

# AMANDA REECE B.A.

[amanda@axisfamilymediation.com](mailto:amanda@axisfamilymediation.com)

---

## EDUCATION

### Diploma in Family Mediation (Honours), 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 Services 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)

### BA Psychology (Honours), 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
- 

## ADDITIONAL TRAINING & EDUCATION

- Talking About Mental Illness ft. Samantha Mercanti and Ryan Luyk: Connection between self-esteem & mental health and the importance of building positive self-esteem, CMHA Hamilton, March 2022
- Mental Health Minute with Nick Petrella: Mindfulness & Mental Health, CMHA Hamilton, February 2022
- Financial disclosure, child support and spousal support, presented by JoAnn Kurtz, OAFM Speaker's Corner, November 2021
- Best interests of children: Intersections: Archana Medhekar and Antoinette Clarke.
- Peel Family Mediation Services- 10th annual symposium on Domestic Violence - Through the Eyes of Children, November 2021
  - Those Who Suffer in Silence: Children as Collateral Victims of Separation/Divorce Woman Abuse: Dr. Walter S. DeKeseredy
  - Growing up as a Child of a Survivor of the Indian Residential Schools: Trauma and the Lateral Violence on Women and Children: Janine Seymour
  - Children's Voices, Domestic Violence and the OCL: Andrea Jones
  - The Neurobiology of Children Who Have Experienced Trauma and Violence: Estera Borcsa
  - Q&A with community partners on access to services for children impacted by DV: Lorrie McKay & Lisa Wilde
- Access to Justice: Indigenous Perspectives, Law Society of Manitoba, Oct 2021
- Navigating Family Courts during the Pandemic, CLEO, Oct 2021
- Creating A Culture of LGBTQ2S Awareness Queens University WE-CAN project; presenter Stacey Love-Jolicoeur (she/her) founder of SAGA/LGBTQ Education Services of Canada Inc., Aug 2021
- The Bystander Challenge: Taking a Stand for Gender Equality, National Conflict Resolution Center, July 2021
- Come To Agreement Solutions Waiting to Happen My2Families, OAFM Speaker's Corner, July 2021
- The Power to Change: Group Work and Domestic Violence, Maine Township's MaineStay Youth & Family Services and Chicago Behavioral Hospital, June 2021
- Men's Mental Health (featuring Nick Petrella and a Guest Speaker Panel), CMHA Hamilton, June 2021
- Our Family Two Homes, Presented by Jacinta Gallant, OAFM Speaker's Corner, May 2021

- [Understanding Our Youth Mental Health System: Featuring representatives from local organizations including McMaster Children's Hospital, Youth Wellness Centre, Alternatives for Youth, Contact Hamilton and Child and Adolescent Services; a look at what these services offer and how to access them](#), CMHA Hamilton, May 2021
- [Indigenous Healing Ways for Mental Health: It's Time to Spread the Word!](#) NGO Committee on the Rights of Indigenous Peoples, April 2021
- [Diversity and Inclusion Training with Alice Curitz: Provide affirming and competent services to LGBTQ families](#), OAFM, April 2021
- [Talking About Mental Illness ft. Ryan Austin: Mental Health for All](#), CMHA Hamilton, April 2021
- [Mental Health Minute with Nick Petrella: Suicide Awareness & Prevention: A Conversation Guide](#), CMHA Hamilton, April 2021
- [DV/IPV Screening Training: Risk Identification and Assessment Workshop](#), OAFM, April 2021
- [Diversity and Inclusion "Virtual Culture Café" specifically for court-connected Family Mediation Service Professionals](#), Presented by Regina Odolfie, February 2021
- [The Bill C-78 Divorce Act Changes: What you need to know](#), Federal Government, February 2021
- [Resisting burnout and building resilience during COVID-19 An end-of-year workshop recognizing the hard work of frontline workers](#), CLEO, December 2020
- [How to React When a Loved One Comes Out: Tips and Tricks on "Coming Out Safely"](#), OUTLoud North Bay, November 2020
- 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
- OAFM Annual Conference, September 2020
  - DV Screening Workshop
  - Diversity Workshop
  - Fetal Alcohol Spectrum Disorder
  - Indigenous History
- 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.
- [Mediation Matters Discussion of Changes to the Divorce Act](#), Ontario Association for Family Mediation, May 2020
- ["Our Stories Matter" Intersections: First Nations, Diversity, Family Law and Mediation](#), AXIS Family Mediation Inc. guest trainer Rebecca Hammond, November 2019
- AFCC-O 11<sup>th</sup> 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
- [Mental Health 101](#), The Centre for Addiction and Mental Health (CAMH), August 2019
- [Depression 101](#), The Centre for Addiction and Mental Health (CAMH), August 2019
- [Addiction 101](#), The Centre for Addiction and Mental Health (CAMH), August 2019
- [Domestic Violence Risk Assessment and Management](#), Western: Centre for Research & Education on Violence Against Women & Children, August 2019
- [Crisis Intervention Training](#), Safe Management Group, 2018; 2019
- [Worker Health and Safety Awareness in 4 Steps](#), The Ministry of Labour, 2018

