

**CINDY HOLOVAC LEITHEAD,
BA(Hons), M.C.A., Acc.FM (OAFM), C.P.Med.(OAFM), WFA
CINDIAIN RESOLUTIONS SERVICES**

Mailing Address: 3-1750 The Queensway Suite # 258, Toronto, Ontario M9C 5H5
Office: 3331 Bloor Street West, Suite # 105, Toronto, Ontario M8X 1E7
(located two blocks east of Islington Subway)

Business: 647-988-9020

Email: cindy.hl@sympatico.ca

Website: www.cindiainresolutionservices.com

EDUCATION

- 2008 Advanced Certificate in Dispute Resolution, Atkinson Faculty, York University
- 2007 Certificate in Dispute Resolution, Atkinson Faculty, York University

- 1987 Master of Criminology Applied Degree, (M.C.A.), University of Ottawa, Ottawa, Ontario.
- 1984 Bachelor of Arts Degree (Honours) with a Major in Sociology and a Minor in Criminology, University of Western Ontario, London, Ontario.

MEMBERSHIP

- Accredited Family Mediator (Acc.FM), Ontario Association for Family Mediation (OAFM)
- Child Protection Mediator, OAFM, Ministry of Attorney General Roster
- ADR Institute of Ontario/Canada
- Family Mediation Canada
- Association of Family and Conciliation Courts
- Certified Workplace Fairness Analyst (WFA), Workplace Fairness Institute of Canada, Conflict Management Solutions

SKILLS AND QUALIFICATIONS

- Accredited Family Mediator, Parenting Coordinator, Child Protection Mediator, Elder Mediator, Circle Mediator, Peacemaking Circle Mediator and Civil Mediator, Certified Workplace Fairness Analyst, Facilitator, Coach, Mentor, Trainer and Counsellor
- Over 25 years of public service work experience with the general public, stakeholders, offenders, victims, families, children/youth, staff, volunteers, students, within the Ontario justice and social service sectors
- Extensive knowledge and experience working with and counselling families and children who have or are experiencing various difficulties, such as abuse, separation, divorce, high conflict, substance abuse, loss (grief), mental health issues etc
- Effective builder of stakeholder and community relationships
- Strong ability to interpret, develop training materials and train relevant staff and stakeholders in the application of various legislation, policies, rules, and procedures
- Expert ability in creating, developing and implementing policies, treatment and educational programs and procedures in consultation with staff and stakeholders
- Managed and developed staff (professionals such as social workers, psychologists, etc.), volunteers and students through various learning opportunities, such as teaching, clinical supervision, coaching and mentoring
- Diverse human resource experience (hiring, grievances, attendance program, WSIB, performance appraisals, Human Rights Training, Local Employee Relations Committee, Health & Safety Committee)

WORK EXPERIENCE

2009 - present

CINDIAIN RESOLUTIONS SERVICES – Court Family Mediation Services

- On-site and Off-site mediator and Information Referral Coordinator (IRC) for Mediate393, located at Superior Court of Justice, Family, 393 University Avenue, Toronto. Mandatory Information Program (MIP) Presenter
- On-site and Off-site mediator and Information Referral Coordinator (IRC) for Peel Family Mediation Services, A. Grenville and William Courthouse, Brampton. Mandatory Information Program (MIP) Presenter
- On-site and Off-site mediator and Information Referral Coordinator (IRC) for AXIS Family Mediation INC, Hamilton, Kitchener, Guelph (as of July 2013)

2009 - present

CINDIAIN RESOLUTIONS SERVICES

- Services provided: Mediation Services – Family and Civil, Parenting Coordinator, Child Protection Mediation, Elder Mediation, Circle Mediation, Peacemaking Circle, Workplace Fairness Analyst, Counsellor, Consultant, Coach/Mentor, Facilitator, and Trainer
- Workshops developed and provided:
 - ❖ How Separation Affects Children and What Parents Can Do
 - ❖ Anger Management Program
 - ❖ Co-Parenting for the Sake of the Children
- Accredited Family Mediation with Ontario Association for Family Mediation
- Child Protection Mediator. On the Ministry of Attorney General Child Protection Mediation Roster
- Certified Workplace Fairness Analyst, Workplace Fairness Institute of Canada, Conflict Management Solutions

2009 - present

DISPUTE RESOLUTION EDUCATOR, CIVIL MEDIATOR AND MEDIATION COACH

Faculty of Liberal Arts and Professional Studies, Division of Continuing Education,
Atkinson College, York University,

