



# ANNUAL REPORT

2025





*“The best way to solve a problem is to find a way that everyone can live with.”*

*— Ruth Bader Ginsburg*

*“We cannot solve our problems with the same thinking we used when we created them.”*

*— Albert Einstein*



# Introduction

The ADR Institute of Alberta (ADRIA) is a registered not-for-profit organization that serves as a source of Alternative Dispute Resolution information, resources, and expertise in Alberta.

ADRIA is the professional membership body for mediators, arbitrators, adjudicators and other Alternative Dispute Resolution (ADR) practitioners in Alberta. As a regional affiliate of the ADR Institute of Canada, ADRIA recommends candidates for the nationally-recognized professional designations of Chartered Arbitrator (C. Arb), Chartered Mediator (C. Med), Chartered Mediator-Arbitrator (C. Med-Arb), Qualified Arbitrator (Q. Arb), Qualified Mediator (Q. Med), Qualified Mediator (Family) (Q. Med (Fam)) Qualified Adjudicator (Construction) (Q. Adj (Const)).

ADRIA also trains mediators and arbitrators and provides advanced specialized training.

Our organization houses a Directory of ADR Professionals with verified qualifications. Members of the public can access the Directory to search for mediators, arbitrators, adjudicators, restorative justice professionals, etc., trained for specific areas of practice.

In addition to possessing verified credentials, the ADR Professionals in our Directory are members of both the ADR Institute of Alberta and the ADR Institute of Canada, are bound by a Code of Ethics, and are subject to a complaint resolution process.

We have a 30-year history as a leader in Alberta Mediation and Arbitration. Formally a part of Alberta Arbitration and Mediation Society (AAMS), ADR Institute of Alberta became incorporated under the Societies Act in 2012.

# Board of Directors

## 2025/2026

Stephen Carter Edwards – President

Lauren Bartlette – Vice President

Jill Mason – ADRIC Representative

Larissa Brell – Secretary

Aziz Bootwala – Treasurer

Kevin Magill – Director

Jeannette Bourgeault – Director

Dennis L. Picco – Ad-Hoc Director

Linda V. Goold – Ad-Hoc Director



# Staff

## 2025/2026

Lewie Moodley - Executive Director (effective July, 2025)

Arifa Virani - Acting Executive Director (to July, 2025)

Arifa Virani - Deputy Director (effective July, 2025)

Karen Sommerfeld - Finance (to May, 2026)

Seidy Louangxay - Finance (effective May, 2026)

Jillian Young - Education Program Director

Claire-Élisabeth Jacques - Membership and Education Coordinator  
(effective October, 2025)

Brenda Davidson - CAMVAP Provincial Administrator

Huda Khurshid - Arcana Coordinator (effective April, 2025)

Renée Lamoureux - Executive Assistant (effective March, 2026)

### ***Contracted supports:***

Xinrui (Amy) Li - Marketing & Communications Consultant



# President's Report 2025

Stephen Carter-Edwards



ADRIA's Annual General Meeting is an opportunity to report on the past year, look ahead to the year to come, and thank our members, volunteers, staff, Board, and Executive.

We have an established strategic plan, supported by a logic model to guide implementation. The plan is now three years old and is nearing completion. Beginning in 2026/27, the Board will update the strategic plan.

The ADRIA office is supported by excellent staff and a dedicated Executive Director (ED). Together with our volunteers and volunteer Board, they manage ADRIA's day-to-day operations, including programs, training, accreditation, rosters, and more. This work delivers value to members through roster opportunities, mentoring, vendor discounts, networking, designation accreditation, and our mediation, arbitration, and adjudication committees.

I want to thank:

**Our volunteers:** Thank you to the many ADRIA members who support this organization. You share your time and talent on committees, and when asked to provide your specialized expertise, you are there for us. Thank you for being part of the ADRIA community—your contributions are deeply appreciated.

ADRIA staff keep the machinery of our organization moving forward. They support membership services, accounting, marketing, and the development and delivery of public and private training. On behalf of the Board and members, please accept our gratitude. You help keep ADRIA running and successful—thank you.