- [The Intersection Between Mental Health and FDR](#), FDRIO, 24 November 2017
- [Ontario Accessibility Customer Service Standard Module](#), Accessibility Training for Ontario Public Service, 2017
- [Ontario Accessibility General Requirements Training Module](#), Accessibility Training for Ontario Public Service, 2017
- [Ontario Accessibility Information and Communications Standard Training and Module](#), Accessibility Training for Ontario Public Service, 2017
- [Ontario Human Rights Commission Module, Working Together: The Code and the AODA](#), Accessibility Training for Ontario Public Service, 2017
- [Power to Parent](#), Hatts Off Inc., October, 2016
- [WHMIS, AiXsafety](#), December, 2014
- [Medication Education Training](#), Hatts Off Inc., 25 June 2014
- [Virtues Training](#), Hatts Off Inc., 27 May 2014
- [Supervisors Training](#), Hatts Off Inc., March-April, 2014
- [Understanding and Managing Aggressive Behaviour](#), Hatts Off Inc., 2011-2018
- [Suicide Intervention Workshop](#), Mental Health Rights Coalition, 2009

## PROFESSIONAL EXPERIENCE

### **AXIS Family Mediation Inc.**

*Acting IRC Manager*

*Administrative Director*

*Information and Referral Coordinator*

*MIP Facilitator/Presenter*

**July 2021 – Present**  
**August 2019-Present**  
**November 2017-Present**  
**November 2017-Present**

#### **As Acting IRC Manager:**

- Oversee and support Information and Referral Coordinators (“IRC”) performing IRC and Mandatory Information Program (“MIP”) roles across nine service locations in Southern Ontario
- Manage invoice and expense reporting for both employees and independent contractors, meeting strict submission deadlines for the Ministry of the Attorney General
- Receive and diligently track mediation client user fees, credits, and collections
- Participate in recruiting, hiring and facilitating orientation for successful IRC and Mediator candidates
- Facilitate weekly team trainings and meetings, create agendas, and take minutes
- Track and process employee working hours, vacation, absences, and lieu time
- Referral management of active and closed files
- Submit MIP remittances for MIP honourariums

#### **As Administrative Director:**

- Supervision and leadership for administrative duties
- Create and maintain internal manuals for processes and procedures
- Organization of accounting and central filing systems including handling confidential information of personnel files
- Monitor inventory stocking across all sites
- Consulting with management team to identify training needs of IRC’s
- Supervise volunteers, practicum students and interns, from high school to post-degree levels

#### **As Information and Referral Coordinator (“IRC”):**

- Act as a bridge between family court and community services through outreach
- Maintain current publications and audio-visual materials in the Family Law Information Centre (“FLIC”)
- Provide information on non-legal issues relating to family law such as separation, divorce, child protection matters, alternative dispute resolution, and community resources
- Facilitate Motion to Change Information Sessions with Supervisory Duty Counsel for Legal Aid Ontario

- Assist in the completion of monthly, quarterly, and annual reports and data collection as required for submission to the Ministry of the Attorney General
- Work closely with mediators, family court staff, lawyers, and other relevant service providers

**As IRC Facilitator for the Mandatory Information Program (“MIP”) In-Person and Live On-Line:**

- Admitting participants (including court litigants, support persons, etc.)
- Moderating and answering questions
- Completing MIP Completion Certificates to be filed in litigants continuing records (in person/electronic submission to the courts)

**As Mental Health Professional (“MHP”) for the MIPs In-Person and Live On-Line:**

- Co-present the MIP with a lawyer presenter
- Present on topics including but not limited to the impact (legal and emotional issues) of ending a relationship on both children and adults, complicated factors (such as domestic abuse), legislative changes in family law, options for dispute resolution (including mediation), creating a parenting plan, and resources in the community

