



ALTERNATIVE DISPUTE RESOLUTION PROGRAM (ADR)

Frequently Asked Questions-Information for Families

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.

Can anyone access ADR Services?

The program is funded by The Ministry of Child and Youth Services to provide services to those families in Ontario who are currently involved with a Children's Aid Society.

I don't live in Ottawa; can I get service in my community?

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

- The 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

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 mandatory?

No. Participation in the program is voluntary for family members and the Children's Aid Societies

Who makes referrals to the program?

Referrals to the ADR program are made by the Children's Aid Societies, but families can request a referral and other service providers (e.g., lawyer, educators, etc) can suggest one.

How can I make a self-referral to the program?

To do so, please...

- 1) Visit www.familyservicesottawa.org, click on the Children/Youth and Families tab on the left, then click on the Alternative Dispute Resolution Program link. Scroll down until you reach the

Program Referrals section. Click on the different program brochure links to learn about our programs and services.

- 2) For further information please click on the Family FAQ's link.
- 3) If you are interested in proceeding with the program, please call your Children's Aid Worker to indicate your interest.
- 4) If you need assistance or have any questions, please contact the Alternative Dispute Resolution Program Coordinator at (613) 725-2601 ext. 221

I self-identify as Aboriginal. Can I access culturally appropriate services?

Yes. 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.

I have been asked to sign a consent form. What does this mean?

When you sign the Consent to Disclose Information Form you give permission to the Children's Aid Worker to provide some of your child welfare information to the ADR Program so a file can be opened.

I understand my child might have a lawyer. What does this mean?

Every time we receive a referral to the ADR Program we are required to inform the Office of the Children's Lawyer (OCL). They will decide if they will assign a lawyer for your child.

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 family 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

For more information about the Alternative Dispute Resolution Program, please contact:

Program Coordinator

Tel: (613) 725-3601 ext. 221

Toll Free: 1-877-717-8959 ext. 221

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Email: adr@familyservicesottawa.org