FAMILY AND BUSINESS MEDIATION

- Couples Rebuilding Mediation
- Family Rebuilding Mediation
- Blended Family Mediation
- Business Mediation
- Family/Unrelated Parties Business Mediation
- Workplace Conflict Mediation
- Separation/Divorce Mediation
- Parenting Plan Mediation
- Post-Separation/Divorce Mediation
- Parent/Teen Mediation
- Family/Domestic Violence Mediation
- Victim/Offender Mediation

The mediator’s role is to be an impartial facilitator who will help the parties identify, clarify and, when appropriate, facilitate affective communication between them. She will help parties provide the necessary information, review options, and support parties to make informed choices and decisions. The mediator will not make decisions regarding what the options, outcomes, or agreements should be, but will help client(s):

- Explore, understand, and explain to each other their needs and concerns
- Develop creative and practical options/solutions to resolve differences
- Diffuse conflict between clients and focus the negotiations in a constructive manner

The goal of mediation is to come to a wise, equitable, and workable solution or agreement rather than a settlement at any cost. At no time should the parties feel coerced or threatened into an agreement. Mediation agreements are not legally binding or enforceable, but clients have in “good faith” agreed to fulfill the agreement to ensure success. Mediation promotes the spirit of respectful co-operation; helping to preserve individuals, families, businesses, and agencies trust and dignity. It is important to note that not all mediations require a written agreement.

The mediator will provide information but will not provide legal advice. All conversations and matters related to the sessions in the pre-mediation and mediation processes are without prejudice. The mediator will not engage or be a part of legal proceedings. If one party decides to proceed with litigation, that party will provide notice to the other party and the mediator. The parties must agree that they will not at any time before, during, or after mediation:

- Call the mediator as a witness
- Subpoena or demand the production of any of the mediator’s records or notes in any legal or administrative proceeding concerning this case
FAMILY AND BUSINESS COUNSELLING

- Individual Counselling
- Couples Counselling
- Family Counselling
- Parent/Teen Counselling
- Child/Youth Counselling (Including Children/Youth with Cognitive Challenges)

Counselling is a process whereby all parties (individuals, couples, families/unrelated parties, and businesses) engage in a therapeutic process in a safe and confidential environment. Clients are encouraged to dialogue openly, be heard, gain a deeper understanding of the issues, and develop strategies relevant to addressing the identified concerns. All conversations and matters related to the sessions in the counselling process are without prejudice.

FAMILY AND BUSINESS LIFE COACHING

- Individual Coaching
- Life Skills Coaching
- Workplace Conflict/Issues Coaching
- Return-To-Work Coaching
- Retirement Coaching
- Family Business/Unrelated Parties Coaching
- Employer/Employee Dynamic Coaching
- Last Will and Testament/Power of Attorney/Personal Directives

Life Coaching is a process whereby all parties (individuals, couples, families/unrelated parties, and businesses) engage in a non-therapeutic process to explore opportunities, evaluate options, develop strategic plans, and outline practical and creative solutions. Contracts may be negotiated as required. All conversations and matters related to the sessions in the coaching process are without prejudice.

A variety of workshops are provided year-round. Please see website for further information:

www.realconsulting.ca
CONFIDENTIALITY

In order for mediation/counselling/coaching to proceed, open and honest communication between clients is essential. The mediator/counsellor/coach will not reveal anything discussed in private with one client to the other client if she is requested to keep that information confidential. However, to ensure good faith, fairness, and integrity in the mediation/counselling/coaching process for all parties concerned, it is paramount that all communications with the mediator/counsellor/coach are transparent and disclosures are discussed. The mediator/counsellor/coach will not maintain confidentiality if she has reason to believe that an individual, child, adolescent, or adult is in need of personal or family protection regarding personal, family, domestic violence and/or sexual/physical abuse. Neither will she maintain confidentiality if she has reason to believe any individual is in danger of bodily harm or is subject to threats of violence and/or sexual/physical abuse. The clients can give the mediator/counsellor/coach permission to discuss relevant matters about their mediation/counselling/coaching with respective outside consultants – if appropriate and when required. Confidentiality release document will require signing by clients. All confidential information will be discussed with clients to ensure their utmost respect and privacy. Copies of relevant reports and documents will be provided to clients. The mediator/counsellor/coach will not: engage or be a part of legal proceedings, be called as a witness, be subpoenaed, relinquish any records, notes, or any legal or administrative proceedings concerning the case.

TERMINATION

While the parties have intentions of mediating/counselling/coaching until agreements and/or resolution is reached, it is understood that the client(s) may withdraw from mediation/counselling/coaching at any time. If one party is contemplating ending the mediation/counselling/coaching, he/she will discuss the situation with the other party and the mediator/counsellor/coach prior to termination providing adequate notice to the mediator/counsellor/coach.

The mediator/counsellor/coach will suspend or terminate the sessions if:

- The process is likely to harm or prejudice one or more of the parties
- Its usefulness is exhausted
- An agreement being reached is grossly unfair to one or more of the clients
- Clients engage in legal proceedings
- Clients are demonstrating abusive behaviour to the mediator/counsellor/coach
- Clients fail to pay the designated fees
- Clients are found recording/taping the session(s) without the mediator/counsellor/coach’s permission
CANCELLATION POLICY

All Appointments:
All appointments with real consulting require a minimum of 24 hours business day notice or full fees will be charged. Please note the office is closed Thursday’s and Sunday’s.

