



ALTERNATIVE DISPUTE RESOLUTION PROGRAM (ADR)

Frequently Asked Questions-Information for Children's Aid Societies

How is the program funded?

The program is funded directly from the Ministry of Children and Youth Services to Family Services Ottawa. The program operates separately from the Children's Aid agencies.

What is Alternative Dispute Resolution?

ADR is a FREE program that provides **families involved with Children's Aid Societies** the chance to make decisions about the care of their children, solve problems, and improve the relationship with the Child Protection agency. It is as an alternative to going through the court system.

What services are available through ADR?

- **Family Group Conference** – a one day conference where the family with the support of extended family, friends, and the community creates a plan for the care of their children
- **Mediation** – a process that brings all sides together so they can work out an agreement regarding the care of the children that is good for everyone involved

Is participation in the program voluntary?

Yes. Participation in the program is voluntary for family members and the Children's Aid Societies

My clients don't live in Ottawa; Can they get service in their community?

Yes. Our goal is to provide services in their home community or in a community as close to them as possible. Services are provided for families involved in the following agencies...

- Children's Aid Society of Ottawa
- Valoris for Children and Adults of Prescott-Russell
- Family and Child Services-County of Renfrew
- The Children's Aid Society of the United Counties of Stormont, Dundas, and Glengarry

Where can I make a referral for culturally appropriate services for families who are involved with the Children's Aid Society and self-identify as Aboriginal?

For families living in Ottawa, referrals can be made to Gina Metallic, Circle of Care Coordinator at Wabano Centre for Aboriginal Health (613) 748-0657 ext. 238.

How can I make a referral to the program?

- 1) Complete all pertinent sections of the Office of the Children's Lawyer's (OCL) Alternative Dispute Resolution Referral Form.
- 2) Have the parents and anyone in direct care of the child(ren) complete the Family Services Ottawa consent form.
- 3) Email all completed forms to adr@familyservicesottawa.org

Where can I find the forms to complete a referral to the program?

Please find the OCL Referral Form and Family Services Ottawa consent form by visiting the Family Services Ottawa website at <http://familyservicesottawa.org/children-youth-and-families/alternative-dispute-resolution-program/> and clicking on the appropriate links

OR

By emailing adr@familyservicesottawa.org to request such

Can Family Group Conferencing or Mediation begin before written consent forms are submitted to the program?

Facilitators/mediators can speak to families who are not sure about proceeding and need more information before they sign their consents. However no child welfare information should be shared without the written consent of at least one parent.

How long does it take to complete the ADR process?

The length of time it takes to complete a process can be affected by many things.

- When people are available for meetings
- The number of people involved
- Finding a time and location that is good for everyone
- Whether or not there is a lawyer from the Office of the Children's Lawyer involved

Who provides the services?

The service providers are independent contractors who work for Family Services Ottawa. They have no decision making power. Their responsibility is to guide your clients through the process. The names of facilitators and mediators are listed below:

Family Group Conference Facilitators

Maryanne King
Eric Mackey
Stephanie Parker (English\French)
Christianne Racine (English\French\Spanish)

Mediators

Nadine Crowley
Susan Galarneau (English\French)
Maryanne King
Vicky Visca