Thank you to my fellow Board members. You are a committed, insightful group, and it has been a privilege to work alongside you. Special thanks to Lauren, our Vice-President, as some Board matters required Lauren and me to take on additional duties and responsibilities. We are now back to full strength.

Lewie's report provides further detail on Board activities and operations. We look ahead with optimism, and we welcome member involvement on our many committees. Stay tuned and stay in touch.

I look forward to next year and hope that you do too.

# Governance and Human Resources Committee

Lauren Bartlette (Chair)



The Governance Committee continues to enhance organizational oversight. The Equity, Diversity, and Inclusion (EDI) initiative is currently on hold due to the introduction of Bill 13. Committee governance improvements are in progress, with new operating protocols introduced by the President. The Governance Committee will review, and update committee Terms of Reference (TORs) as required.

The ADRIA's current Bylaws continue to meet all legal requirements under the applicable legislation; however, ongoing work is underway to modernize governance practices and ensure alignment with contemporary standards.

Updates are focused on key areas including:

- Financial controls, to strengthen oversight and transparency.
- Committee rules and regulations, to clarify roles, responsibilities, and reporting structures.
- Review of other procedural bylaws to support efficient and accountable decision-making.

# Treasurer's Report

Aziz Bootwala (Acting Treasurer)



The 2025 audited financial statements officially represent the financial position and revenues and expenses of the ADR Institute of Alberta (ADRIA) as at and for the year ended December 31, 2025, respectively, with comparative numbers for 2024.

For 2025, total revenues were \$725,284. This was a \$152,336 increase from the previous year. This increase was primarily due to the following:

- ADRIA's primary source of revenue in 2025 was from professional education and training, totaling \$376,645 (52% of total revenues). This was up \$22,036 from 2024. The increase was primarily due to a \$68,425 increase in custom training contracts, partially offset by a \$48,893 decrease in core training programs in 2025.
- ADRIA's second largest source of revenue in 2025 was \$147,524 in recognized grant funding from Alberta Community Justice and the Alberta Law Foundation.

Total expenses were \$699,462 in 2025, an increase of \$151,977 from the previous year. The increase was primarily due to \$147,524 expended to hire additional employees and other grant expenses to fulfill the ADRIA's commitments related to the Alberta Community Justice and Alberta Law Foundation grants.

ADRIA ended the 2025 fiscal year with a \$25,822 positive position of revenues over expenses. In 2025, ADRIA incurred \$123,889 of expenses in relation to the first year of the Alberta Law Foundation two-year grant totaling \$213,869. The grant funds are being used to improve access to professional alternative dispute resolution (ADR) resources for Albertans while alleviating pressures on court systems and more formal and costly legal processes. ADRIA will complete its commitments under the Alberta Law Foundation two-year grant in 2026.

ADRIA's commitments to develop a mentoring program in relation to the one-year Alberta Community Justice grant were completely fulfilled in 2025.

In 2026, it is recommended that planning be focused on revenue growth by adapting dispute resolution services and training to meet membership needs and changing business and legislative environments.

The Finance, Audit and Risk Committee will continue to monitor the financial position of ADRIA and advise the Board of Directors on financial matters to ensure that the organization can continue to fulfill its professional obligations and commitments.

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## INDEPENDENT AUDITOR'S REPORT

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To the Management of ADR Institute of Alberta

### *Opinion*

We have audited the financial statements of ADR Institute of Alberta (the Society), which comprise the statement of financial position as at December 31, 2025, and the statements of revenues and expenditures, changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Society as at December 31, 2025, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

### *Basis for Opinion*

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Society in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with those requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### *Responsibilities of Management and Those Charged with Governance for the Financial Statements*

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Society's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Society or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Society's financial reporting process.

