

Operations Manager's Report
Prepared for Family Mediation Canada's Annual General Meeting
On November 16, 2013
By Telephone Conference

It is an honour to be the Operations Manager for Family Mediation Canada.

I manage and oversee all operational aspects of the organization including membership, certification, mediation inquiries, website maintenance, bookkeeping, HST, budgeting, accounting, working with our accountants with respect to our year-end review, government filings, board meeting agenda's, minutes, operational reporting, assisting committees, organizing of and registrations of professional development workshops, webinars and marketing.

FMC allocates \$400.00 annually to me, for professional development and this year I took a course on priority and time management which I know will help me serve the organization better.

My marketing efforts this year have resulted in revenue of \$3,150.00 for new members, reaching out to lapsed members to renew and brochure orders.

FMC continues to send out the "News & Happenings", an informational email that informs our Members, about the News & Training opportunities across the country and abroad in effort to inform you about what's occurring in the field of family mediation. 6 News & Happenings emails went out this year.

FMC launched our newly designed website on August 19th, 2013, please stayed tuned as we continue to develop the content to better serve our members, our affiliates and the general public.

The Dispute Resolution Five just wrapped up an Advanced Training opportunity for Family Mediators and Collaborative Professionals in Toronto, Ontario presented by Nina Meierding on the Practical Strategies from Psychology, Communication, and Negotiation Theory. Over 60 professionals gathered to attend this training on November 1st and 2nd and it was a great success. The DR5 being FMC (Family Mediation Canada), OAFM (Ontario Association for Family Mediation), AFCC Ontario (*Association of Family and Conciliation Courts-Ontario*), ADRIO (*ADR Institute of Ontario*) and OCLF (*Ontario Collaborative Law Federation*) is a working group comprised of representatives from each organization. The DR5 was formed with the goal of providing high quality continuing education programs to all five member organizations.

I have been an employee of FMC for almost 11 years and it has been a pleasure to serve you. I look forward my continuous working relationships with all of you and look forward contributing to FMC's growth. I would like to thank the membership and board of directors of FMC for the opportunity to manage Family Mediation Canada.

Respectfully Submitted, Carrie Cekerevac