



# FACILITATED DIALOGUE

## INFORMATION PACKAGE



### **Community Justice Initiatives**

Waterloo Region  
808 Courtland Ave. E, unit 7  
Kitchener, Ontario  
N2C 1K3



## Facilitated Dialogue

### What is it?

Facilitated Dialogues (FDs) are **conversations between people impacted by sexual harm** that are guided by trained facilitators who create a safe environment where **questions can be asked and everyone is respectfully heard**. When sexual harm occurs, healing and justice needs are created. It is the responsibility of those who have caused harm and the community to engage in **difficult conversations** and to address those needs.

FD helps affected individuals to **open the doors of communication** with the many people in their lives who may have felt the direct and indirect consequences, leading to increased capacity for **relationship-building and healing** for all involved.

There are multiple options for FD; facilitators explore options with participants:

- Direct: a conversation with other parties involved
- In-direct: letters, videos, etc.
- In-person, virtual or hybrid
- Vicarious: conversation with a Surrogate volunteer

For more information, please contact Jennifer, the  
Facilitated Dialogue and Surrogacy Coordinator at  
**519-744-6549 ex 210** or  
**jenniferb@cjiwr.com**.

# Frequently Asked Questions

## Who is Facilitated Dialogue for?

Although Facilitated Dialogue (FD) may be better suited to some situations than others, it's a very flexible process. There is no one specific person that FD is "for." The process can include survivors of sexual trauma, persons who have harmed others, others affected by the abuse (e.g. siblings, parents, and partners), supporters and surrogates.

Some examples of what this process can look like are:

- a survivor and the person who offended against them;
- a survivor who disclosed to their family and was not believed;
- a person who has offended sexually and their family struggling to understand why;
- a spiritual community impacted by sexual harm within their place of worship;
- a survivor wishing to discuss the impacts of their trauma on their parenting with their own children;
- a survivor and surrogate volunteer (person who has their own experience of offending sexually) because the person who harmed them is unable, or unwilling to participate;
- a person who has offended sexually and a surrogate volunteer (person who has their own experience of sexual harm) to gain understanding of the impact of sexual harm.

## Is there a cost for this service? Who funds it?

The average cost of coordinating and supporting a dialogue process is approximately \$1200. This does not include the generous contributions of time from our community volunteer facilitators. This cost is partially covered by funding (if you're curious, you can learn more at <https://cjiwr.com/our-funders/>). There is no fee for FD but donations are welcomed and very much appreciated. Financial support help us cover the remaining cost and allow more people in our community to be supported. For options on how to donate, please go to page 8.

## How do I know the process is safe?

We understand that this can be a daunting idea for many people; protecting participants' safety is our number one priority. Throughout the FD process, we explore each party's personal needs around physical, mental, and emotional safety in depth. We also carefully screen all cases for

any safety concerns before there is any contact between parties. Ultimately, we do not go ahead with a meeting if the participants do not feel safe.

## What is Restorative Justice, Vicarious Restorative Justice, and its connection to FD?

**Restorative Justice (RJ)** is an approach toward justice that focuses on how people have been harmed and what is needed for healing — as opposed to focusing on what laws have been broken and what punishment is appropriate.

RJ recognizes the importance of human dignity, relationships, and the ripple effects of sexual harm. It is an approach that seeks to empower all parties involved (those who have been harmed, those who have caused harm, and the wider community), while upholding accountability of perpetrators. In this way, RJ also takes a more holistic lens than a traditional retributive approach—taking social and cultural contexts, and the impacts of trauma seriously.

**Vicarious Restorative Justice (VRJ)** is a model of restorative justice that brings together victims, offenders and others impacted for a dialogue, but who are not parties of the same harm or crime. It provides opportunities for those whom a traditional restorative justice approach would not be possible because one of the parties is unable, unwilling, or not ready to participate. Since the parties do not have a relationship, a VRJ process can increase safety and decrease the risk for re-traumatization.

All our programs at CJI are rooted in RJ principles. To learn more about RJ, visit <https://cjiwr.com/about-us/what-is-restorative-justice/>.

## Who are the facilitator and surrogate volunteers?

Facilitator volunteers are community members who are committed to providing opportunities for restorative dialogues. To become a facilitator volunteer, they must complete the 28-hour Transformative Mediation and 24-hour Facilitated Dialogue workshops offered through Conrad Grebel as part of the Conflict Management and Mediation certificate. The facilitator volunteers must also have experience supporting survivors of sexual harm and/or people who have offended sexually. This is considered an advanced volunteer position and new volunteers are mentored by experienced volunteers and staff.

