

# How Does the Virtual Family Mediation Project Work?

## Referral

The Family Justice Counsellor, or other Family Justice Referral Source will refer clients to enter the Virtual Family Mediation Project. To be approved, you must be:

- Eligible for Access Pro Bono services
- Engaged in the Early Dispute Resolution Process, or otherwise referred by a Family Justice Referral Source at the Justice Access Centre
- Agreeable to mediation

## Appointment Requests

Once you're approved, the Family Justice Referral Source will register you within the software application (Qase) used to communicate between clients, Mediators and Independent Legal Advice (ILA) Lawyers.

The Family Justice Referral Source will also send initial appointment requests, on your behalf, to:

- An ILA Lawyer
- A Mediator

## Complete Qase Registration

You'll receive an email from Qase to confirm your email address.

Please verify your email address within 24 hours of receiving this email.

## Appointment Confirmation

Once your ILA and Mediator accept your appointment requests, you'll receive an email from Qase.

- Your ILA or Mediator may request a new appointment date if they are no longer available at the initial time requested. You'll receive another email notification to log in and accept this new appointment date.
- If your ILA or Mediator decline your case, you'll receive an email from the Project Manager who'll send a new appointment request on your behalf.

## Preparing for Your Appointments

You'll be provided with a checklist of financial documents that you'll need to bring to your meeting with your Mediator. Please ensure that you have these documents before your meeting.

## ILA Appointment

You'll meet your ILA Lawyer for a 30-minute consultation at the scheduled time. Your ILA Lawyer will consider the details of your case, and advise you before your mediation.

## Mediator Appointment

You'll have a 30-minute screening appointment with your Mediator at the scheduled time. They'll ask you for your financial disclosure form, and they'll have additional questions so they can best prepare for your mediation.

The other party will meet separately with your Mediator before the mediation.

## The Mediation

Once you and the other party have each met the ILA Lawyers and your Mediator separately, your Mediator will schedule your mediation at a mutually convenient date and time. They will tell you how long to expect the mediation to last.

During the mediation, your Mediator will do their best to secure a provisional agreement between you and the other party.

## Successful Mediation

A successful mediation means that you and the other party came to a provisional agreement.

You'll then use the Qase platform to book another 30-minute consultation with your ILA Lawyer to review the agreement. At the end of this appointment, you may sign the agreement.

The other party will do the same. Once you've both signed the agreement, it becomes final, and the mediation process is complete.

## Unsuccessful Mediation

If you and the other party are unable to reach an agreement during the mediation, the mediation process is over, and your dispute is left unresolved. Project staff may then refer you to other helpful services and resources.

Questions about connecting with your ILA or Mediator?  
Contact Erin at [emonahan@accessprobono.ca](mailto:emonahan@accessprobono.ca)