

# ANNUAL REPORT 2022/23



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expertise in Alberta.**

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# HIGHLIGHTS

## 2022/2023

While 2022 was a particularly challenging year for ADRIA, we are thankful that 2023 has provided a welcome bounce. Extraordinary efforts were required by the Board and staff in the latter half of 2022 to cope with what we now view as the Shadow of Covid. The Omicron variant and pandemic fatigue had already compromised ADRIA revenues over the winter and spring, but continued caution and shifting workplace expectations extended the period in which potential students and clients were reluctant to invest in professional development.

Government Covid supports had long since ended and, if not for an early 2022 contract with National Defence and cost cutting, ADRIA would have been forced to make difficult choices last year. Your ADRIA Board of Directors shifted quickly, and focussed on ADRIA's fiscal options.

Ultimately, confidence was expressed that ADRIA could sustain its business model, and take advantage of opportunities to reduce its lease expenditures in 2023. Six months later, ADRIA is comfortably installed in shared space with the Foundation of Administrative Justice (FOAJ), and enjoying a renewed revenue stream that demonstrates both recovery and diversity.

Despite our fiscal distractions, much was accomplished. Committee work resulted in refinements to the National Introductory Mediation Course (NIMC), with sessions since conducted in-person and online.

Efforts to expedite the redesign of the National Introductory Arbitration Course (NIAC) will see results later this year, and ADRIA will launch an online Arbitration course in the Fall. Considerable resources have been poured into ADRIA's online training capacity, resulting in arguably the best online ADR training programs available anywhere in Canada. ADRIA's instructors and coaches have consistently delivered amazing results. A select team of ADRIA members has successfully seen ADRIA and its partners named as the Alberta Government's first Nominating Authority (NA) for Construction Prompt Payment Adjudication services, and hosted a very successful symposium. Relocating to new offices in December was also no small task, but ADRIA has emerged leaner and more focussed on achieving its mandate.

After 10 years, 2023 will see Paul Conway and Tammy Borowiecki step back into supportive roles, while a new Board and Executive Director continues to explore and advance ADRIA's future. We know that all ADRIA members will support the new leadership team, and remain dedicated to advancing ADR initiatives, opportunities and careers throughout Alberta.

# STRATEGIC PLAN

ADRIA's Strategic Plan continues to guide the actions of both Board and Staff. The Strategic Plan is very much a living document, reviewed annually by the Directors to ensure that ADRIA is resourced and focussed on advancing ADR in Alberta for the benefit of its members, the public and the Province's social and economic interests. With so many new faces on the Board of Directors, and a new leadership team, it will be interesting to watch for changes in our Strategic Plan that will guide ADRIA operations in a post-pandemic environment.



## MEMBERSHIP & DESIGNATIONS



ADRIA membership declined slightly over the pandemic, as individuals reassessed their career and early retirement options. ADRIA members currently total almost 500, and the association still holds one of the highest Affiliate per capita membership ratios (second only to Saskatchewan).

ADRIC Designation applications also dropped off during the pandemic, as professional development pursuits took a back seat for many. In a similar fashion, however, ADRIA also has the second highest Affiliate per capita ratio of designation holders, reflecting our membership's sustained commitment to offering only the highest standard of ADR services. With ADRIA's post-pandemic operational plan now showing results, there is work to be done in growing ADRIA's membership and designation numbers.

# PROFESSIONAL DEVELOPMENT



## Core Courses in 2022

Core instructional hours

**474**

courses

**18**

Students

**142**

Communications in ADR

**55**

National Introductory Mediation

**26**

Other ADRIA courses

**61**

2022 was marked by the lingering effects of the pandemic, which influenced our operations and class sizes. In-person classes remained small due to ongoing health and safety concerns. However, we continued to adapt to the changing circumstances by continuing to offer online classes, which proved to be highly successful.

Acknowledging the popularity and effectiveness of online courses, we have decided to prioritize our attention and resources toward our online offerings. While we will still be offering our core courses in person as well, we recognize the flexibility and accessibility that online learning provides and are committed to delivering high-quality educational experiences through this platform.

We remain steadfast in our commitment to providing top-notch learning experiences for our students. We continue to contract highly qualified instructors, develop relevant and engaging curricula, and create supportive learning environments. Our focus is on equipping our students with the knowledge, skills, and competencies they need to excel in the ADR field.