Surrogate volunteers are community members who have lived experiences of sexual harm. They may have experienced sexual harm, caused sexual harm, or been impacted by harm within their family or community. To become a surrogate volunteer, they must complete an 18-hour

training with others who have diverse experiences, a screening interview, and other requirements. For surrogates who have caused sexual harm, they must also demonstrate a deep understanding of accountability. Though restorative approaches often produce vicarious healing and resiliency in practitioners, the primary motivation of the surrogates is not for their own needs or healing. They share their lived experiences to support the goals of the participant.

## How do I know if FD is right for me?

There are many things to consider in determining whether this process is a good fit for you at this time. We would be happy to speak with you one-on-one to help you make this decision. In the meantime, we can also offer some questions that might be helpful to reflect on:

- What outcome am I hoping for by having this conversation?
- What do I want for myself, and/or for my relationship with the other(s) involved?
- How aligned am I with a restorative approach?
- What would I need to ensure this process feels safe, successful and/or beneficial?
- What is my capacity for both listening and sharing respectfully throughout this process?
- What is my biggest fear or concern in this process?

## What if I am involved with the criminal legal system?

Restorative and traditional/retributive approaches to justice are not mutually exclusive. FD participants may or may not be involved with criminal justice proceedings either before or after the process, although we do not typically proceed if there is an investigation or court proceeding currently underway.

What is most important to keep in mind is the purpose of FD—which is to promote healing (rather than, for example, to impact sentencing or determine the validity of charges).

## Will what I share remain confidential?

We are committed to maintaining confidentiality, with rare exceptions (i.e. disclosure that you are in imminent danger of hurting yourself/another person). In regards to information sharing between parties, we will always check with each person around what they are comfortable being communicated to others before sharing any messages back and forth. Please also note that CJI staff cannot act as witnesses or share notes/information from an FD for court-related purposes.

## Can I have others with me?

We welcome support persons for anyone who would like to bring one. This can be a personal support such as a friend or family member, or a professional support such as a therapist. The extent of participation for these support persons will depend on the unique circumstances of each situation and is something that can be discussed during intake.

## What does the FD process entail?

As every situation is very unique, each process will look very different. In general, FD usually involves several meetings with CJI staff/volunteers—often over a period of months, and sometimes even longer—before all parties come together for dialogue. This includes an initial meeting with the coordinating staff, and a series of preparatory meetings with facilitators to establish goals, discuss concerns, and do safety planning. The dialogue meeting with the other parties is very individualized.

All meetings are guided by highly trained and compassionate staff/volunteer facilitators, whose role is one of both support and assessment. That is, FD facilitators seek to create a safe environment where questions can be asked and everyone is respectfully heard. In addition, their role is to determine when and whether it is appropriate for a case to move forward.

## What happens in the first meeting?

In the initial meeting, you will meet with the coordinating staff. This meeting is commonly referred to as an informational session. It provides an opportunity to discuss the FD process, ask questions, and decide whether it's a process you would like to initiate.

Once you have made the decision to move forward, a second meeting will be scheduled. This meeting will be focused on matching you with community facilitators. Your goals, support needs, and facilitator preferences will be discussed.

Most importantly, this process is entirely yours, allowing you to share as much or as little as feels comfortable. You are always welcome to skip questions that you are not comfortable answering. To minimize the number of times and people with whom you share your history, no detailed questions will be asked about your experience of sexual harm during meetings with the coordinating staff. If you wish, you can explore this with the facilitators. At the conclusion of the meetings, we will discuss the next steps.

## How does the dialogue itself work?

As with the entire process, each dialogue is highly tailored to the unique needs of the participants. Some people may meet face to face, while others may meet over Zoom, conference call, or even through an exchange of letters. In some cases, FDs can include a Surrogate who has experienced or perpetrated sexual harm to listen and share their experience, despite not being personally involved in the situation.

The goals for the dialogue, as well as specific questions and reflections to be shared during the conversation, are always discussed and prepared in advance. This helps to create an environment for the dialogue that is as safe and comfortable as possible for everyone. Logistical elements like time, setting, and duration are also carefully discussed and tailored to the needs of those involved.

## What happens AFTER the dialogue?

At the end of every FD is a discussion of next steps. In some cases, only one dialogue will be needed; in others, there may be a desire for additional conversations. Either way, we will check in with all involved around their desire for additional support from CJI staff.

## I'm not sure FD is right for me. Can you point me to other resources?

Absolutely. CJI offers many support groups that are tailored toward specific needs (i.e. those of people who have harmed, been harmed, and for partners/supporters). You can find more information on our groups at <https://cjiwr.com/revive/>.

For additional resources, please see the attached sheet at the end of this package, or reach out to us and we can help you find what you need.



Welcome to Revive where we look forward to working with you to grow healing, safety, accountability and justice together.

**It is our goal to serve every person in this community who needs our services. Yet, we rely on donations to run most of our programs which are not funded, or are under-funded.**

While we do not require a fee to access our programs, we do invite you to make a financial donation. Your contribution will help us continue to run our programs in a sustainable way.

