

Multi-Door Standards and Process for Returning Mediators

June 1, 2017

Mediators are placed on inactive status if (1) they voluntarily request to be placed on inactive status (voluntary inactivation); (2) their term is not renewed because they fail to meet program requirements (non-renewal); or (3) they are deactivated by Multi-Door for cause or inactivity for six months or longer. The following policy outlines the process for readmitting mediators requesting to return to active status after such an absence. The general process is applicable to all the sections listed below.

Process Overview

1. Mediators requesting to return to the active roster should contact the appropriate Branch Chief.
2. The Branch Chief, and/or their designee, must determine whether to allow the mediator to return to the roster. The program should review the mediator's record to determine whether s/he is in good standing with the program and is eligible to be returned to the roster.
 - a. Eligibility to return to the roster involves such factors as whether the mediator
 - i. Completed the continuing education requirements as specified by the Program,
 - ii. Met minimum activity standards for the program at the time that they became inactive,
 - iii. Performance history, survey, and term reviews,
 - iv. Needs of the Branch and Multi-Door Division.
 - b. If the program elects to reinstate a mediator to the active roster, the Branch Chief, or their designee, will determine what prerequisites, if any, must be completed before the mediator can be reinstated to active status.
 - c. Mediators ineligible to be reinstated to active status will be notified in writing.
3. The Branch Chief, or their designee, will brief the mediator of any policies or procedures changes that were implemented while the mediator was inactive.

Voluntary Inactivation

Inactive less than 1 year

If a mediator has been inactive with a program for less than 1 year, the process for reactivation is as follows:

1. If the requesting mediator is found to be in good standing and eligible to return, the Branch Chief, or their designee, will outline additional training that must be completed, if any, and arrange for the mediator to co-mediate a case¹ with an appropriate mentor. The

¹ For most programs, a case typically lasts one session. Family Mediation cases however, often meet more than once. In the Family program, the co-mediation lasts the length of the case.

mentor will serve as an observer. The mentor will however, step in if the returning mediator says or does something questionable or if the mediator asks for assistance. The mentor may also offer suggestions during breaks.

2. After the mediation, the mentor should discuss any suggestions they have with the returning mediator and complete a peer review form for program staff. If a mediator receives a score of 3 or less, a second co-mediation may be arranged. If staff continues to have concerns regarding the requesting mediator's performance, staff should contact the Branch Chief, or their designee, to discuss whether the mediator should be reinstated to active status.
3. Individual programs may have additional requirements. For example, the Family Program requires the mediator to write an agreement in Hotdocs.
4. The requesting mediator will not be paid a stipend for their co-mediations while their request is being reviewed. The mentor will be paid consistent with Attachment T-2 (\$25 more than the usual stipend fee for the program). The Family Branch uses staff mediators and senior program staff as observers.
5. If the mentor has no significant concerns after the co-mediation, the program officer or training officer will mark the requesting mediator as active in the mediator database (WMMS) and stipend payment system (WVS). They should also update the mediator's contact information in both databases, as well as ensure that the mediator's information is updated in the Budget and Finance Division records.

Inactive 1 Year or Greater

If requesting mediator has been inactive for more than one year with the Multi-Door program they are requesting reinstatement to, but has been actively mediating with another program, including other Multi-Door programs, the process for reactivation is as follows:

1. See General Process.
2. If the requesting mediator is found to be in good standing and eligible to return, the Branch Chief, or their designee, will outline additional training that must be completed, if any, and arrange for the mediator to co-mediate a case² with an appropriate mentor. The mentor will serve as an observer. The mentor will however, step in if the returning mediator says or does something questionable or if s/he asks for assistance. The mentor may also offer suggestions during breaks.

² For most programs, a case typically lasts one session. Family Mediation cases however, often meet more than once. In the Family program, the co-mediation lasts the length of the case.

3. After the mediation, the mentor should discuss any suggestions they have with the returning mediator and complete a peer review form for program staff. If a mediator receives a score of 3 or less, a second co-mediation may be arranged. If staff continues to have concerns regarding the requesting mediator's performance, staff should contact the Branch Chief, or their designee, to discuss whether the mediator should be reinstated to active status.
4. Individual programs may have additional requirements. For example, the Family Program requires the mediator to practice writing an agreement in Hotdocs. Additionally, the program may elect to initially reinstate the requesting mediator to a 1-year term if the mediator did not regularly mediate related cases types while they were inactive.
5. During the requesting mediator's co-mediation phase, the requesting mediator will not be paid a stipend for their services. The mentor will be paid consistent with Attachment T-2 (\$25 more than the usual stipend fee for the program). The Family Branch uses staff mediators and senior program staff as observers.

Requests to be reinstated to the active roster by mediators who did not mediate prior to requesting to be reinstated, will follow the process detailed above but the requesting mediator **will** initially be offered a 1-year term if they are found to be in good standing and eligible to return.

Non-Renewal

1. The process is consistent with steps 1-5 under *Inactive 1 Year or Greater* however, the requesting mediator **will** initially be offered a 1-year term if they are found to be in good standing and eligible to return. If the requesting mediator fails to meet Multi-Door and program requirements, Multi-Door may deactivate or not extend a 2-year term to the requesting mediator.

Deactivated

1. The process is consistent with steps 1-5 under *Inactive 1 Year or Greater* however, the requesting mediator **will** initially be offered a 1-year term if they are found to be in good standing and eligible to return. If the requesting mediator fails to meet Multi-Door and program requirements, Multi-Door **will** deactivate the requesting mediator.