Looking ahead, we are optimistic about the future of the ADRIA Education Department. We will continue to adapt to the changing landscape of education, embracing online learning while still maintaining in-person classes. Our goal is to meet the diverse needs of our students and ensure their success.

# PROFESSIONAL DEVELOPMENT



## Private Training in 2022

Instructional hours

**219**

courses

**10**

Students

**18**

## DND Training

Instructional hours

**120**

Courses

**3**

## 7 Learner Sessions

February 2022: Increasing Police Responsiveness and Communication in a Diverse World:

An ADR Program Overview and Discussion

March 2022: Balancing the Conversation in Mediation

April 2022: Apology in Mediation

May 2022: Self-Disclosure

June 2022: Managing Emotions – Where Angels fear to tread

October 2022: Introduction to Dan Dana's Essential Process

November 2022: Probing Skills for Mediation

We are thrilled to highlight our exciting partnership with the Department of National Defense (DND) on a large private contract in 2022. We had the opportunity to offer Advanced Conflict Management training & Culture and Conflict training in both English and French. This collaboration allowed us to contribute to the professional development of 50 military and civilian DND personnel from coast to coast and further establish ADRIA's reputation as a trusted provider of top-notch educational services.

A similar contract with Alberta's Ministry of Justice in early 2023 will be showcased at our next AGM, but both contracts speak to ADRIA's capacity to deliver the highest standard of ADR training anywhere in Canada, in person or online, and in either official language. ADRIA members with clients or connections that might benefit from introductory ADR Communications or Advanced ADR training are invited to contact [education@adrAlberta.com](mailto:education@adrAlberta.com) to make referrals or discuss training partnerships.

# CONSTRUCTION ADJUDICATION



**ADR Institutes**  
**Royal Institution of Chartered Surveyors**  
**Construction**  
**Adjudication**  
**Nominating**  
**Authority**  
**(Alberta)**

Effective April 19, 2023, Service Alberta announces ARCANA (AB) as the Nominating Authority for Construction Adjudication Prompt Payment.

Over the past three years, a select team of ADRIA members has worked diligently with the Government of Alberta to craft and implement the Prompt Payment Construction Lien Act (PPCLA) and its associated regulations. The Act came into effect August 29, 2002, and in April 2023 ADRIA and its Partners, operating as ARCANA (AB), were named as Alberta's first Nominating Authority (NA) for Construction Adjudication Services. This appointment represents a tremendous accomplishment for ADRIA, a move towards ADR regulation, and a new revenue stream for our professional association. In fact, ADRIA recently hosted a highly successful Construction Adjudication Symposium in Calgary. Those interested in learning more about ADRIA's construction adjudication roster should contact [arcana@adralberta.com](mailto:arcana@adralberta.com).

## CANADIAN MOTOR VEHICLE ARBITRATION PLAN (CAMVAP)



Since 1994 CAMVAP has helped consumers and manufacturers resolve disputes about vehicle assembly, material defects, and how the new vehicle warranty is applied through binding arbitration.

Since inception, CAMVAP has convened over 10,000 hearings, leading to almost 2,000 buybacks. ADRIA has supported CAMVAP throughout with qualified member arbitrators, servicing claims from Alberta and the NWT.

On staff at ADRIA, Brenda Davidson has been administering CAMVAP claims and arbitration hearings for 28 years, demonstrating our commitment to high quality arbitration services. Brenda is ADRIA's longest serving employee! To learn more about CAMVAP, contact [brenda.davidson@adralberta.com](mailto:brenda.davidson@adralberta.com).

