

Family mediation: free at Toronto Superior Court of Justice and highly subsidized for anyone in the GTA.  
Visit [mediate393.ca](http://mediate393.ca), [mediate311.ca](http://mediate311.ca) & [mediate47.ca](http://mediate47.ca) for more info. Twitter: @mediate393

## what's new



mediate's Elizabeth Hyde hosted her annual summer barbecue on August 6th. Fellow mediators and staff gathered to share some food, drink and conversation on a backdrop of gorgeous evening weather.

## IRC profile



### Cathi Wentworth B.A., AccFM

Cathi is an accredited family mediator with a background in financial services. She is an onsite mediator at the Superior Court of Justice, Family Branch in Oshawa as well as the Ontario Courts of Justice in Woodstock and Stratford. Cathi joined the mediate393 roster as an Information and Referral Coordinator and MIP presenter in 2012 when the service was expanded to include the 311 Jarvis and 47 Sheppard courts in Toronto.

## We Support FDRweek

November 23-27, 2015

mediate393 is a proud supporter of the first ever **FDRweek**, organized by the **Family Dispute Resolution Institute of Ontario**. Here is what we will be doing:

**Nov. 24:** Interns Borzou Tabrizi and Sina Hariri are chairing, respectively, the free public forums on family dispute resolution options and services at Northern and North York.

**Nov. 24:** Jared Norton will be working at the first ever "mobile Family Law Information Centre (FLIC)" in collaboration with mediate393 inc., located in the Rotunda of Toronto City Hall. Cathi Wentworth will be working at the North York Civic Centre mobile FLIC.

**Nov. 26:** BC mediator-arbitrator Carol Hickman leads a one-day workshop on parenting coordination and med-arb for mental health professionals and lawyers.

**Nov. 27:** Elizabeth Hyde and Nicole Stewart-Kamanga will be co-chairing a free public forum on access to justice in family law, at the Law Society of Upper Canada. Intern Hayley Glaholt will be co-chairing a free workshop on Mediation in a Pluralistic Society, also at the Law Society.

For more information on the event, please visit: [fdrweek.ca](http://fdrweek.ca) | [fdrio.ca](http://fdrio.ca)



## mediate393 stats Hilary Linton

Recent statistics show that the most frequent users of Ontario's free Family Law Information Centres are lawyers, and that the public who uses these free information services and free or subsidized information and mediation services are highly satisfied with them.

In Ontario, everyone who starts or receives a family court application must attend a MIP. (Mandatory Information Program). Statistics from the Ministry of the Attorney General show that, even though the program is mandatory, people appreciate it. From April 2014-March 2015, 82% of respondents said they were satisfied with the MIP.

People who use the Family Law Information Centres (FLICs) are also highly satisfied with the free services they obtain there, with a 76.5% satisfaction rate.

And the free and subsidized mediation services

province-wide received a 93% satisfaction rate!

The data shows that the majority of people using the government funded FLICs seek information (about 50%) and help with forms. (about 30%). The main issues people ask about are child custody, access and support. About 35% of those using the FLIC resources are applicants; 22% are respondents and 43% are family lawyers!

The numbers are staggering: province wide- about 78,000 people use a FLIC every month. In Toronto alone, at mediate393's three FLIC locations (393 University Ave; 47 Sheppard Ave. and 311 Jarvis St.) there are on average over \$13,000 users every month. In Toronto, this program is delivered by the Family Information and Mediation Service mediate393 inc. For more information about the family information and mediation service providers across Ontario visit the MAG website.



"Your Family @ mediate393" - Shelly Polak son, Cayden Richard, shows his mediate pride by sporting this adorable onesie.

## from our clients:

*"I did the MIP session...and Kerri-Ann did a fantastic job organizing everyone and everything (including organizing me), introducing me, etc. She has a great attitude, she is personable, and she is very professional."*

*"In the past year and a half I've dealt with FLIC and now Mediate393 and am so utterly satisfied with the level of respect, kindness and service I have received from Gail at FLIC and Akbar in mediation. I know that each of them have dealt with many questions and repetitions of varies stories and experiences of families in past years yet as they were speaking with me, I was made to feel as if it was their first time also. No condescension, no impatience with what would probably have been the thousandth time they've been approached with those same questions. It strikes me, with Gail's expertise in communication that she would make a great mediator. We, myself and my past partner have considered ourselves very lucky to have had this comforting and efficient experience."*