

HEATHER EASTON

B.A.A.

EDUCATION, TRAINING & COURSES

- Nov '11 ***Working With High Conflict Clients: Ethics & Risk Management*** -Bill Eddy, High Conflict Institute & Solutions On Site Workshops
Upcoming seminar will focus on better understanding and managing of the behaviour of high conflict clients; exploring brain research regarding ability of these clients to manage stress and conflict; methods of managing high-conflict behavior and addressing ethical challenges that may present themselves.
- Sept '11 ***Brain Injury Workshop*** - ESBLA Erie Shores Brain Injury Association and Bachmann Law
Presenters including: Frank Nirta (Board Certified Assistant Behaviour Analyst) and Mary Ann MacEachern (Behaviour Therapist); gained better understanding of behaviour strategies for caregivers and professionals dealing with those suffering from acquired brain trauma; given valuable insight into the triggers and stressors for those individuals and how to best handle each situation.
- Sept '11 ***Mandatory Information Program (MIP): Training and DVD for Presenters (Updated Program)*** - AXIS Family Mediation Inc.
Received updated mandatory MIP Presenter Training to better understand how the new, 2-part MIP Programs are to be implemented; learned how revised, mandated program was to be administered by court-appointed Mediation Practice; was taught and gained enhanced, understanding of the role of the IRC and other Professionals within the program; learned how the Ministry Surveys given out to MIP participants since program inception have already re-shaped the format of the program; received important feedback on effectiveness of program to clients and court processes.
- Aug '11 ***Certificate in Accessibility Training "May I Help You" Welcoming Customers with Disabilities*** - Access Ontario (Government of Ontario)
Certificate in Accessibility Training "May I Help You" Supplementary E-Course - Access Ontario (Government of Ontario)
Completed 2-part Accessibility Training e-course outlining how to professionally handle any situations in which a person(s) faced with a disability might navigate our services; learn how to better assist clients and how to meet necessary accessibility requirements.
- Aug '11 ***Family Law Information Program E- Certificate*** - Legal Aid Ontario
Completed on-line Legal Aid Ontario course outlining such Family Law topics including: dispute resolution alternatives, family court processes, effects of relationship breakdown, domestic violence, parent after separation, support, custody, access, legal issues and representation
- July '11 - Dec '12 ***Certificate in Conflict Management and Mediation (ADRIO Approved)*** - Conrad Grebel University College (University of Waterloo)
Family Mediation: Theory and Practice - Conrad Grebel University College and Cooperative Solutions Inc.
Upcoming 7-day program (taking place, Oct and Nov 2011) taught by Dr. Barbara Landau on Family Mediation: will learn skills needed to understand and address psychological effects of separation on children, adults and extended families, access and custody, property division, how to craft parenting plans, domestic violence training (2-day component) and how to screen for power imbalances etc.
- July '11 ***Conflict Management: Mediation/Negotiation Level II (ADRIO Approved)*** - Conrad Grebel University College (University of Waterloo)
Successfully completed Part II of ADRIO-approved, 21-hour Conflict Management Course (in conjunction with Cooperative Solutions Inc. and Agree Inc. mediators including Dr. Barbara Landau); gained more enhanced communication skills through program with heavy focus on Mediation and the principles and processes involved; understanding of the relationship between mediator, counsel and client; the benefits of shuttle mediations and caucus meetings; conducted various role-play sessions, replicating mediation intakes; coaching to better understand civil procedures, minutes of settlement, case management and mandatory mediation.
- July '11 ***Conflict Management: Mediation/Negotiation Levels I (ADRIO Approved)*** - Conrad Grebel University College (University of Waterloo)
Successfully completed ADRIO-approved, 21-hour Conflict Management Course (in conjunction with Cooperative Solutions Inc. and Agree Inc. mediators including Dr. Barbara Landau); strong emphasis placed on communication skills as applicable to Mediation, Negotiation and Ethical Dilemmas; gained practical and relevant conflict management skills with a key understanding of the roles of mediation, arbitration and negotiation; gained understanding of differences between open and closed mediation; participated in several mediation role-playing and conflict coaching exercises; worked to understand and implement successful conflict resolution strategies.
- July '11 ***Thomas-Kilmann Conflict Mode Instrument (TKI) Assessment*** - Conrad Grebel University College (University of Waterloo)
Was assessed for a "TKI Profile" and learned the basic theories behind "The 5 Conflict Handling Modes" (as adapted from Kenneth Thomas' "The Handbook of Industrial and Organizational Psychology") to determine people's typical behavioral patterns in conflict situations; actively participated in group, personality assessment exercises as part of the Conrad Grebel "Conflict Management Certificate Program"; gained a more thorough understanding of how to professionally, manage high conflict people and situations.
- June '11 ***Mandatory Information Program (MIP): Training for Law & Mental Health Professionals*** - AXIS Family Mediation Inc.
Participated in Mandatory MIP Training Session for Legal and Mental Health Presenters; followed instruction on how mandated program was to be administered by court-appointed Mediation Practice; was taught and gained understanding of the role of the IRC and other Professionals within the program; gained better understanding of court processes and the impact of relationship breakdown on all family members; learned that implementation of the Mandatory Information Program is already helping to alleviate congested courts and better direct people to mediation and legal services available through the courts.
- June '11 - current ***Information and Referral Coordinator (IRC): Job Shadowing*** - AXIS Family Mediation Inc.
Learning role of IRC and Family Court Information Centres (FLIC) within the Family Court of Hamilton; understanding of various roles and relationships between IRC, Court Clerks, Judges, Mediators, Lawyers and FLIC Clients; understanding essential protocol and workflow; learning various skills required to properly assist all parties arriving for Mediation at the FLIC including: learning to assess client needs, make appropriate Courthouse and Community referrals, rescheduling MIP sessions for clients, attending and assisting with MIP equipment set-up and client check-ins; assisted in re-stocking print and audio materials within the FLIC.
- Jan '10 ***Wiredrive Assets Management Course*** - Wiredrive International
As department lead, was charged with learning new assets management database and successfully implementing into existing workflow.

