

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

- Elizabeth Hyde and Hilary Linton co-chaired the Inaugural Walsh Family Law Negotiation Competition on March 17, 2015. This event, hosted and sponsored by the Family Law Judges of the Superior Court of Justice, with other sponsors the Ontario Association of Family Mediation and Epstein Cole LLP, offered law students from across Ontario the opportunity to impress family judges and lawyers with their hard work and ability. The event was a great success and thanks to mediate393 inc. for support.
- Hilary Linton delivered her presentation on *Targeted Legal Services: Where all Pieces of the Puzzle*, at the Law Society of Upper Canada on Tuesday, May 12, 2015. Hilary's presentation focused on the role of court connected family information and mediation services, and how the professionals providing them are advancing access to justice in a great many ways.
- Hilary Linton, Christine Kim and Jared Norton were in attendance at the AFCC's 52nd Annual Conference in New Orleans, Louisiana, May 27-30, 2015. As billed guest speakers on May 29<sup>th</sup> and 30<sup>th</sup> respectively, Hilary discussed "*Toward a Uniform Model of Screening and Safety Planning in Mediation*", while Christine, alongside Karen BK Chan, discussed "*The LGBTQ Competency Toolbox for Family Law Professionals*".
- A new season, and a new set of interns begin their internship with Riverdale/Mediate393. Congratulations to all those who were successful in being accepted to the program!

## 311 Jarvis Shifts Toward Greater Client Support

### Gregg Fenten

This spring, the process for Family clients at 311 provides truer triage with the implementation of a form and ticket system at the Family Law Information Centre (FLIC). Individuals are first directed to the FLIC to have the Information and Referral Coordinator refer them to their best next step.

Those going to the Family Counter are given a form that provides a synopsis to the Family Counter staff and a numbered ticket. The forms are colour coded to identify priority matters.

## mediator profile



Akbar Ebrahim is an Accredited Mediator and a Master Trainer certified by the Centre for Effective Dispute Resolution (CEDR), London, England in 2013 and accredited Family Mediator certified by the OAFM Ontario in 2014.

Akbar was appointed by the His Highness Aga Khan on the Regional Conciliation and Arbitration Board (RCAB) for Ontario as Mediator in 1999. He served as Mediator for 6 years and in 2005 he was appointed Chairperson of the Board for 7 years until 2012.

Akbar has mediated over 150 matrimonial, commercial and Wills/Estate related disputes and during his term as Chairperson of the Ontario RCAB, he managed over 400 cases.

Akbar is also B.Comm, C.A. (finalist) from London, England and Certified Fraud Examiner from USA from 1997 to 2015. He speaks English, Urdu, Bengali, Gujarati and Hindi.

## mediate393 stats

Our most recent statistics show:

### ONSITE MEDIATION:

62.70% of cases fully or partially settled. 92% of clients who responded were fully satisfied with our service, while 58% gave us a perfect score in terms of service, convenience, and the quality of mediation provided.

### OFFSITE MEDIATION:

25% of cases fully settled; another 35% partially settled. 93% of clients who responded were fully satisfied with our service, while 45% gave us a perfect score.

We mediated custody, access, support and property division.

## from our clients:

"Mr. Skapinker was calm throughout the mediation and was very good at pointing out potential positives and negatives for both our positions. Mr. Skapinker was able to bring fresh thinking to the table"

"Thank you for this service. It was very prompt and effective."

"Highly recommend it as an alternative to court."

"I found the mediators to be fair, non-judgemental and supportive of both parties in the points they were trying to make. Overall a positive experience."

"Professional, compassionate, warm and sensitive."

"Absolutely amazing. Thank you so much."

"The mediator, Jared Norton, was EXCELLENT. He listened, was respectful, courteous and responsive."