

AMANDA REECE B.A.

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EDUCATION

BA Psychology (Honors), Laurentian University, 2003-2007

- Fourth year thesis: The Effect of Active Listening: Can the Dull become Interesting?
- Acquired strong research, writing, problem solving, analytical and communication skills
- Knowledge and understanding of human development and behavior

Diploma in Family Mediation (Honors), McMaster University, 2007-2009

- Trained in issues of separation, divorce and family conflict
 - Familiar with court procedures and relevant legislation (Family Law Act, Divorce Act, Child and Family Service Act)
 - Completed a 40 hour practicum with Axis Family Mediation Inc. at the Family Law Information Centre (FLIC) in the Superior Court of Justice, Family Court
 - Recipient of The Continuing Education Annual Prize, Social Services in recognition of achieving the highest academic performance upon graduating the Family Mediation Diploma Program (October, 2009)
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ADDITIONAL TRAINING & EDUCATION

- Suicide Intervention Workshop, Mental Health Rights Coalition, 2009
- Understanding and Managing Aggressive Behaviour, Hatts Off Inc., 2011-Present
- Supervisors Training, Hatts Off Inc., March-April, 2014
- Virtues Training, Hatts Off Inc., 27 May 2014
- Medication Education Training, Hatts Off Inc., 25 June 2014
- WHMIS, AiXsafety, December, 2014
- Power to Parent, Hatts Off Inc., October, 2016
- The Intersection Between Mental Health and FDR, FDRIO, 24 November 2017
- Crisis Intervention Training, Safe Management Group, 2018; 2019
- Domestic Violence Risk Assessment and Management, Western: Centre for Research & Education on Violence Against Women & Children, August 2019
- Addiction 101, The Centre for Addiction and Mental Health (CAMH), August 2019
- Depression 101, The Centre for Addiction and Mental Health (CAMH), August 2019
- Mental Health 101, The Centre for Addiction and Mental Health (CAMH), August 2019
- AFCC-O 11th AGM & Annual Conference, October 2019
 - The Interaction of Technology and Family Law/Intersection of Technology and Domestic Violence in Family Court Cases
 - Family Violence and Divorce: Does the New Divorce Act Do the Job?
 - Respecting and Protecting Transgender Children in Canada's Family Courts
 - AFCC Ontario Parenting Plan Guidelines Feedback Session
 - Changes to the Family Law Rules – Expert Testimony

- “Our Stories Matter” Intersections: First Nations, Diversity, Family Law and Mediation, AXIS Family Mediation Inc. guest trainer Rebecca Hammond, November 2019
- Mediation Matters Discussion of Changes to the Divorce Act, Ontario Association for Family Mediation, May 2020
- 2020 FDRIO unConference - Culture Shift, June 2020
 - An EI Power Toolkit
 - Ethics & Practice Management: Using a Trauma Informed Lens
 - The Intersection of Technology, Domestic Violence, and Courts During COVID-19
 - Circle Mediation: Demystified
 - Privilege, Allies and Hope
 - Innovating and Evaluating Family Group Conferencing for Black Families.
- OAFM Annual Conference, September 2020
 - DV Screening Workshop
 - Diversity Workshop
 - Fetal Alcohol Spectrum Disorder
 - Indigenous History
- PFMS 9th Annual Domestic Violence Symposium, November 2020
 - Family Law and Domestic Violence
 - Policing During the Pandemic: COVID-19 and Family and Intimate Partner Violence.
 - The Hidden Pandemic: World Domestic Violence Rates Soaring as a Result of COVID19: Action and Solutions
- How to React When a Loved One Comes Out: Tips and Tricks on “Coming Out Safely”, OUTLoud North Bay, November 2020
- Resisting burnout and building resilience during COVID-19 An end-of-year workshop recognizing the hard work of frontline workers, CLEO, December 2020
- The Bill C-78 Divorce Act Changes: What you need to know, Federal Government, February 2021
- Indigenous Training, AXIS Family Mediation Inc., February, 2021

PROFESSIONAL EXPERIENCE

*Information and Referral Coordinator, MIP Facilitator/Presenter
Administrative Director*

