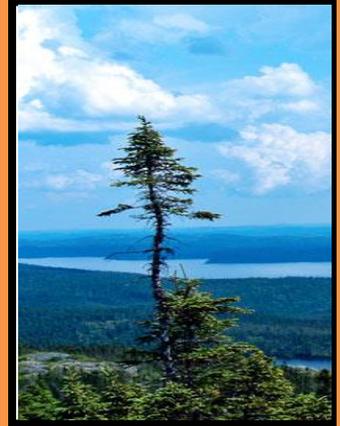


### Family Law Information Center (FLIC)

The FLIC has become a hub of information and activity on the 9th floor. Our Information Referral Coordinators (IRCs) are creating an inventory of community and legal resources for the many clients who come for guidance about legal process, forms and dispute resolution options. We are also in the process of having our brochures translated into a number of languages.

The FLIC also now has access to a Family Court Support Worker who will be providing victims of domestic violence with a range of supportive services to assist them in more fully understanding and participating in the family law process. This new program, funded by the Ministry of the Attorney General, is provided by the Barbra Schlifer Clinic. Teresa Mbunwe will be available in a consulting room on the 9th floor three days a week and by phone at other times.

Please come by and meet Teresa!



*"I appreciate the service, the mediators were very helpful."*

*"The mediator was very understanding and very helpful."*

*"I thought the mediator was very good at listening and directing the process in a positive way."*

*"Thank you for this great service."*

*"Informative, and time well spent."*

*"I am writing to express my appreciation and gratitude for the MIP session I attended. I found this session very informative and it touched my heart. The presentation was excellent and simplified so that I was able to understand. In addition, the information provided was spot on. The presenters were relaxed and provided the answers I have been asking myself all along."*

### On-site mediation

Our on-site mediators are busy with case conference and motions referrals from judges, lawyers and the FLIC. As well, clients are coming to the FLIC ahead of their scheduled case conference or motion time to work with the mediator to talk to each other and try to narrow issues. About 40% of the cases we get are settling fully or partially. Another 25% continue in mediation off-site.

Our mediators are on-site at 8:30 am each day. We are working with Court Services and the Judiciary to encourage the use of mediation before the first court appointments.

We are working closely with the Dispute Resolution Officers (DROs) to try to better coordinate available resources on the 9th floor. Philip Epstein kindly hosted a recent meeting between the mediators, DROs and judges at the offices of Epstein Cole; it was a great way for everyone to better understand how these different services can complement each other.

### Off-site mediation

We provide free intakes and up to six hours of subsidized mediation through the off-site program. Our mediators-- who include family lawyers and mental health professionals-- are seeing an uptake in their services. Most cases come directly from the on-site mediators or the FLIC. However, we are also receiving direct referrals from lawyers in the community or clients are finding us via our website or referrals from other clients. We have been busy distributing information about the off-site program to community organizations across the city, hoping to increase awareness of this highly-subsidized, effective dispute resolution service.

### MIPs

We run a bi-weekly Mandatory Information Program and continue to receive tremendous support from the family law bar and mental health professionals. We are getting great feedback from those who attend this program. The program is open to anyone who wants to attend.

#### Follow Us

mediate393 inc. is now on Twitter. Please follow us for updates and links to useful resources @mediate393.



### Internship Program and Mediation Training

Our mediation interns (in partnership with Riverdale Mediation) are learning the ropes with the guidance of our excellent panel of on-site and off-site mediators. We are proud to have skilled family lawyers and mental health professionals among our evolving group of mediators-in-training. We offer regular training for our roster mediators, some of which are also open to the public. For more information please visit [www.riverdalemediation.com](http://www.riverdalemediation.com).

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