Same-Day Appointments:
Any appointments booked and cancelled on the same day will fall under the same-day cancellation policy and will be subject to charges according to the fee scale.

1 Hour Appointments:
For a 1 hour appointment, 24 hours business day notice* must be given or charges according to the fee scale will be incurred.

2 Hour Appointments:
For a 2 hour appointment, 48 hours business day notice* must be given or charges according to the fee scale will be incurred.

3 Hour Appointments:
For a 3 hour appointment, 72 hours business day notice* must be given or charges according to the fee scale will be incurred.

*Thursday, Sunday, and Stat Holidays will not be accepted as business day notice

Business Hours

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
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</thead>
<tbody>
<tr>
<td>Monday</td>
<td>10am-8pm</td>
</tr>
<tr>
<td>Tuesday</td>
<td>10am-8pm</td>
</tr>
<tr>
<td>Wednesday</td>
<td>10am-8pm</td>
</tr>
<tr>
<td>Thursday</td>
<td>Closed</td>
</tr>
<tr>
<td>Friday</td>
<td>10am-4pm (varies)</td>
</tr>
<tr>
<td>Saturday</td>
<td>5pm-8pm (varies)</td>
</tr>
<tr>
<td>Sunday</td>
<td>Closed</td>
</tr>
<tr>
<td>Statutory Holiday</td>
<td>Closed</td>
</tr>
</tbody>
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Administration Hours

Please check phone message, and/or updated website for administration schedule.
FEES

• The rate for (Individual) Counselling is $125.00 + GST/hour

• The rate for ‘Taming the Red Bull’ Individual Anger Management is $125.00 + GST/hour
• The rate for ‘Taming the Red Bull’ Couples Anger Management is $150.00 + GST/hour
• $200.00 + GST Retainer Fee for Anger Management Reports

• The rate for Couples Marriage Rebuilding is $150.00 + GST/hour

• The rate for a Family Session is $150.00 + GST/hour for 2 people
• The rate for a Family Session is $200.00 + GST/hour for 3 people or more

• The rate for Individual Workplace Session is $125.00 + GST/hour
• The rate for Family/Unrelated Parties Workplace Session is $150.00 + GST/hour for 2 people
• The rate for Family/Unrelated Parties Workplace Session is $200.00 + GST/hour for 3 people or more

• The rate for Individual Separation/Divorce Intake* is $150.00 + GST/hour
• The rate for Individual Separation/Divorce Consultation** is $200.00 + GST/hour
• The rate for Couples Separation/Divorce Intake* is $200.00 + GST/hour
• The rate for Couples Separation/Divorce Mediation* is $250.00 + GST/hour
• The rate for Couples Post-Separation/Divorce Mediation is $250.00 + GST/hour
• $1,200.00 + GST Retainer Fee for Parenting Plan Agreement - DRAFT AGREEMENT ONLY***
• $1,500.00 + GST Retainer Fee for Separation Agreement + Parenting Plan - DRAFT AGREEMENT ONLY***
• $1,000.00 + GST Retainer Fee for Pre-Nuptial Agreement, Post-Nuptial Agreement, and Cohabitation Agreement - DRAFT AGREEMENT ONLY***

*Clients seeking support regarding Domestic Violence will come under the Separation/Divorce fee structure
**Individual Separation/Divorce Consultation covers situations in which one party refuses mediation but the other party wishes to prepare a reasonable proposal for presentation rather than engage in litigation
***The aforementioned fees are to secure DRAFT agreements ONLY and are subject to additional costs of $150.00 + GST/hour as required to alter FINAL documents, letters, and reports
ADDITIONAL FEES

Rates are applicable to time spent regarding:

- Telephone discussion and email correspondence with clients*
- Telephone discussion, email correspondence, and meetings with collateral contacts when required – e.g. lawyers, counsellors, teachers, etc.
- Writing short reports/letters – as required ($200.00 per report/letter) Extensive reports ($300.00-$500.00)
- Preparing relevant information
- Pre-counselling/coaching/mediation preparation and any follow-up work as required
- The rate of $50.00 + GST/hour is charged for time spent: travelling to and from collateral professional appointments or contract work (outside High River only)

*Not including initial inquiries and appointment bookings

EMPLOYMENT ASSISTANCE PROGRAMS (EAP)

The real consulting office does accept some EAP coverage. However, if clients wish to have their counselling/coaching/mediation subsidised it is their responsibility to inquire with their company to ensure services will be covered. If EAP companies wish to contact the office to request information or documentation to commence the process of subsidizing that is acceptable. real consulting will not be responsible for clients’ failure to procure EAP permission prior to attending counselling, resulting in no coverage.

Please contact the office for further information.

PAYMENT

All costs are to be paid by Cash, Debit, Visa, MasterCard, or American Express at the end of each session. No cheques.
Signatures

I .................................................................................................................. have read, understood and have been provided an opportunity to ask questions, receive relevant information and clarification with the mediator/counsellor/coach regarding the guidelines set out in this 7 page document.

Print Name : .............................................................................................................

Signature : .............................................................................................................

Date : .....................................................................................................................

I .................................................................................................................. have read, understood and have been provided an opportunity to ask questions, receive relevant information and clarification with the mediator/counsellor/coach regarding the guidelines set out in this 7 page document.

Print Name : .............................................................................................................

Signature : .............................................................................................................

Date : .....................................................................................................................