### *Auditor's Responsibilities for the Audit of the Financial Statements*

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

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### CONTACT

☎ 780.448.7317 | 1.844.448.7317 (Toll-Free) 🖨 780.448.7300

✉ info@hollp.ca 🏠 202B, 1230 - 91 Street SW, EDMONTON, AB | T6X 0P2 [WWW.HOLLP.CA](http://WWW.HOLLP.CA)

Independent Auditor's Report to the Management of ADR Institute of Alberta (continued)

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Society's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Society's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Society to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Edmonton, Alberta  
May 8, 2026



Ho LLP  
Chartered Professional Accountants

**ADR INSTITUTE OF ALBERTA**  
**Statement of Financial Position**  
**December 31, 2025**

	2025	2024
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash (Note 4)	\$ 155,099	\$ 286,980
Investments (Note 5)	207,279	54,590
Accounts receivable	15,269	11,193
Interest receivable	914	330
Prepaid expenses (Note 6)	5,873	5,369
	<b>384,434</b>	358,462
TANGIBLE CAPITAL ASSETS (Note 7)	<b>6,524</b>	8,399
	<b>\$ 390,958</b>	\$ 366,861
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT</b>		
Accounts payable and accrued liabilities (Note 8)	\$ 31,855	\$ 44,317
Wages payable	547	642
Goods and services tax payable	3,902	6,209
Deferred revenue (Note 9)	184,418	139,257
Due to related party	14,168	46,190
	<b>234,890</b>	236,615
NET ASSETS		
General fund	<b>156,068</b>	130,246
	<b>\$ 390,958</b>	\$ 366,861

COMMITMENTS (Note 10)

ON BEHALF OF THE BOARD

*Stephen Carter-Edwards*  
 Stephen Carter-Edwards (May 12, 2026 19:56:19 MDT) Director

*A. Bennett*  
 Director

**ADR INSTITUTE OF ALBERTA**  
**Statement of Revenues and Expenditures**  
**Year Ended December 31, 2025**

	2025	2024
<b>REVENUES</b>		
Professional development and education ( <i>Schedule 1</i> )	\$ 376,645	\$ 354,609
Other income ( <i>Schedule 1</i> )	158,264	9,542
ADR business services ( <i>Schedule 1</i> )	112,645	120,767
Member services ( <i>Schedule 1</i> )	77,730	88,030
	<u>725,284</u>	<u>572,948</u>
<b>EXPENSES</b>		
Professional development and education ( <i>Schedule 2</i> )	282,781	249,650
General and administrative ( <i>Schedule 2</i> )	153,020	131,405
Alberta Law Foundation Grant ( <i>Schedule 2</i> )	123,889	-
ADR business services ( <i>Schedule 2</i> )	77,757	73,294
Member services ( <i>Schedule 2</i> )	33,505	53,127
Governance ( <i>Schedule 2</i> )	26,635	37,561
Amortization	1,875	2,448
	<u>699,462</u>	<u>547,485</u>
<b>EXCESS OF REVENUES OVER EXPENSES</b>	<b>\$ 25,822</b>	<b>\$ 25,463</b>

# Executive Director Report

Lewie Moodley



Following the successful securing of the Alberta Law Foundation Grant and the Ministry of Justice Community Justice Grant in prior periods, 2025–2026 has been a focused year of implementation. These funding streams have enabled ADRIA to expand its operational capacity through the recruitment of skilled professionals aligned with our strategic objectives. Progress has also been made in establishing structured mentorship opportunities for emerging mediators, strengthening professional development within the field. In parallel, work is underway to enhance ADRIA's digital infrastructure, including optimizing the website to improve functionality, accessibility, and overall stakeholder engagement. In 2025, ADRIA experienced growth across its core service areas, particularly in educational and training offerings, with increased participation and demand. We also expanded our service footprint by securing new contracts to provide mediation and arbitration services to additional organizations. Our rosters were actively refreshed, creating greater access to employment opportunities for members. At the same time, ADRIA saw a notable rise in awareness and engagement, supported by a growing and more active social media presence.

## Joining ADRIA

Stepping into the role of Executive Director, this year has been focused on establishing a strong foundation for leadership and organizational growth, supported by a sound and stable fiscal position. A key priority has been actively engaging with the broader ADR community, including attending the ADRIC Conference, where valuable new business connections and partnerships were developed. Internally, significant effort has been directed toward building staff capacity, strengthening team capabilities, and fostering a collaborative, high-performing culture aligned with ADRIA's strategic objectives.