- Nov '09 **Fire Safety Course (Office Building Safety and Procedures) - Toronto Fire Department**
Was sole company representative for Fire Safety Training Course for Office Building Tenants; received live-saving, training in building evacuation procedures; successfully relayed all emergency –evacuation drills to large company roster.
- June '09 **BrandOcean Purchase Order Systems - BrandOcean**
Was selected as only one of a few staff members to be trained and authorized to issue and approve company Purchase Orders.
- Jan '08 - Apr '08 **Broadcast Commercial Producers Course Certificate - Institute of Advertising Canada**
Skills required for pulling together professional, broadcast resources in fast-paced, television commercial industry.
- Apr '07 **Child Care First Aid & CPR Course - Lifesaver 101**
Introductory First Aid & CPR Course (16 hrs) taught by Toronto Firefighters through Lifesaver 101; emphasis on alternate, life-saving methods required when applying various emergency and CPR care to children.
- July - Sept '04 **Basic Sign Language Course - My Smart Hands**
Basic Signing Program (8-wks) in both learning and teaching basic ASL to infants and young children; focus on accelerating speech development and communication skills in early childhood.
- Sept '90 - Apr '94 **Bachelor of Applied Arts Degree - Media Arts Program - Ryerson Polytechnic University**
Bachelor of Applied Arts Degree (4yrs) with major in Photographic Arts; electives in Psychology, Sociology and Art History (focused on depiction of women in film and print)
- Sept '85 - June '90 **Ontario Secondary School Diploma - St. Joseph's Morrow Park**
Emphasis on English and the Arts