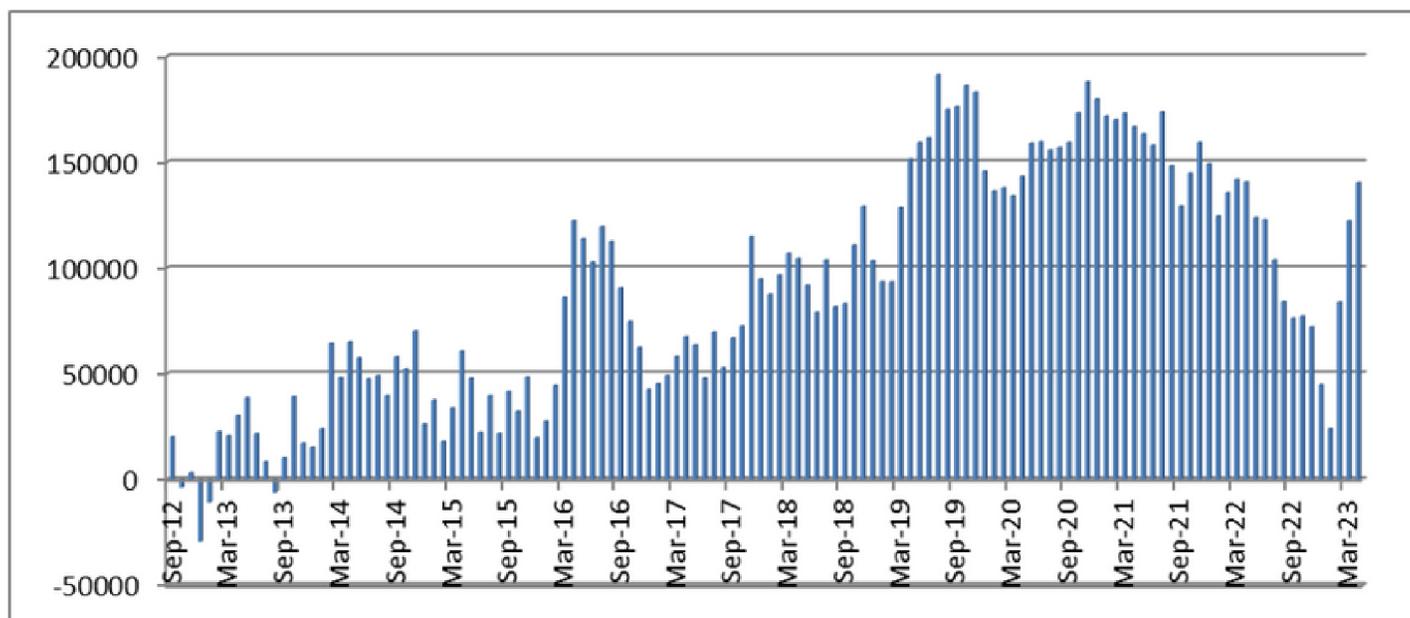
# ADRIA FINANCIAL REPORT

**ADR INSTITUTE OF ALBERTA**  
Statement of Financial Position  
December 31, 2022

|   | 2022                | 2021               |
|---|---------------------|--------------------|
| <b>ASSETS</b>                                       |                     |                    |
| <b>CURRENT</b>                                      |                     |                    |
| Cash (Note 3)                                       | \$ 46,454           | \$ 70,494          |
| Investments (Note 4)                                | 50,665              | 153,600            |
| Accounts receivable                                 | 30,728              | 4,862              |
| Interest receivable                                 | 157                 | 140                |
| Prepaid expenses (Note 5)                           | 3,714               | 6,722              |
|   | <u>131,718</u>      | <u>235,818</u>     |
| TANGIBLE CAPITAL ASSETS (Note 6)                    | <u>12,398</u>       | <u>15,460</u>      |
|   | <u>\$ 144,116</u>   | <u>\$ 251,278</u>  |
| <b>LIABILITIES AND NET ASSETS</b>                   |                     |                    |
| <b>CURRENT</b>                                      |                     |                    |
| Accounts payable and accrued liabilities (Note 7)   | \$ 14,094           | \$ 13,018          |
| Wages payable                                       | 357                 | 8,925              |
| Goods and services tax payable                      | 2,210               | 3,045              |
| Deferred revenue (Note 8)                           | 69,476              | 64,135             |
| Due to related party                                | 13,176              | 13,024             |
|   | <u>99,313</u>       | <u>102,147</u>     |
| NET ASSETS  |                     |                    |
| General fund  | <u>44,803</u>       | <u>149,131</u>     |
|   | <u>\$ 144,116</u>   | <u>\$ 251,278</u>  |
| <b>REVENUES</b>                                     |                     |                    |
| Professional development and education (Schedule 1) | \$ 324,507          | \$ 360,658         |
| Member services (Schedule 1)                        | 105,120             | 114,560            |
| ADR business services (Schedule 1)                  | 70,935              | 84,704             |
| Grants and other                                    | 6,450               | 84,928             |
| Investment income                                   | 1,276               | 965                |
|   | <u>508,288</u>      | <u>645,815</u>     |
| <b>EXPENSES</b>                                     |                     |                    |
| Professional development and education (Schedule 2) | 316,958             | 357,853            |
| General and administrative (Schedule 2)             | 128,128             | 144,883            |
| ADR business services (Schedule 2)                  | 80,453              | 89,793             |
| Member services (Schedule 2)                        | 51,182              | 53,316             |
| Governance (Schedule 2)                             | 32,460              | 26,226             |
| Amortization  | 3,435               | 4,331              |
|   | <u>612,616</u>      | <u>676,402</u>     |
| <b>DEFICIENCY OF REVENUES OVER EXPENSES</b>         | <u>\$ (104,328)</u> | <u>\$ (30,587)</u> |
| <b>NET ASSETS - BEGINNING OF YEAR</b>               | <u>\$ 149,131</u>   | <u>\$ 179,718</u>  |
| <b>DEFICIENCY OF REVENUES OVER EXPENSES</b>         | <u>(104,328)</u>    | <u>(30,587)</u>    |
| <b>NET ASSETS - END OF YEAR</b>                     | <u>\$ 44,803</u>    | <u>\$ 149,131</u>  |

