

ALICIA ZIEMIAK-OVERGAARD, B.A.(Hons.), M.S.W., R.S.W.

Information & Referral Coordinator (IRC) Manager, AXIS Family Mediation Inc.
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EDUCATION

Certificate in Family Mediation • York University • May 2017

Master of Social Work • University of Windsor • April 2016

Bachelor of Arts (Honours) • McMaster University • April 2007

WORK EXPERIENCE

AXIS FAMILY MEDIATION INC.

(on contract with the Ministry of the Attorney General to provide information & family mediation services at the Family Courts in Hamilton, Kitchener, Brantford, Simcoe, Cayuga, St. Catharines, Welland, & Guelph)

***IRC Manager* • April 2008 – Present**

- Provide clients with information on issues related to separation, divorce and child protection matters including alternative dispute resolution options and community resources.
- Help clients to determine their needs and make referrals to parent information sessions and community programs and services, where appropriate.
- Maintain a current list of publications and audio-visual materials in the Family Law Information Centres (FLICs)
- Promote awareness of the FLIC and its services to community agencies and organizations through presentations, tradeshows, and resource fairs.
- Obtain and maintain information about local services through outreach and liaison with community agencies and organizations.
- Promote the use of on and off-site family mediation for cases that appear to be appropriate.
- Maintain an up-to-date list of resources, programs and services that are available in the community to assist clients in the process of separation and divorce.
- Interview, hire, and oversee other IRCs performing the above roles at each of our service locations
- Interview, hire, and oversee volunteers, practicum students, cooperative education students, and interns from high school to post-degree levels.
- Perform administrative duties including office administration, data collection and input, statistical collection (tallying and totaling for the purposes of submission to the Ministry of the Attorney General), respond to new client inquiries and oversee referral management.

MANDATORY INFORMATION PROGRAMS (MIPs)***Implementation Committee Member/Facilitator/Presenter • April 2011 – Present***

- Member of the Implementation Committee that organized and implemented the Ministry of the Attorney General's Mandatory Information Program at the Superior Court of Justice, Family Court Branch in Hamilton.
- Facilitate MIPs on a weekly basis which includes set up and take down, admitting participants, moderating and answering questions, certifying certificates of completion, monitoring PowerPoint slides, and rescheduling dates.
- Co-present the MIP on topics including the impact of separation and divorce on adults and children, children's needs at various stages of development, benefits of creating a parenting plan, alternative dispute resolution options, and impact of complicating factors including domestic violence on families.

MOTION TO CHANGE INFORMATION SESSIONS***Co-facilitator • November 2010 – Present***

- Promote awareness of the FLIC and its services to those considering bringing a Motion to Change a Final Order.
- Provide information about and promote the use of family mediation as an alternative dispute resolution option.
- Facilitated with the Supervisory Duty Counsel including set up and clean up, moderating and answering questions, and certifying certificates of completion.

FAMILY COURT COMMUNITY RESOURCE COMMITTEE***Committee Member & Secretary • September 2008 – November 2015***

- Meet quarterly to discuss best practices and identify areas to develop links between the Family Court and social service agencies in the community.
- Prepare/circulate agendas for quarterly meetings; record/prepare/circulate minutes

Resource Fair Subcommittee Member • September 2008 – November 2015

- Plan, organize, set up, and clean up the resource fair (which includes approximately 30 social service agencies).
- Create and distribute invitations and organize and manage RSVPs.
- Order refreshments and snacks.

KATHLEEN BAKER, BARRISTER & SOLICITOR***Legal Assistant • June 2004 – March 2008***

- Legal assistant for a busy family law practice specializing in separation, divorce, and child protection matters.
- Certified Commissioner for Taking Affidavits.
- Perform multifaceted general office support including sending and receiving mail, faxes and email, photocopying and collating documents, and managing client files.
- Draft and file Family Court documents.
- Respond to new client inquires and schedule appointments.
- Prepare correspondence (using word processing).
- Research and identify community resources for clients.
- Liaise with community agencies, organizations, and family law lawyers (e.g. Supervised Access Centres, court staff, Legal Aid, and Duty Counsel).

COMMUNITY MEMBERSHIP

ONTARIO ASSOCIATION FOR FAMILY MEDIATION (OAFM)

Associate Member • March 2016 – Present

Student Member • March 2015

ONTARIO COLLEGE OF SOCIAL WORKERS AND SOCIAL SERVICE WORKERS

Registered Social Worker • 2016 – Present

HAMILTON HIGH CONFLICT FAMILIES INITIATIVE

Training & Education Resource Working Group Member • 2012

- A community group of lawyers and social workers working towards compiling a list of available resources and services in the community with the intention of accessible distribution for those involved in the Family Court.

VOLUNTEER EXPERIENCE

SEXUAL ASSAULT CENTRE OF HAMILTON & AREA (SACHA)

Take Back the Night Committee/Lead Marshal • September 2006 – August 2017

- Help organize the annual march to raise awareness of violence against women.
- Train new volunteer marshals about the history, logistics & safety precautions of the event.
- Lead volunteer marshals to ensure a safe march for participants.

Crisis/Support Line Volunteer Trainer • September 2008 – September 2012

- Co-facilitate training of new volunteers who are learning how to provide crisis support, information, and referrals to callers who are survivors of sexual abuse including simulation calls (minimum of 3 hours/week).

Crisis/Support Line Volunteer • September 2006 – September 2012

- Provide crisis support, information and referrals to callers who are survivors of sexual abuse (minimum of 8 hours/week).

CONTINUING EDUCATION/TRAINING

Disrupting Racism & Decolonizing Child Welfare by OCSWSSW • October 2022

safeTALK Suicide Alertness for Everyone by LivingWorks Education • September 2022

Fostering Queer and Trans Inclusive Environments by The 519 • November 2020

First Nations Insights on Family Law and Family Dispute Resolution by FDRIO • July 2020

Family Law and Domestic Violence During COVID-19 by CLEO Connect • June 2020

Managing Mental Health in the Workplace by Exude Inc. • June 2020

Screening Online for Domestic Violence by APFM • May 2020

DV/IPV Training at the Family Peacemakers Conference • May 2021

Domestic Violence Symposium with PFMS • November 2018

Money, Abuse & Safety: Tips for Women hosted by CLEO • October 2018

Advanced Interviewing Techniques with Zaia Lazar • March 2017

Courageous Conversations with Dr. Peter Jaffe • September 2016

Powerful Non-Defensive Communication with Sharon Ellison • April 2015