



CHILD PROTECTION MEDIATION/FACILITATED PLANNING MEETING

Mediation Services Questionnaire

Why This Questionnaire?

This questionnaire is provided to all persons who attend a Child Protection Mediation or a Facilitated Planning Meeting, whether you are attending as a parent or guardian, social worker, court work supervisor, legal counsel, advocate, or in another role. It is provided so that you can assess the mediation session or sessions that you have attended.

All mediators are on contract to the Dispute Resolution Office, Justice Services Branch, Ministry of Attorney General. Your assessment is important to us; it will help us to ensure that we are providing quality mediation services. If necessary, you may attach a separate sheet for your comments.

Confidentiality

Your evaluation is a confidential document. It is not required that you sign the form. Only non-identifying comments (that is, comments that do not in any way disclose the identity of, or information about, the writer) may be summarized and shared with mediators.

Background

Child Protection Mediation services can be provided in two ways: a mediation session or a Facilitated Planning Meeting (these are available only in specific areas of the province). There are some differences in the way these mediation services are delivered.

If a child protection dispute is referred to a Facilitated Planning Meeting, the mediator conducts a separate orientation session for the parent(s) and the social worker before conducting the Facilitated Planning Meeting. The court work supervisor will attend the Orientation session and the Planning Meeting with the social worker. An administrative coordinator may schedule the orientations sessions and the Planning Meeting.

If, on the other hand, a child protection dispute is referred to the Child Protection Mediation program, mediators may or may not conduct orientation sessions with the participants before beginning a mediation session. The mediator may contact the attendees by telephone before the mediation session to learn more about the case or organize a pre-mediation meeting. The mediator schedules the meetings and mediation sessions for the participants.

Thank you

Thank you for taking the time to fill out this questionnaire.

Mediation Services Questionnaire

Mediator's Name: _____

I have participated in mediation sessions conducted by this mediator (*check one*):
once 2 – 4 times more than 4 times

The mediation was part of (*if you know, check one of these boxes*):
a Facilitated Planning Meeting the Child Protection Mediation Program
(*such as the Surrey Court Project*)

(1) How would you rate the mediator's ability to stay in control of the mediation session?

(*Check one:*) Very Poor Poor Satisfactory Good Excellent

Comment _____

(2) How would you rate the mediator's ability to remain neutral during the mediation?

(*Check one:*) Very Poor Poor Satisfactory Good Excellent

Comment _____

(3) How would you rate the mediator's ability to establish and maintain a respectful relationship with all the participants?

(*Check one:*) Very Poor Poor Satisfactory Good Excellent

Comment _____

(4) How would you rate the mediator's ability to manage the content of the mediation (e.g., everyone understood what the disagreement was about and had a chance to talk about all the issues)?

(*Check one:*) Very Poor Poor Satisfactory Good Excellent

Comment _____

(5) How would you rate the mediator's ability to pace the mediation and move it toward a conclusion?

(Check one:) Very Poor Poor Satisfactory Good Excellent

Comment _____

(6) How would you rate the mediator's preparation for the mediation (e.g., he/she clearly understood what problems needed to be discussed)?

(Check one:) Very Poor Poor Satisfactory Good Excellent

Comment _____

(7) How would you rate the mediator's ability to end the mediation session in a timely way, keeping in mind the number of issues in dispute and the number of people participating can make a difference in the length of time a mediation takes?

(Check one:) Very Poor Poor Satisfactory Good Excellent

Comment _____

(8) During the mediation did the mediator have separate meetings with the participants?

(Check one:) Yes No You may make a comment about the use of separate meetings below.

Comment _____

(9) Overall, how would you rate this mediator's performance?

(Check one:) Very Poor Poor Satisfactory Good Excellent

Comment _____