# ADRIA FINANCIAL REPORT

ADRIA Net Assets / 2012 to present  
(end-April 2023)



## BOARD OF DIRECTORS

### 2022/23

Amin Poonja, Q.Med (Vice President)  
Andrea Menard  
Barbara McNeil, C.Med, Q.Arb  
(President)  
Cindy Imppola, Q.Med (Secretary)  
Diana Lowe  
Dora Dang, C.Med, C.Arb, C.Med-Arb  
(ADRIC Rep)  
Jerry Crawford  
Paul Blakeney, C.Med (Governance  
Chair)  
Paul Conway (ED)  
Sam Sele, Q.Med (Treasurer)  
Stephen Carter-Edwards  
Sharon Roberts, Q.Arb

### 2023/24

Andrea Menard  
Barbara McNeil, C.Med, Q.Arb (Past  
President)  
Cindy Imppola, Q.Med  
Coreen Roth  
Dora Dang, C.Med, C.Arb, C.Med-Arb  
(ADRIC Rep)  
JB Isaacs, C.Med, C.Arb, C.Med-Arb  
Jill Mason  
Karen Stewart, C.Med  
Larissa Brell  
Lauren Bartlett, Q.Med, Q.Arb  
Leda Stawnychko  
Lynn King (ED)  
Stephen Carter-Edwards, President  
Sharon Roberts, Q.Arb

## MEET OUR NEW EXECUTIVE DIRECTOR

### **Lynn L. King MSW, RSW**

It is a privilege and pleasure to be joining you as ADRIA's incoming Executive Director!

My education includes Bachelor and Master of Social Work Degrees with certificates in Corporate Executive Development and Public Service Management. My professional experience has included over 25 years in front-line and senior leadership roles, organizational development, human resources, training, coaching and supervision in government and not-for-profit sectors. I have worked with many teams for implementing legislation, programs, and new initiatives. More recently I served as Executive Director of the professional association and regulatory body for social work in Alberta where I worked with boards and committees at local, provincial, and national levels. I place strong value on volunteering and enjoy being an active volunteer in my community.



Throughout my practice I have been engaged in strength-based approaches, conflict resolution, mediation and collaboration with individuals and groups. I'm excited about the diversity of professionals, contributing their skills, talents, and belief in alternative dispute resolution processes within ADRIA. In the coming months I look forward to engaging and connecting with you and sharing my own passion for collaborating with teams involved in meaningful purpose!

## STAFF 2022/23

**Paul Conway**, Executive Director

**Tammy Borowiecki C.Med, Q.Arb**, Director of Professional Development

**Jillian Young**, Education Coordinator

**Britt Dorland**, Executive & Membership Coordinator

**Karen Sommerfeld**, Finance

**Brenda Davidson**, CAMVAP Provincial Administrator

**Don Schapira Q.Med**, Calgary Development Officer

## CONTACT US

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**Edmonton Office**  
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**2023\***  
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