- Mediator, coach and mentor students in the Advanced Dispute Resolution Certificate, at Small Claims Court in Richmond Hill and 47 Sheppard
- Mediation Coach for Certificate in Dispute Resolution and Advanced Certificate in Dispute Resolution classes
- Mediation Coach for Certificate in Family Mediation

2009 – 2013

PART-TIME PROFESSOR AT HUMBER INSTITUTE OF TECHNOLOGY AND ADVANCED LEARNING, SCHOOL OF SOCIAL AND COMMUNITY SERVICES

- Developed and presented various courses in the Community and Justice Services Diploma Program, Police Foundation Diploma Program, Bachelor of Applied Arts, Criminal Justice Degree Program.
- Student Field Placement Coordinator (2009 – 2010)

2012

SESSIONAL PROFESSOR AT UNIVERSITY OF GUELPH-HUMBER

Early Childhood and Family & Community Social Services, Bachelor of Applied Science

- Developed and presented Crisis Intervention sessional course for the winter semester for third year students

1987 - 2010

Ontario Public Service, Ontario Provincial Government

- Managed complex operations in various departments and facilities
- Developed and implemented various training materials and trained ministry staff and staff of various stakeholders with new procedures
- Developed partnerships with stakeholders
- Chaired and participated in various community and ministry committees
- Management representative on the Domestic Violence Committee
- Involved with the development of the Domestic Violence Court in Toronto, “K” Court

- Management Co-Chair for the Local Employee Relations and Health and Safety Committee
- Crisis intervention/management with the public
- Provided counselling and developed, implemented, facilitated group cognitive and educational groups.
- Supervised all treatment/counselling programs operated at various offices, such as anger management, substance abuse, etc.
- Prepared court and clinical risk assessment reports for the Courts and Ontario Board of Parole
- Reviewed and approved all clinical reports prepared by the institutions' social workers
- Provided clinical supervision of all social workers
- Planned, developed, implemented, monitored and evaluated all mental health and social service programs provided in the institution
- Effectively managed and provided supervision and training of the social service (mental health) department which included psychologist, social workers, classification staff, discharge planners (social workers), volunteer coordinator and other programs (such as anger management, substance abuse, etc.), chaplains, recreation staff, teachers and budget
- Liaised and partnered with other ministry staff, community agencies and the public
- Human resource experience (hiring, grievances, attendance program, WSIB, performance appraisals, Human Rights Training, Local Employee Relations Committee, Health & Safety Committee)

VOLUNTEER WORK

- 2009 to present Osgoode Hall Law School, York University Mediation Coaching for lawyers at Small Claims Court, 47 Sheppard, Toronto
- 2008 to present Mental Health Presenter at Family Law Information Session in Peel, via Peel Family Mediation Services
- 2008 to present Peacebuilders International (Canada) and St. Stephen's Community House, Circle Keeping

ALTERNATIVE DISPUTE RESOLUTION TRAINING

2013

- Five Hour Update on Family Violence in Family Law, Mediation and Arbitration Mediate393, Hilary Linton
- Elder Mediation Training, Level 2, Judy McCann-Beranger
- Elder Mediation, Resa Eisen
- Advanced Issues in Mediating Child Support, Peel Family Mediation Services and Axis Family Mediation
- Family Mediation Involving Property Training, Part 4: Mediate393
- Hinck's Symposium High Conflict Forum
- Information Referral Coordinator (IRC) Training, Peel Family Mediation Services
- ADR, Elder Mediation Workshop, Resa Eisen
- Child Protection Personal Development Day, High Conflict and Substance Abuse with Bill Eddy
- Domestic Violence Training (Refresher) via Peel Family Mediation Services, Antoinette Clarke
- Elder Mediation Training, Judy Mccann-Beranger
- Family Mediation Involving Financial Issues, Part 3: Spousal Support Training, Mediate393
- Family Mediation Involving Financial Issues, Part 2: Child Support Training, Mediate393

2012

- Domestic Violence Training and Financial Training, Peel Family Mediation Services
- Family Mediation Involving Financial Issues, Part 1: Income Determination, Mediate393
- Domestic Violence / Power Imbalance Training (Refresher) Mediate393
- Domestic Violence Training (Refresher) Peel Family Mediation Services
- Family Domestic Violence and Financial Training, Richard Shield Peel Family Mediation Services