## Building on this momentum

Moving forward, ADRIA will focus on growing and diversifying its membership while continuing to deliver meaningful value to existing members. Emphasis will be placed on enhancing member services, expanding on opportunities, and ensuring that ADRIA remains responsive to the evolving needs of the dispute resolution community. At the same time, efforts will be directed toward strengthening ADRIA's presence across Alberta by building strategic partnerships, increasing visibility, and reinforcing its role as a leading non for profit in alternative dispute resolution. Through these initiatives, ADRIA remains committed to serving its members with excellence while positioning the organization for sustained growth and impact. My sincere thanks to the Board and staff for their tireless efforts and unwavering commitment to ADRIA. Their hard work and dedication continue to drive the organization forward and make a meaningful impact on our community. We extend our sincere thanks to Arifa Virani for her leadership while serving as Interim Executive Director in 2025, and to Karen Sommerfeld for her outstanding service and commitment over more than 15 years as ADRIA's Finance Officer as she transitions into retirement.

# Committee Reports

## Mediation Designation Committee

**Monica Kreiner (Chair)**

Over the past twelve months, the Designation Committee has approved more than six designations. Between June 2025 and February 2026, a total of 13 applications were reviewed across three cycles. The committee continues to monitor designation trends and refine processes to ensure timely and fair evaluation of all applications. The Mediation Designation Assessment Committee reviewed designation applications 2 times in 2025. A new Chair of the committee was appointed per the Terms of Reference, 1 new committee member joined. The Committee met an additional 2 times in the year. The Arbitration Designation Assessment Committee reviewed designation applications 2 times in 2025. A new Chair of the committee was appointed per the Terms of Reference, 2 new committee members joined. The Committee met an additional 1 time in the year.

## Mentorship Committee

**Arifa Virani (Chair)**

The Mentorship Program continues to advance with strong engagement and a clear focus on supporting the development of new mediators. We currently have 10 mentors and 10 mentees, and we welcome and encourage our members to join this important initiative.

The program has been intentionally designed to move beyond skills-based training, with an emphasis on supporting mentees to learn how to “think like a mediator,” rather than simply perform techniques. This approach is grounded in a neuroscience-informed model of learning, where the mentor’s role is to support awareness, build reflective capacity, and encourage the learner’s own sense-making. Care has also been taken to protect the integrity of the mentor role, ensuring it does not shift into supervision or problem-solving. This model reflects a thoughtful, values-based approach to professional development and positions the program as more than a standard training initiative. Early feedback from participants has been positive, highlighting the value of reflective learning, professional growth, and strengthened connection within the ADR community. The committee will continue to monitor progress, gather insights, and explore opportunities to further strengthen and potentially expand the program.

# Committee Reports

## ADRIC Operations

Key operational updates were reported. Enhancements to the IMIS system (internal operations management system) have improved reporting capabilities and membership tracking. Planning for the virtual conference scheduled for October 22–23, 2026, is advancing, with the event format and content currently being finalized.

Staff continue to manage a high volume of arbitration case appointments, particularly from gig-economy companies such as (Uber), with ongoing discussions to optimize workload distribution.

TORs for operational committees are being prepared for Board presentation in the first quarter. Efforts to streamline processes and workflows remain a priority to enhance organizational efficiency.

The proposal to introduce a second signing authority for bank expense approvals was presented and agreed in principle.

## ADRIA Family Committee

Linda Goold (Chair)

New protocols for family matters at King's Bench as of January 2, 2026 require more mediation in several ways:

- Parties generally cannot get access to court without having mediated each of the issues they wish to have a ruling on, and that mediation has to be current.
- There are also numerous additional points in the process where a party who benefits from delay can cause delay, and delay drives more people to ADR .
- Even once parties have met all the requirements for court, they will only get one hour to deal with all substantive and procedural matters, so likely will need ADR help with issues that cannot wait for trial.
- The new process is more time-consuming and expensive for parties. It is also more frustrating as we are finding that documents are getting rejected for ever-changing reasons and there is no consistency so no way to ensure that documents are done properly. All of this drives people to seek alternatives.

# Committee Reports

## ADRIA Family Committee (continued)

While the family bar is pushing back on this, one can never know when (or if) such efforts will have any effect. Meanwhile, ADRIA is well-positioned to offer a service to family lawyers and to our members. If we position ourselves to be the “go-to” list, and get significant buy-in from the legal community, we may also enhance the organization's ability to convince government that ADRIA should be the official regulator of ADR practitioners.