**November 2017-Present
August 2019-Present**

- Provide clients with information on issues as they relate to separation, divorce and child protection matters
- Assist clients to determine their needs and provide clients with referrals to available community resources
- Provide clients with essential information about the family justice system, the options available to resolve their disputes and the effect of separation on children and adults which aide them with making informed choices for their present and future situations
- Educate clients and their families about the mediation process and alternative dispute resolutions highlighting their rights and responsibilities in same
- Identify high risk cases, potential domestic abuse as well as other family dynamics which may affect clients in the areas of their identity, family and social relationships and emotional and behavioral elements.
- Assist with the completion of monthly, quarterly and annual reports
- Assist with maintaining current publication, audio-visual materials and an up-to-date list of programs and services in the community

- Works closely with mediators, family court staff, advice lawyers along with other relevant service providers
- Liaison with other agencies and community supports to facilitate client needs
- Supervision and leadership for administrative duties
- Recommend and implement procedural or policy changes to improve operations and maintain up-to-date internal manuals
- Maintain annual organization of accounting and central filing systems including handling confidential information of personnel files
- Consult with management team to identify training needs
- Complete orientation and training as required for new-hires
- Monitor inventory stocking across sites and deliver equipment and supplies as required
- Assist with workflow between court sites
- Maintain excellent levels of motivation and positive relations with staff

Staffing Care Solutions
Independent Contractor

June 2018-*Present

- Provide professional, specialized care solutions to various agencies and organizations and families in the disAbility and mental health sectors
- Assist and support adults/youth diagnosed with physical disAbilities, intellectual disAbilities, mental illness, dementia and conditions such as autism with daily living activities
- Follow behavioral support programs for adults/youth who experience behavioral, social, emotional and psychiatric difficulties and have complex needs
- Dispense daily medications following procedures and protocol
- Document daily shift summaries, incident reports, case notes, etc.
- Conduct ongoing consultations and support conversations with the Service Coordinator

Hatts Off Inc. Specialized Services, Ancaster ON
Shift Coordinator

April 2014-April 2018

- Organize and diligently plan out daily shifts (e.g. arrange for transportation needs, appointments, programming, staff assignments, etc.)
- Oversee the follow through of the staff regarding assignments
- Ensure the application of individual treatment plans for each resident
- Coordinate the efforts of the team during a crisis including ensuring that all notifications are made
- Ensure the proper documentation required by Hatts Off and the Ministry is completed on each shift
- Meet regularly with the team to coordinate the efforts of the group
- Ensure the cost-effective use of resources including a weekly balance of the petty cash allotment
- Actively involved in personnel issues by offering direction to members of the team and in discussion with the Supervisor, contribute to the process of annual staff performance evaluations of the members of the team
- Assume responsibilities that ensure that the residents' basic care needs are met including duties that ensure a clean environment and nutritious meals are provided for the residents
- Ensure the development of an individual treatment plan for residents
- Ensure that clinical binders are in order and all necessary documents are on file
- Management of behavioral issues of the residents throughout the shift in accordance with the current

treatment plan.

- Oversee the supervision and evaluation of community college students completing placements

Hatts Off Inc. Specialized Services, Ancaster ON

August 2011–April 2018

Child and Youth Worker

- Supervise and positively interact with youth
- Research, create and facilitate therapeutic programs (e.g. conflict resolution, team building, self-esteem/self-awareness, life skills, drug and alcohol awareness, healthy relationships, virtues, cultural activities, etc.)
- Actively listen and apply counseling skills to clients who are or have been in crisis or victims of trauma (e.g. sexual, physical and emotional abuse, prostitution, gang related activities, etc.)
- Trained as a Back Up Shift Coordinator to manage FT/PT staff and ensure the smooth operation of the household (*Promoted to Shift Coordinator April, 2014*)
- Maintain the order, cleanliness and safety of the home
- Encourage and support youth struggling with mental health issues (e.g. FASD, PTSD, Conduct Disorder, Bipolar, Schizophrenia, Personality Disorder, etc.) to develop healthy lifestyles and social skills
- Effectively work with team members to apply child/youth management techniques to highly troubled children/youth who may be aggressive, suicidal, antisocial, etc.
- Write up detailed individual treatment plan's and reports on youth (e.g. case notes, incidents reports, injury reports, medical documentation, etc.)
- Participate in monthly Plan of Care sessions with youth, social worker and supervisors to help maintain an up-to-date goal and treatment plan for the youth
- Responsible for dispensing medications and accompanying youth to dental and medical appointments
- Liaison with other agencies and community supports to facilitate client needs

