation of the Mediator and the Institute at risk.

**It is moved to adopt the recommendation, just read. Yes \_\_\_\_ or No \_\_\_\_**

**Is there debate?" Yes \_\_\_\_, No \_\_\_\_**

**Show of hands for those in favor? majority \_\_\_\_ or unanimous \_\_\_\_**

**Those opposed say "No" \_\_\_\_**

**The motion passes Yes \_\_\_\_ fails No \_\_\_\_ or is amended \_\_\_\_  
and the recommendation is adopted as read Yes \_\_\_\_ or No \_\_\_\_ not  
adopted.**

**Thank you** \_\_\_\_\_

Sincerely,



John Souman, Chair on behalf of Regional Designations Committee, ADR Institute of Alberta.



## **Agenda**

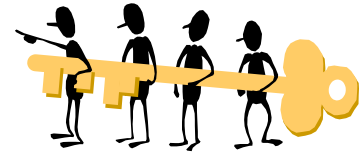
### **Objectives:**

*Today's session is intended ensure that the board has a good understanding of the business of ADRIA, that the board confirms how the strategic and operational plans will be used, and that the strategic plan is reviewed, updated, and extended to 2016 in order to move ADRIA Forward.*

*(Reference: Board Policy on Strategic Planning attached below)*

### **1. Understanding Who We Are: (10:00 am)**

- Quick overview
- Our membership ([See AAMS 2012 membership survey in Sharepoint DOCS](#)  [MEMBERSHIP SURVEYS](#) & Board policy on "links to membership below")
- Who are our partners\stakeholders?



### **2. Understanding Our Strategic Plan:**

[\(Reference: 2013-2015 Plan in Board Binder Tab 4 or in SharePoint DOCS](#)

 [ADRIA STRATEGIC and OP PLANS](#)

- Mission & Vision
- Strategic directions & strategies

Group discussion: *What is still valid - what needs to change?*

**12:00 – 12:30 pm - Lunch**

### **3. Understanding Our Business Plan**

- Revenue streams
- ADRIA business model moving forward
- Operational plan: *Report on progress*



[\(Reference ADRIA Operational Plan April 6<sup>th</sup> \(Handout from June 21<sup>st</sup> Board meeting or in Board SharePoint Docs](#)  [ADRIA STRATEGIC and OP PLANS](#)

***Group discussion*** on potential refinements

- Success Indicators for our plan

**Group Discussion:** *What changes if any do we need? Extending the plan out to 2016?*

#### 4. Tracking our success

**Group discussion:** *Dashboard & baseline reporting options*

#### 5. Debrief And Wrap Up (2:30 - 3:00 pm)

### **BOARD POLICY EXCERPT:** Strategic Planning

The Board works according to a planning cycle and the following outline when planning for the future.

#### **Preparing to Build**

- **Historical Picture:** How did we start and where have we been?
- **Owner Survey:** What products and services do the members want?
- **Environmental Scan:** What external forces affect us?
- **Organizational Assessment:** What internal and external forces affect us?

#### **Strengthening the Foundation**

- **Beliefs, Values, Philosophy:** The underlying truths held by owners.
- **Vision:** The organizational dream—what the organization could be.
- **Mission and Outcomes:** What the organization will do for people to achieve the vision.

#### **Designing a Blueprint**

- **Constitution:** Statements of the raison d'être for the organization.
- **Bylaws:** The set of rules by which the organization will operate and which are approved by internal and external legislation.
- **Strategic Plan:** The document reflecting ADRIA looking forward for 3-5 years: beliefs, values, philosophy, vision, mission and outcomes.
- **Annual Plan:** The document that reflects the strategic plan in a set of practical, one year goals and actions, responsibilities, resources and timelines.

#### **Building a Framework**

- **Board Policies and Procedures:** Values-based statements of operation for the Board.
- **Staff Policies and Procedures:** Values-based statements of operation for the Staff.

### **BOARD POLICY EXCERPT: LINKAGE TO MEMBERSHIP**

#### 3. Linkage to Ownership

The Board acts in trusteeship for membership and serves as the connection with the ADRIA members.

**Legal Ownership:** The members in good standing of ADRIA.

**Moral Ownership:** The members of the public benefit from the services of members.

The Board links to the ownership in the following ways:

##### 1. Attitude

The first level of obligation is attitude: Directors act on the belief that they are trustees for the owners. The Board takes into account all appropriate considerations, loyalties and leadership in its discussions.

##### 2. Statistics

At a second level, the Board gathers statistical evidence of the members' concerns, needs and demographic information.

##### 3. Information

The third level engages the Board in information gathering such as:

- reviewing articles in the media for appropriate trends etc.
- presentations at Board meetings by appropriate people
- dialogue with other Boards or public officials; and
- other community input.

4. The Board will spend regular time in its meeting agendas to discuss and decide issues of membership.

5. The Board takes a role in member complaints.

#### **See Also:**

POLICY TYPE: IV BOARD WORK

#### 1. Board Job Description

The role of the Board is to represent the members in achieving the Ends of ADRIA. Specifically the job description of the Board is:

##### 1. **Linking to the members of ADRIA**