



# **Edmonton Resolution Support Centre**

## **Improving Access to Legal Services**

Effective February 1, 2016, Edmontonians and those in the surrounding area will have access to the Edmonton Resolution Support Centre on the eighth floor of the John E. Brownlee Building (10365 97 St.). The Edmonton Resolution Support Centre offers a single point of contact for accessing a range of legal resolution and information services previously located in different areas within the Edmonton courthouse.

It is the first phase of a new project that will combine in-person, online and telephone resources to more effectively provide legal services and information to Albertans.

**The Government of Alberta's new "call, click or come in" service delivery model will connect Albertans with the legal resolution services and information they need when they need them.**

The long-term goal is to establish Resolution Support Centres in other regions across the province. A new provincial call centre and resolution services webpage are currently being developed, and are expected to launch in late 2016.

## **Overview of Free Services Available**

### **Family Court Counsellors**

Family court counsellors provide the following services:

- Help with finding and filling-out court forms when applying for the following:
  - Parenting rights
  - Guardianship
  - Parental contact with children (including grandparents)
  - Enforcement of parenting or contact orders
  - Court dates.
- 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

Note: At least one of the involved parties must live in Alberta.



### **Child Support Resolution**

The Child Support Resolution program provides a consultation with a family lawyer to self-represented litigants who want to apply for, or adjust, child support payments.

Note: The program is mandatory for self-represented litigants applying through the Court of Queen's Bench.

### **Child Protection and Intervention Mediation**

The program offers mediation to assist parents or guardians caring for a child to resolve disputes that involve Child and Family Services.

### **Brief Conflict Intervention (BCI)**

The BCI program provides a maximum of ten hours of solution-focused intervention from a specialized clinician, such as a psychologist or social worker, to assist separated parents who are unable to resolve their parenting disputes.

### **Court Forms and Orders Assistance**

Formally known as the Family Law Information Centre (FLIC) and Edmonton Law Information Centre, staff can provide information on court procedures and legal service options, locate and assist with the filling out of court forms and make referrals to other community legal resources.

### **Family Mediation**

Through the family mediation process, participants meet with a neutral mediator who encourages open communication, negotiation and cooperation in order to resolve disputes outside of court.

Mediation can assist with the following:

- Finding services available for parents and children
- Child and spousal support
- Making parenting decisions
- Parenting time
- Addressing potential future disputes
- Issues related to the division of property

### **Civil Mediation**

Mediation can be a quick and effective way to resolve a lawsuit. Civil mediators help:

- Identify points of dispute
- Facilitate open and constructive discussion
- Clarify the viewpoints of all parties in a dispute
- Identify creative and practical solutions

## **Edmonton Resolution Support Centre**

8124, 8th floor  
John E. Brownlee Building  
10365 - 97 Street  
Edmonton, Alberta

**For more information or to access services. call 780-415-0404**