



# Chartered Community Mediator (CCMed) Certification Standards

## I. Background and Objective

The Ontario Community Mediation Coalition (OCMC) has developed a voluntary designation to recognize community mediators for their extensive experience, dedication and knowledge in the field of community mediation; the Chartered Community Mediator (CCMed). This document outlines the background, objectives, process, and rigorous standards for achieving the designation. This is an advanced standard, which Community Mediators can begin working towards after completing their required initial training in Community Mediation and after volunteering as a mediator with an OCMC Community Mediation service.

Chartered Community Mediators are part of a national, provincial, and worldwide movement to equip communities to resolve conflicts in ways that empower people to take responsibility for the resolution of conflict and control of the outcome. The Chartered Community Mediators volunteer their time to provide free, high quality, conflict resolution processes in order to strengthen capacity in their catchment area, in the service of the community mediation movement. It is important to note that not all OCMC members will choose to participate in the designation process and this is no reflection on the standard of service in the respective catchment areas.

### 1. Background

Community mediation is a transformative and facilitative model of conflict resolution, using quality trained and supported community volunteers who use a co-mediation model. Community mediation is a confidential, voluntary process that encourages individuals in conflict to share their recognition of each other's perspectives. Through this process, the individuals in the conflict are empowered to make their own decisions regarding all aspects of the process, including the resolutions. Community mediation observes and values people's rights and asks people to consider their own and each other's needs, interests, feelings and values. In community mediation, we value and encourage inclusivity, diversity and equity. The process is about transforming individuals involved in conflict and provide the opportunity to gain the skills and knowledge to better deal with conflict in the future and to transform the systemic conditions within which the conflict occurs. Community mediation believes that conflict resolution processes should be accessible to everyone, regardless of language, culture, ethnicity, religion, gender, sexual identity, class, income or any other status.

The OCMC created a working committee which studied the issues of standards for Community Mediator practitioners. This standard was adopted by some of the OCMC agencies on May 3, 2019. The Chartered Community Mediator designation can be attained by the volunteer Community Mediator practitioners of OCMC member organizations.

### 2. Objectives of Chartered Community Mediator designation

The Chartered Community Mediator standard has been created to fulfill the following objectives:

#### a. *Honour the volunteer time given by Community Mediation Practitioners*

Chartered Community Mediators have given significant time to support our communities to resolve conflict in positive and peaceful ways.



- b. *Acknowledge the excellence of the contribution of Community Mediation Practitioners*  
Chartered Community Mediators have achieved a level of training, experience and practice that demonstrates excellence in the mediation work in our communities.
- c. *Recognize Community Mediation Practitioners for their specific skills within the field of mediation.*  
Chartered Community Mediators possess a specific set of skills and function within a worldview that contributes to empowering their communities to address conflict in effective and peaceful ways. They support communities in addressing systemic conditions within which conflict can occur. They are skilled at mentoring newer community mediators.
- d. *Appreciate the active contribution of Community Mediators to the success of Community Mediation Services as a movement to encourage repairing relationships in our communities.*

## II. **Process for Obtaining Chartered Community Mediator (CCMed) Designation**

Mediators who believe they qualify, or who wish to work to attain the designation, may speak to staff or whomever is designated at your local OCMC member service to determine if it is a possibility. If your local OCMC member service supports your application, applicants must complete the requisite forms regarding their experience, and evaluation of their skills by a Community Mediation colleague as follows:

- a. Complete application form that each OCMC Member will provide to you.
- b. Submit application form to OCMC Member Organization.
- c. OCMC Member Organization will acknowledge receipt of application
- d. OCMC will determine if you qualify for Chartered Community Mediator designation and inform you of the decision. If you do not qualify, the OCMC will explain what is needed to attain the designation.
- e. If you qualify, your OCMC Member Organization will provide you with a Certificate of Chartered Community Mediator designation.

## III. **Standards**

### 1. **Mandatory Standards**

The following standards must be met to qualify for Chartered Community Mediator certification:

- a. 21 hours of OCMC transformative mediation training + 14 additional hours of transformative mediation training offered by OCMC member agencies
- b. Additional 20 hours of training facilitated or approved by OCMC agencies, of which at least 2 hours includes ethical considerations for community mediators, and at least 8 hours includes training in diversity, anti-oppressive practices, and mitigating power imbalances. Additional workshop topics may include (but are not limited to): mediating situations of elder abuse, mediating situations with youth, landlord/ tenant issues, by-law training, dealing with difficult disputants, conflict coaching, multi-party mediations, addictions issues in mediation, mental health issues in mediations, ability and disability in mediation, family



mediation, working with a co-mediator, mentoring a new mediator, power differences, police complaints, conducting VORP mediation, understanding domestic violence and abuse, implications of the Truth & Reconciliation Commission for mediation, Indigeneity 101, decolonizing mediation practice, Cross-Cultural Competence, Trauma & Resilience Informed Practices, how to manage Public Information Court Cases.

- c. Co-mediated 5 mediations (within the transformative community mediation model) with a “senior” mediator, (“senior” mediator as designated by the OCMC member agency). The mediations must be evaluated by the experienced mediator with a written report (see attached).
- d. Mediated as the lead mediator for 2 mediations (case development and mediation). 1 of these mediations must be co-mediated by a “senior” mediator who will complete a written report (see attached).

## **2. Standards for Grandparenting-In as a CCMed**

Criteria for longstanding active Community Mediators, for a limited time following the launch of CCMed designation.

- a. Once an OCMC member agency adopts these standards, the mediator must apply within 2 years of that agency announcing the establishment of the certification designation and within 2 years all mandatory standards must be achieved. If an experienced mediator missed the 2 year deadline, they may appeal.
- b. The applicant for CCMed must satisfy all requirements as listed above, except that in lieu of the evaluations and written report for mediations completed required in Standard III 1c and III1d, the grandparented applicant must supply two letters of support, one from the community mediation centre in which they volunteer and one letter from a co-mediator with whom they have co-facilitated a case with no more than one year ago. Both support letters will outline the strengths and areas of growth for the applicant. References will be checked by the applicant’s local OCMC Community Mediation service, and/ or the CCMed Accreditation Committee

## **3. Criteria for Remaining a CCMed in good standing**

Once CCMed status has been conferred, it is necessary to meet the following criteria to remain in good standing.

- a. Be on the roster of an OCMC agency and an active volunteer mediator in good standing with that service.
- b. If not already required by your supervising OCMC member agency, you agree to attend a minimum of 4 hours’ annual training in subject areas listed in Standards section 1.b), and approved by your OCMC member agency.
- c. If presented with pro-bono community mediation case requests, a CCMed must commit to refer these cases to the nearest OCMC agency.
- d. One may practice as a Chartered Community Mediator only on cases assigned by an OCMC member agency. One may only hold the CCMed designation while an active volunteer with an OCMC member service.