There are several reasons for the under-utilization of the ADRIA list of ADR practitioners by family-law practitioners, including the following:

- Family lawyers tend to use other family lawyers for ADR as they believe legal knowledge to be crucial for these files.
- The designations are not particularly meaningful to them.
- They tend to see mediation as another form of negotiation and do not always appreciate the importance of the specific skill-set possessed by Qualified and Chartered mediators.

There was some discussion in Committee about creating a family-specific list of mediators, and of utilizing the on-line tutorials ADRIA has on some family-law issues, but ultimately there will be little use of that list if we do not convince family lawyers of its value. We should be considering how we can increase our visibility within that community. Some ways to do that would include:

- Becoming a sponsor of the Family Law Fair at the U of C, which would entitle us to a table at the event and thus to influence future family lawyers as well as the law firms who attend the event
- Having a table at AFCC events and/or CBA Alberta events
- Exploring the possibility of being present for annual law-firm events like the Smith and Little party
- Putting on a seminar about family ADR, perhaps in conjunction with ACTLA as they are currently trying to increase their visibility with family lawyers. A mock mediation might be a good way to showcase the value of the skill-set.

Our committee is small but the members are all highly committed to finding ways to enhance the experience of family-law clients and the value of the ADRIA designations.

# Year in Review

Total Membership: 439

## Active Designations from January 1, 2025 to December 31, 2025:

Q. Med.	56
C. Med.	49
C.Med-Arb.	3
Q. Arb.	37
C. Arb.	14
Q.Adj (Const)	7
Full Members	350
Associate Members	73
LINK Members	4
Organizational Members	12
Directory Listings	63

# Membership & Education Services Report

Claire-Élisabeth Jacques

The Membership & Education Coordinator is responsible for the administration and coordination of ADRIA's membership and education services, including registrations, dues management, designation processing, and member and student communications. The role supports the integrity and accuracy of membership records, oversees the maintenance of member data and directory listings, and ensures that all membership-related processes are consistently managed and up to date. This includes monitoring membership activity, supporting renewals and updates, and maintaining organized tracking systems to ensure reliable reporting and continuity across all membership functions.

On the education side, the role supports the Education Programs Director, Jillian, and the coordination and delivery of ADRIA's courses and programs by managing student registrations, course communications, and administrative workflows before, during, and after each session. This includes maintaining course records, supporting instructors and participants, tracking required documentation, and ensuring that education processes are executed in a structured and timely manner. Across both membership and education functions, the focus remains on maintaining efficient systems, clear communication, and consistent operational support to ensure a smooth and reliable experience for members and participants.

# 2025 Annual Report: Professional Development

Core Instruction Hours	459
Core Courses hosted	17
Students enrolled in Core Courses	126
<ul style="list-style-type: none"> <li>• Communications in ADR: <b>58</b></li> <li>• National Introductory Mediation: <b>29</b></li> <li>• Other ADRIA Courses: <b>39</b></li> </ul>	
Private Training Instructional Hours	250
Courses	20

## Learner Sessions:

- February 2025 - Beginner's Mind in Mediation: From Judgement to Discernment
- March 2025 - Transitioning between Parties in Mediation
- April 2025 - Unpacking Bias: Awareness & Strategies for ADR Professionals
- May 2025 - The Importance of Pre-Mediation
- October 2025 - Probing Skills for Mediation
- November 2025 - From Neutral to Neural: Rewiring the Mediator Mindset
- December 2025 - Interest- Based Questioning Essentials

# Education and Training Programs/ Private Contracts

Jillian Young

In 2025, ADRIA's Education Department continued to see strong engagement across our core training programs. Our foundational courses, including Communications in ADR and National Introductory Mediation, remained a key entry point for individuals working toward professional designations, while also supporting those looking to strengthen their conflict resolution skills in their personal and professional lives. It's always rewarding to see the impact these courses have, and we look forward to continuing to support many of these learners as they advance further in their ADR journeys.

