

Services do not include legal advice, and are not yet available for *Divorce Act* matters. Some services are limited to matters in Provincial Court.

**Family Court Counsellors:**

Calgary: 403-297-6981

Edmonton: 780-427-8343

Elsewhere in Alberta: 403-340-7187

Dial 310-0000 first for toll free access in Alberta.

**Child Protection Mediation**

In some cases, parents and/or others concerned about the care of a child may have a dispute with the Ministry of Children and Youth Services. These disputes can often be resolved through mediation.

In court-contested matters, mediation can be used to help families and caseworkers develop a plan that will support earlier decision making and less time in care for children. In other, non-contested matters, the process can be used to deal with issues that may involve parents, parent/teens, foster parents or parent/caseworker.

Mediation provides an opportunity for the participants to talk about important issues in a safe, confidential environment. The process also helps to improve communication between children, families and caseworkers.

Any family member, caseworker, lawyer or other interested parties can access mediation by calling a number listed below. (Court contested matters will be automatically referred to mediation.)

For more information, contact:

**Alberta Justice – Family Justice Services:**

Calgary: 403-297-6981

Edmonton: 780-427-8329

All other provincial locations: 403-340-7187

**Alberta Children and Youth Services:**

Athabasca: 780-675-6874

Calgary: 403-476-4620

Edmonton: 780-427-7161

Lethbridge: 403-381-5555

Red Deer: 403-361-6993

Dial 310-0000 first for toll free access in Alberta.

## FAMILY JUSTICE SERVICES

- Mediation Services
- Family Court Counsellors/ Intake Services

Family  
Justice  
Services



## Family Justice Services

Family Justice Services are a group of programs and services offered by Alberta Justice in collaboration with the courts of Alberta. Family Justice Services works directly with individuals and also with the judges of the Alberta Provincial Court and Court of Queen's Bench to help people get appropriate solutions for their family law issues.

Visit [www.albertacourts.ab.ca](http://www.albertacourts.ab.ca).

## Mediation Services

When parents separate or divorce, the experience can be traumatic for their children. The situation can often be made less stressful if parents and families work together to reach solutions.

Family mediation is a voluntary process that gives parents and families a method of resolving issues that affect their children. Concerns with parenting time, parental responsibilities, child support or other issues may be resolved through mediation. It is most effective when parents and families resolve problems themselves, with the best interests of their children in mind.

### Why Mediate?

- Confidential, informal atmosphere
- Parents/families make their own decisions
- Fair and cooperative process
- Cost effective and time-saving
- Trained, impartial mediators
- Future focused outcomes

Mediation may not be appropriate when families are experiencing issues of violence, neglect or chronic alcohol/drug abuse.

Mediation services are provided at no cost to parents and families with a child less than 18 years of age, when one of the adult parties involved has an annual income of less than \$40,000.

Mediation is available to parties who are experiencing divorce or separation and need help to resolve parenting disputes. It is available to parties who have court applications in either the Provincial Court or the Court of Queen's Bench.

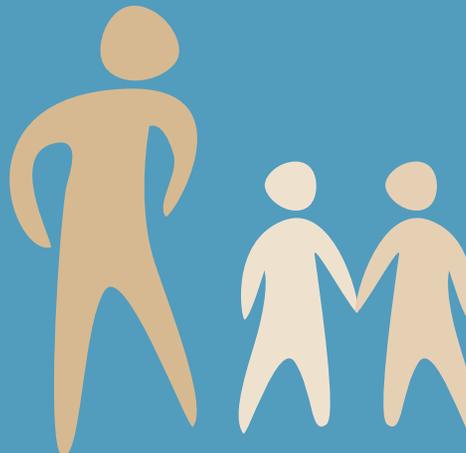
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## Family Court Counsellors/ Intake Services

Family Court Counsellors provide services, at no cost, to families who are involved in parenting disputes and are living separate and apart. The service is designed for people who are not represented by a lawyer.

Services may include:

- Information on options and services for resolving family issues
- Referrals to services and programs including mediation
- Information on the effects of separation and divorce on children
- Help to negotiate agreements
- Assistance with court applications such as:
  - Parenting orders
  - Contact orders
  - Guardianship
  - Child contact, including grandparent contact
  - Enforcement of child contact or access orders
- Assistance with arranging court dates
- Assistance in presenting the case in Provincial Court.