Inch Hammond Professional Corporation, Hamilton ON

May 2010 – August 2011

Senior Litigation Assistant

- Understanding of Rules of Civil Procedure
- Responsible for daily correspondence, dicta-typing, drafting and filing court documents
- Assisted in the preparation and completion of various litigation documents (e.g. Motions, Pleadings, Notices, Affidavits, Affidavits of Documents, Factums, Brief of Authorities, etc.)
- Responsible for the administrative details with respect to opening and closing files, docketing, billing, etc.
- Provided general administrative support to lawyers (including faxing, photocopying, filing, etc.)
- Completed reception duties as required

Robert Kominar (AXIS Family Mediation Inc.), Waterdown ON

April 2009 – May 2010

Family Law Administrative Assistant

- Managed appointment schedules and calendars
- Maintained manual filing systems
- Provided reception and customer services

Dundurn Community Legal Services, Hamilton ON

June 2009 – February 2010

Legal Administrative Assistant

- Responsible for preparing letters, court and tribunal documents, memos, forms, and submissions
- Responsible for drafting correspondence and legal documentation
- Familiar with ODSP Act and Ontario Works Act

- Responsible for completing intakes with ODSP clients (Filed internal reviews and appeal documentation; obtained basic file opening information and elicited appropriate information from clients regarding their medical conditions)
- Determined financial eligibility based on Legal Aid Ontario's policies and procedures
- Responsible for advising clients on ODSP legal processes
- Attended clinic system training conferences
- Communicated respectfully and effectively with clients with disabilities and mental illness (e.g., depression, post-traumatic stress disorder, bipolar disorder, gender identity disorder, etc.)
- Provided general administrative support to lawyers and caseworkers (including faxing, photocopying, filing, minute taking, and responding to telephone calls)
- Completed reception duties as required

Burlington Counselling and Family Services, Burlington ON
Volunteer, Supervised Access Program

April 2009 – September 2011

- Supervise visits and exchanges between non-custodial parents and children
- Complete factual observation notes
- Assist Family Workers in maintaining a safe, neutral and child-focused setting for access visits
- Collect fees and issue receipts
- Prepare and clean visiting rooms

Circles, Burlington ON
Customer Concierge

January 2008-March 2008

- Responsible for assisting and responding to customer inquiries in a fast paced call center either through phone or email
- Using a variety of system tools and the Internet, used effective decision making skills to respond to customer inquiries which could involve anything from gift ideas, dining suggestions, traveling to planning a wedding
- Participated in a training course focusing on providing meaningful benefits that customers associate with the Circles brand "I do what matters to you"

Primus Canada Telecommunications, Etobicoke ON

May 2004-January 2009

May 2004 – August 2004 - Customer Data Processing

- Customer service administration
- Customer Data Processing
- Internal Customer Credit Verification

May 2005 – August 2005 – Local Service Team

- Local Service team
- Received the Primus Gem Award for the month of August for creativity, teamwork, flexibility, customer service and displaying a positive attitude

May 2006 – August 2006 – Local Service Team

- Processing local order moves
- Trouble

October 2006 – June 2007 – DSL Team

- Assisted in the development of policies and procedures for DSL orders

- Provisioned DSL requests
- Tracked and produced reports
- Data entry

June 2007 – December 2007 – Local Service Move Coordinator

- Developed policies and procedures for local move order requests
- Provisioned all local move requests
- Worked with customers in a diplomatic manner and negotiated solutions in regards to their telephone service requests

March 2008 – January 2009 – Local Loop Coordinator

- Responsible for customer service administration
- Completed projects/reports involving provisioning of all local (telephone service) orders
- Developed policies and procedures for contacting customers to advise them of technician visits for their phone installation
- After being given working notice as a result of an outsourcing exercise, seized the opportunity to train offshore individuals