Beyond our core programming, 2025 was another busy and exciting year for private training. We continued to build on established partnerships, including our ongoing work with Alberta Justice Resolution Services. We were also pleased to collaborate with organizations such as the County of Grande Prairie, the Municipality of Wood Buffalo, and the Professional Home Builders Institute, providing training to meet the unique needs of their staff.

A particularly notable highlight this year was our work with the United Nurses of Alberta, where we developed and delivered our High Conflict for Lawyers and Advocates course in both Edmonton and Calgary. Opportunities like this reflect the growing demand for practical, trauma-informed conflict resolution skills across a wide range of sectors, and we are proud to support organizations in building these capacities within their teams.

Across all of our programming, we remain committed to delivering high-quality, practical, and accessible training that supports both emerging and experienced professionals. Whether through public courses or customized in-house training, our focus continues to be on equipping individuals and organizations with the tools they need to navigate conflict constructively and effectively.

None of this work would be possible without the dedication and expertise of our incredible instructors, coaches, course developers, and contractors. We are deeply grateful for the care, thoughtfulness, and professionalism they bring to every course. Their ongoing contributions not only enhance the learning experience for our students but also play a vital role in continually improving and strengthening ADRIA's programming.

As we move forward, we remain excited about the continued growth of ADR education and the increasing recognition of its value across industries. We look forward to building on this momentum and continuing to support individuals and organizations in developing the skills needed to address conflict with confidence and collaboration.

# Lunch & Learn Portfolio

## Arifa Virani

The Lunch and Learn Speaker Series are envisioned as more than a lunch time learning event; they are transformative spaces where diversity, inclusivity, and intersectionality converge to foster growth, understanding, and empowerment. In 2025 we executed 6 events, consistently attracting between 80-150 registrants per session, positioning ADRIA as a thought leader in the broader alternative dispute resolution space. These gatherings maintain a robust live participation rate, supplemented by an on-demand digital archive that ensures equitable access.

Our programming strategy is designed to deliver contemporary and enriching content. We balance technical topics with professional development. By sourcing distinguished experts, we meet a clear demand for sophisticated content that resonates, evidenced by attendance and engagement.

At the heart of every session is an unwavering commitment to a culture where every professional is empowered to bring their whole self to the table:

- **Diversity as Strength:** We operate on the belief that our unique backgrounds are the foundation of our collective innovation. Our series celebrates the varied perspectives that enrich our professional community's wisdom.
- **Inclusivity as a Cornerstone:** We proactively cultivate environments where every voice is heard, respected, and represented, ensuring full participation regardless of identity or role.
- **Intersectionality as Essential:** Recognizing that identity is multifaceted, our sessions explore the interconnections between professional, personal, enterprise. We aim to nurture a space where the complexity of the human experience is both recognized and celebrated.

The ultimate objective of this portfolio is to cultivate a sophisticated network of practitioners capable of navigating the complexities of a globalized ADR landscape. By fostering intellectual connections that transcend traditional silos, we empower our members to integrate these multi-dimensional insights into their own practices—thereby driving a systemic culture of professional excellence, mutual understanding, and inclusive leadership across the field.

### Topics in 2025:

- March 27, 2025 - Unmasking Imposter Syndrome
- April 10, 2025 - The Power of Executive Presence - Communicate with Confidence and Influence
- May 21, 2025 - Navigating Uncertainty: Moving Forward When So Much Is Unknown
- June 19, 2025 - Precision in Practice - Details Matter
- September 3, 2025 - Flip the Script on Conflict
- October 29, 2025 - The Future Works Differently: Are You Ready?

# CAMVAP

**Brenda Davidson**

Canadian Motor Vehicle Arbitration Plan (CAMVAP), is a national Program that consumers can use to resolve disputes with a manufacturer about alleged defects in vehicle assembly or materials, or how the manufacturer is applying or administering its new vehicle warranty. Disputes are resolved through binding arbitration. CAMVAP has existed since 1994. CAMVAP covers most domestic and imported passenger cars, light trucks, sport utility vehicles, vans and multi-purpose passenger vehicles, purchased or leased in Canada, as long as the vehicle is the current model or one of four previous model years.