2010

- Domestic Violence and Screening Training, Peel Family Mediation Services, located at the Brampton Courthouse, Antoinette, Clarke
- Certified Workplace Fairness Analyst, Workplace Fairness Institute of Canada, Conflict Management Solutions, Blaine Donais

2009

- Private Internship Training – Family Mediation - Parenting Plans for High Conflict Couples, with Dr. Barbara Jo Fidler, Ph.D, Acc.FM
- Monthly participation in a consultation group on Parenting Co-ordination with Dr. Barbara Jo Fidler, Ph.D, Acc.FM
- Attachment Theory, University of Toronto, TAPEADR, Home Court Advantage “Creating a Family Law Process that Works” ADRIQ, Toronto Canadian Symposium For Parental Alienation Syndrome
- Peel Region Symposium “Enriching Collaborative Services to Families in Conflict” with The Honourable Mr. Justice Harvey Brownstone as keynote speaker, Peel Family Mediation Services
- Civil Procedures Workshop for Non-Lawyer Mediators, ADR Institute, Gary Furlong
- Child Protection Mediation Training, via OAFM, Training by Kathleen Chapman, LL.B, AccFM (OAFM), C.P.Med. (OAFM), Toronto
- Parenting Coordination: Foundation and Overview of Family Law by Dr. Barbara Jo Fidler, Ph.D, Acc.FM, Linda Chodos MSW, RSW, Hilary Linton, LL.B

2008

- Accredited Family Mediator, via Ontario Association For Mediation
- 100 hours Internship, Court Family Mediation Services, Peel Family Mediation Services, located at the Brampton Courthouse, June to November 2008
- Advanced Parenting Coordination, by Dr. Barbara Jo. Fidler, Ph.D, Acc. FM. Linda Chodos, MSW, RSW
- 2008 ADR Symposium, Better Outcomes Through Collaboration
- Working and Understanding Diversity and Domestic Violence Within the Context of Family Mediation, via Peel Family Mediation Services, Antoinette Clarke
- Parenting Plans: A Child-Centred Approach, TAPE Education Services Continuing Education of St. Michael’s College in the University of Toronto, Linda Chodos
- Lead Circle Keeper, Peacebuilders International (Canada), Eva E. Marszewski and Joyce Young
- Circle Facilitator Training, Peacebuilders International (Canada) and St. Stephen’s Community House, Eva E. Marszewski and Joyce Young
- Family Law 101: Custody and Access Law, Conrad Grebel University College, Lorne Wolfson, LLB, LLM, Dr. Barbara Landau, Ph.D., LLM, C.Med

2007

- Advanced Certificate in Dispute Resolution, Atkinson Faculty, York University, with instructors Gary Furlong, Elaine Newman, Richard Shields, January 13, 2008 to June 5, 2008, 132 hours
Course 1: Nature of Conflict; Course 2: The Ethics of Mediation; Course 3: Elements of Intervention;
Mediations at Small Claims Court – Richmond Hill and 47 Sheppard Ave East, Toronto
- Family Law Arbitration, Conrad Grebel University College, Lorne Wolfson, LLB, LLM, Dr. Barbara Landau, Ph.D., LLM, C.Med,
- Family Law 101: Property Law, Conrad Grebel University College, Lorne Wolfson, LLB, LLM, Dr. Barbara Landau, Ph.D., LLM, C.Med
- Family Law 101: Support Law, Conrad Grebel University College, Lorne Wolfson, LLB, LLM, Dr. Barbara Landau, Ph.D., LLM, C.Med
- Advanced Family Mediation Skills Training Workshop, Atkinson Faculty, York University
- Assessing and Screening for Domestic Violence, Professor Desmond Ellis, Atkinson Faculty, York University
- Certificate in Dispute Resolution, Atkinson Faculty, York University, with instructors Professor Desmond Ellis, Gary Furlong, Richard Shields, Susan Garrod-Schuster, summer 2006 and 2007, 132 hours
Core 1: Dispute Resolution: theory and Generic Issues; Core 2: Commercial Mediation and Negotiation;
Elective: Family Mediation

OTHER RELATED TRAINING

- Narrative Therapy, Hincks-Dellcrest Centre
- Solution-Focused Brief Therapy (Basic Trauma and Anxiety, Approaches to Working with Groups), University of Toronto, TAPE