**Staffing Care Solutions  
Independent Contractor**

**June 2018-October 2019**

- Provide professional, specialized care solutions to various agencies and organizations and families in the disAbility and mental health sectors
- Assist adults/youth diagnosed with physical disAbilities, intellectual disAbilities, mental illness, and other conditions with daily living activities, following behavioural support programs
- Document daily shift summaries, incident reports, case notes, etc. as required

**Hatts Off Inc. Specialized Services, Ancaster ON  
Shift Coordinator**

**April 2014-April 2018**

- Coordinate daily shifts including transportation needs of residents, appointments, programming, staff assignments
- Develop and apply individual treatment plans for each resident
- Coordinate the efforts of the team during a crisis including ensuring all notifications are made
- Complete documentation required by the Ministry of Children, Community, and Social Services
- 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 annual staff performance evaluations of the members of the team
- Ensure that clinical binders are in order and all necessary documents are on file
- Oversee the supervision and evaluation of community college students completing placements

**Hatts Off Inc. Specialized Services, Ancaster ON  
Child and Youth Worker**

**August 2011–April 2018**

- Supervise and positively interact with youth
- Research, create and facilitate therapeutic programs
- Actively listen and apply counseling skills to clients who are or have been in crisis or victims of trauma
- Trained as a Back Up Shift Coordinator to manage FT/PT staff and ensure the smooth operation of the household
- Maintain the order, cleanliness and safety of the home
- Encourage and support youth struggling with mental health issues
- Effectively work with team members to apply child/youth management techniques to highly troubled children/youth
- Write detailed individual treatment plans and reports on youth

- Document case notes, incidents reports, injury reports, medical records, etc.
- Participate in monthly Plan of Care sessions with youth, social worker and supervisors
- Responsible for dispensing medications and accompanying youth to appointments
- Liaison with other agencies and community supports to facilitate client needs

**Inch Hammond Professional Corporation, Hamilton ON**  
**Senior Litigation Assistant**

**May 2010 – August 2011**

- 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
- File management including opening and closing files, docketing, billing, etc.
- Provided general administrative support to lawyers
- Completed reception duties as required

**Robert Kominar (AXIS Family Mediation Inc.), Waterdown ON**  
**Family Law Administrative Assistant**

**April 2009 – May 2010**

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

**Dundurn Community Legal Services, Hamilton ON**  
**Legal Administrative Assistant**

**June 2009 – February 2010**

- Prepared letters, court and tribunal documents, memos, forms, and submissions
- Drafted correspondence and legal documentation
- Familiar with ODSP Act and Ontario Works Act
- Completed intakes with ODSP clients
- Filed internal reviews with the Disability Adjudication Unit (“DAU”)
- Filed appeal documentation with the Social Benefits Tribunal
- Determined financial eligibility based on Legal Aid Ontario’s policies and procedures
- Advised clients on ODSP legal processes
- Attended clinic system training conferences
- Communicated respectfully and effectively with clients with disabilities and mental illness
- Provided general administrative support to lawyers and caseworkers
- 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 to maintain 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**

- Responded to customer inquiries in a fast-paced call center via phone or email
- Used system tools to assist client queries regarding gift ideas, dining suggestions, travel plans, wedding planning, etc.

- Participated in the Circles Brand “I do what matters to you” training courses

**Primus Canada Telecommunications, Etobicoke ON**

**Local Loop Coordinator**

**March 2008 – January 2009**

- 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 because of an outsourcing exercise, seized the opportunity to train offshore individuals

**Primus Canada Telecommunications, Etobicoke ON**

**Local Service Move Coordinator**

**June 2007 – December 2007**

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

**Primus Canada Telecommunications, Etobicoke ON**

**DSL Team**

**October 2006 – June 2007**

- Assisted in the development of policies and procedures for DSL orders
- Provisioned DSL requests
- Tracked and produced reports
- Data entry

**Primus Canada Telecommunications, Etobicoke ON**

**Local Service Team**

**May 2006 – August 2006**

- Processing local order moves
- Trouble shoot local order moves

**Primus Canada Telecommunications, Etobicoke ON**

**Local Service Team**

**May 2005 – August 2005**

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

**Primus Canada Telecommunications, Oakville ON**

**Customer Data Processing**

**May 2004 – August 2004**

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