I continue to administer the CAMVAP Program on behalf of ADRIA, for Alberta and the Northwest Territories, and work with consumers, manufacturers, technical inspectors, and arbitrators in the Program. I am responsible for receiving and responding to inquiries, processing claim forms and applications for arbitration, scheduling hearings and technical inspections and communicating the results of hearings to the parties.

In 2025, 411 new inquiries with respect to the Program, were received by consumers in Alberta and the Northwest Territories. 26 cases were arbitrated.

# ARCANA

## Huda Khurshid

The past year has been one of continued growth and development for ARCANA as a Nominating Authority in Alberta's construction adjudication landscape. ARCANA remains committed to strengthening adjudication processes, enhancing stakeholder engagement, and maintaining high professional standards.

Over the reporting period, ARCANA administered a total of 50 adjudication cases, reflecting a significant increase in activity and demonstrating growing awareness and trust in the adjudication framework within the province.

Professional development remained a key focus this year. ARCANA successfully delivered six (6) professional development sessions, aimed at supporting adjudicators and industry stakeholders in building capacity, improving consistency, and staying aligned with evolving best practices.

In addition to virtual engagement, ARCANA hosted an in-person event in Calgary, which provided an important opportunity for networking and knowledge sharing. The event was attended by representatives from Service Alberta, as well as Executive Director of RICS, Dr. John Fletcher, from the UK whose participation added valuable global perspective to discussions on adjudication practices.

By the end of the year, a new Nominating Authority had entered the Alberta market, introducing increased competition in the field. In response, and to ensure continued competitiveness and transparency, ARCANA conducted a comprehensive review and update of its fee schedule. These revisions better reflect the value of services provided and reinforce ARCANA's position as a leading and responsive Nominating Authority. In light of this evolving landscape, the committee has also identified the need to upgrade ARCANA's website to enhance user experience, improve accessibility of information, and better support stakeholders.

Looking ahead, ARCANA is currently working on its final report, which will provide further insights into operations, outcomes, and strategic direction. The committee remains focused on continuous improvement, stakeholder collaboration, and supporting the effective delivery of adjudication services in Alberta.

# STRATEGIC PLAN

## 2024 - 2027



*Alberta's Professional Association for Mediators, Arbitrators, Adjudicators & ADR Practitioners.*

## VISION

ADRIA is recognized as the leader in ADR process in Alberta and is the go-to organization for ADR advice and guidance, training, networking, and access to top professional practitioners. We work closely with our valued partners to ensure Alberta ADR practice is current, effective and inclusive. We strive to understand the needs of our membership and will add high value to their paths in ADR. We will seek diversity throughout our membership to ensure representation of the many voices found in our Province.

## MISSION

We provide education, resources, accreditation and services for ensuring capable and qualified ADR processes for our members and for the public.

## VALUES

How we work together, alongside our members and partners is important to ADRIA.

- **Collaboration:** We will only be stronger working closely together (Board, members, partners) to further the reputation and impact of ADR process in Alberta.
- **Leadership:** We will provide support to all those seeking clarity into ADR, and advocate for the benefits of ADR process throughout the Province.
- **Uncompromising Ethics:** We uphold the highest of ethical standards in how ADR work is conducted throughout Alberta.
- **Accountability:** We will have clear goals for our work as an organization and clear measures of success to report back to the membership.
- **Diversity, Inclusion and Equity:** We respect the diversity of our community and value inclusion of all opinions, perspectives and experience in our day-to-day business.

## STRATEGIC GOALS

- 1. Strengthen and Grow our Membership**
  - Increase member communication and transparency
  - Know who our members are and understand where they see value in ADRIA
  - Ensure strong membership services and professional development
  - Provide ample opportunity for our members to become involved in ADRIA business
- 2. Create Smart Alliances and Partnerships**
  - Communicate, collaborate and partner with organizations and affiliates in our common goals
- 3. Promote and Support ADR throughout Alberta**
  - Advance ADR regulation
  - Promote awareness of ADR services in Alberta
  - Increase exposure and access to our members
  - Develop and expand training and access to development programs
- 4. Ensure a Strong Future for ADRIA**
  - Explore and develop new evolving ADR processes and markets
  - Refresh organizational foundations and structures
  - Develop sustainable revenue streams