\$5 contribution

\$35 for an initial meeting

\$120 for 3 Case Development Sessions

\$350 to support access to FD for future participants

\$675 to sponsor the training of a new volunteer facilitator

**A financial donation to Revive can be made in 4 ways:**

**a) E-transfer to [bookkeeper@cjiwr.com](mailto:bookkeeper@cjiwr.com)**

**b) Website: Donate to CJIWR | Community Justice Initiatives**

**c) By Cheque: addressed to Community Justice Initiatives.**

**d) Scan this QR Code:**



***Please note “Revive” in the memo section.***

Thank you for supporting the future of this important program.





## Additional Resources

Service Name	Contact	Description
Sexual Assault Support Centre of Waterloo Region	(519)-741-8633 151 Frederick St #300, Kitchener, ON  sascwr.org	Services include a 24-hour support line, online chat, individual and group counselling, workshops, an anti-human trafficking program, advocacy and accompaniment, and family court support.
Assaulted Women's Helpline	416-863-0511 1-866-863-0511 #SAFE (#7233) on your Mobil awhl.org	24/7 crisis counselling for women in the province of Ontario. These crisis lines remain open and dedicated counsellors are ready to help support women.
The Support Services for Male Survivors of Sexual Abuse	1-866-887-0015  attorneygeneral.jus. gov.on.ca/english/ovss /male_support_services/	24-hour, multilingual, toll-free phone line for immediate crisis and referral services. Specialized services, including individual and group counselling, peer support, telephone and online counselling, and referrals.
Women's Crisis Services of Waterloo Region	Kitchener: 519-742-5894 Cambridge: 519-653-2422 wcswr.org	Two emergency shelters for abused women and their children: Anselma House in Kitchener and Haven House in Cambridge. We also operate a regional Outreach Program.
Ontario Network of Sexual Assault/Domestic Violence Treatment Centres (ONSA/DVTC)	1-855-NAV-SADV (1-855-628-7238) sadvtreatmentcentres.ca	24/7 nurse-staffed telephone navigation line to assist victims/survivors of sexual assault and intimate partner violence.
Counselling Collaborative of Waterloo Region	Central Intake: 519-804-1097 counsellingwr.ca	<ul style="list-style-type: none"> <li>• Carizon Family and Community Services</li> <li>• Family Counselling Centre of Cambridge and North Dumfries</li> <li>• Interfaith Counselling Centre</li> <li>• KW Counselling</li> <li>• Shalom Counselling Services</li> <li>• Woolwich Counselling Centre</li> </ul>
The Delton Glebe Counselling Centre	519-884-3305 glebecentre@wlu.ca 177 Albert Street, Waterloo, ON glebecounselling.ca	Counselling in talk and expressive arts modalities and we offer individual, couple and group therapy as well.

Canadian Mental Health Association (CMHA)	1 844-264-2993 67 King St E, Kitchener, ON cmha.ca cmhawwselfhelp.ca	Support for mental health and well being and links to resources to manage anxiety and stress, e.g.: Self-Help Alliance, Bounce Back Ontario
Centre for Addiction and Mental Health (CAMH)  Talking for Change	1-833-703-3303 416-583-1310 (Mon-Fri; 12-6pm EST) Talkingforchange.ca	Nationwide anonymous helpline for people who are struggling with their sexual interests or urges towards children. Aims to prevent child sexual abuse and the use of child sexual exploitation material (often called child pornography). They provide support and treatment to individuals to live a safe, healthy, and non-offending life.
Good2Talk	1-866-925-5454 Text: GOOD2TALKON to 686868 good2talk.ca	Free, confidential mental health support service providing professional counselling and information and referrals for mental health, addictions and well-being to postsecondary students in Ontario, 24/7/365.
Youth Line	1-800-268-9688 Text: 647-694-4275 youthline.ca	Confidential, non-judgemental and informed LGBTTTQQ2SI Peer Support through our telephone, text and chat services. Get in touch with a peer support volunteer from Sunday to Friday, 4:00PM to 9:30 PM.
Hope for Wellness	1-855-242-3310 Live chat at hopeforwellness.ca	Help Line offers immediate mental health counselling and crisis intervention to all Indigenous peoples across Canada.
ConnexOntario	1-866-531-2600 Chat online at connexontario.ca	Provides free and confidential health services information for people experiencing problems with alcohol and drugs, mental illness and/or gambling.
Here 24/7	1-844 437 3247 Local: 519-821-3582 TTY: 1-877-688-5501 <a href="https://here247.ca">https://here247.ca</a>	Here 24/7 is your front door to the addictions, mental health, and crisis services provided by 11 agencies across Waterloo Wellington.
211 Ontario	Dial 2-1-1 1-877-330-3213 Chat online at <a href="https://211ontario.ca/">https://211ontario.ca/</a>	Provides information on and referrals to Ontario's community, social, health-related and government services.