PROFESSIONAL EXPERIENCE

- June '11 - current **Administration / Information and Referral Coordinator (IRC) - AXIS Family Mediation Inc.**
Coordinate office functions for busy, court-affiliated Family Mediation practice; training in all aspects of IRC duties (incl. liaising with public and court staff, researching and providing information on appropriate community and FLIC resources, assist in initial screening of parties who have signed up for court-mediation, rescheduling of MIP sessions, assist in processing MIP participant registrations and surveys, completing SDO forms, assist in processing monthly data-roll-ups, attending court with Family Mediators, assisting IRC and Family Mediators in all aspects of Head Office and Family Law Information Centre functions as required.
- Dec '10 - current **Owner - 5.5 Designs**
Create awareness of and promote “one-of-a-kind” art business to local community; manage all donations from proceeds to various community and charitable organizations; all aspects of production, sales and timely product delivery.
- Apr '07 - Apr '10 **Edit Suite Supervisor / Broadcast Coordinator - TBWA\Toronto**
Coordinated all aspects of Edit Department including internal, corporate outreach; supervised two Broadcast Editors; produced all in-house Edit Suite projects; assist client and staff with budget forecasting; scheduled and facilitated weekly supplier information and training sessions; managed and maintained current and historical assets included in broadcast library (both online and hard materials); managed all International material requests and quotes; estimate preparation/presentation/approvals; creation/approvals of POs; forecasting/reporting monthly billings to Dept. Head and CFO; managed all job billings/reconciliations; creation of all project workback and critical path schedules; final product delivery; prepared award submissions; sourced suppliers; ordered all department supplies; assisted freelance and in-house producers as needed.
- Apr '01 - Apr '07 **Senior Group Administrator / Group Administrator - TBWA\Toronto**
Provided key support to senior executive; effectively coordinated all project financials and members of Nissan Canada Inc., Shoppers Drug Mart and Canadian Cancer Society's client account teams; key liaison between client, finance dept. and account team; coordinated, prepared and presented monthly budget control reports; facilitated weekly status meetings, created and accurately maintained essential, client & account team “Systems and Orientation manuals”; prepared and issued accurate meeting minutes for client & account team; researched, presented and continuously, maintained library and log sheets of competitor advertising; assisted with RFPs and other pitch initiatives.
- Maintained positive and healthy, working relationships amongst all departments and management levels; was singled out for exceptional achievements in my work ethic and extra-curricular involvement which included actively participating in and leading many agency volunteer programs such as *The Voice (Employee Advocacy Group)* - served as key liaison between employees and senior management; offered assistance to employees facing difficult circumstances in the workplace; maintained client confidentiality as required; presented sensitive issues/concerns to senior staff; tactfully, delivered responses and possible solutions in timely manner while not jeopardizing the employee's identity; *Health and Safety Committee* – responsibly, maintained mandatory safety equipment requirements; served as agency fire marshal; *Holiday Food and Toy Drives* – successfully, initiated and coordinated all aspects of annual charitable programs to benefit local shelters and community initiatives; *Annual United Way Fundraising Drive* - sourced and secured donors and sponsors through local outreach initiatives to sponsor agency fundraising efforts ; *Annual Charity Softball Tournament*; *Created Battery Recycling Program*; *Green Office Team*.
- Jan '00 - Dec '03 **Owner - scoots4shoots**
Successfully managed all aspects of specialized, vehicle rental company that provided vintage motor scooters for television, film, and photography projects; sourced and acquired appropriate vehicles; negotiated and finalized all contracts; promoted and advertised services within local industries.
- Nov '98 - Apr '01 **Listing and Editorial Coordinator / Contributing Editor / Production Assistant - Sources**
Collaboratively coordinated and provided administrative and editorial assistance for print and on-line directories referenced by Canadian journalists and media outlets; researched and recommended appropriate advertising solutions; successfully, coordinated all facets of client listings; accurately, proof-read and edited all assigned ads; expertly, managed all client and management expectations; maintained various publication lists and confidential, client contact databases.
- June '95 - July '98 **Administrative Office Assistant - Epitome Pictures Inc.**
Professionally assisted Executive Producers and Senior Writers of acclaimed Canadian TV series' “Degrassi Junior High” and “Degrassi High”; scheduled and organized all company appointments; maintained accurate contact databases and materials library; prepared and kept up-to-date, professional press clipping books and CBC TV manuals; assisted with Gemini and Emmy Award submissions; coordinated applications and administered financial grants for Playing With Time Inc. Foundation; organized annual Foundation reunion and awards ceremony; controlled all access to office, studio and backlot; assisted President in all aspects of business and personal matters as required.
- May '91 – Aug '91 **Census Report Enumerator - Government of Canada**
Delivered Government of Canada Census Questionnaires to each resident in assigned area; conducted highly-confidential, in-person interviews to obtain basic information required for Government of Canada reports; professionally handled all language and ESL issues; kept accurate records of each interaction, providing occupant/dwelling

details; proof-read all completed questionnaires; contacted respondents by phone to clarify incomplete and/or inaccurately filled-out forms; promptly forwarded all completed forms to the Government of Canada for statistical analysis.

Oct '87 - Mar '95 **Sales Associate - Henry Birks & Sons Inc.**

Provided courteous and professional customer service (in-person and via telephone) in high-profile retail store; professionally, managed customer queries and complaints; directed clients to appropriate departments; displayed mature and appropriate decision-making skills in all incidences of fraud and theft; assisted customers, staff, security and police with security issues as required; handled all inter-department transactions; prepared "site-to-site" product transfers and deliveries.

COMMUNITY INVOLVEMENT

June '11 - current **Haldimand-Norfolk REACH - Youth Justice Committee Volunteer** (Initial sessions completed, observer training beginning, Ministry training and approval pending)

Will participate in voluntary, restorative justice circles for youth and the victim(s) of crime; act as community member observer; as active circle participant will listen to explanations of criminal event details from all person(s) involved; working collaboratively with other circle members will suggest community and victim repayment options to youth(s) and victim(s); provide support to youth(s), victim(s) and community as appropriate.

Nov '08 - Apr '10 **Room 13 Toronto (At-Risk Children's Art Program) - Corporate Liaison**

Served as primary, corporate-partner contact with program head; facilitated regular donation information sessions to corporate-partner staff; provided local community outreach through sourcing corporate donors for Live/Silent Auction events; planning and executing corporate, partnership payroll-deduction fundraising; created and executed in all aspects of internal, corporate sponsor's "mini-fundraisers"; coordinated artist mentorship sessions and art supply donations; initiated partnership between local business and program to allow children their first public art showing and sale; coordinated all aspects of program's on-line art sale website; served as coordinator on all radio, online and print advertising projects; interviewed children for outreach video; coordinated with international branches of Room 13 and advised on how we implemented program.

Nov '06 - Apr '04 **Beaches Co-Operative Playschool - Live/Silent Auction Committee Volunteer**

Promoted community awareness of local, cooperative playschool programs through sourcing/soliciting corporate sponsor donations (incl. Toronto Blue Jays, CAA, Pita Break, Mill St. Brewery, Vespa Canada, etc.); collected, priced, organized & distributed corporate donations; handled cash transactions; responsible for writing thank-you letters to all donors.

Oct '04 - Feb '06 **East York Learning Experience - Volunteer Mathematics /Adult Literacy Tutor**

Served as math and literacy tutor in Non-Profit Adult Literacy Program; assisted student in planning and following through on short-term and long-term literacy goals; through weekly sessions of one-to-one high school and general, life-skills math lessons, set learning goals through creation of individualized math and literacy program; sourced appropriate work materials; conducted regular skills tests; kept weekly lesson records updated; ensured student files and records were current and accurate; provided Program Coordinator with feedback on student accomplishments and continued areas for improvement.

May '02 **Nissan Canada Foundation - Scott Mission Camp Volunteer**

Repaired and refurbished camp lodgings, outdoor equipment and grounds for annual, children's summer camp programs.

May '90 - Sept.'90 **Hillcrest Village Softball Association - Volunteer Coach**

Taught basic softball skills to team of 6 to 8 year old children; coordinated game and practice schedules for parents and children; arranged transportation to and from games as required for children without access to vehicle.

June '86 - Sept '86 **North York General Hospital Senior's Health Centre - Volunteer Receptionist**

Served as first point of contact for Senior's Health Centre; coordinated appointments with North York General Hospital for patients requiring special assistance; answered patient queries in person and by phone; scheduled doctor appointments; provided directions and transportation information as needed; maintained reception area.

ADDITIONAL INFORMATION

ADRIO Associate Member; hold current OPP Vulnerable Sector Screening Certificate (Police Check); hold clean, valid GM Ontario Driver's Licence, equipped with personal vehicle, laptop and cell phone for offsite availability; MAC and PC literate (incl. Virtual PC); Microsoft Office; DDS BrandOcean and Donovan accounting systems; various Databases, E-mail and Social networks; WireDrive assets management.