



FAMILY AND BUSINESS 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

In addition to family and business mediation, **real consulting** also provides family and business counselling and family and business negotiator/coaching services. Please see our website for further information.



CONFIDENTIALITY

For mediation/counselling/coaching/negotiating to proceed, open and honest communication between clients is essential. The mediator/counsellor/coach/negotiator 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/negotiating process for all parties concerned, it is paramount that all communications with the mediator/counsellor/coach/negotiator are transparent and disclosures are discussed. **The mediator/counsellor/coach/negotiator will not maintain confidentiality if she has reason to believe that an individual, child, adolescent, or adult needs 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/negotiator permission to discuss relevant matters about their mediation/counselling/coaching/negotiating 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/negotiator 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/negotiating until agreements and/or resolution is reached, it is understood that the client(s) may withdraw from mediation/counselling/coaching/negotiating at any time. If one party is contemplating ending the mediation/counselling/coaching/negotiating, he/she will discuss the situation with the other party and the mediator/counsellor/coach/negotiator prior to termination providing adequate notice to the mediator/counsellor/coach/negotiator.

The mediator/counsellor/coach/negotiator 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/negotiator
- Clients fail to pay the designated fees
- Clients are found recording/taping the session(s) without the mediator/counsellor/coach/negotiator'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 Saturdays, Sundays and all Statutory Holidays.

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.

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



FEES

- The rate for Individual Coaching/Counselling is \$200.00 + GST/hour
- The rate for Couples Relationship Coaching/Counselling/Mediation is \$275.00 + GST/ hour
- The rate for a Family Coaching, Counselling/Mediation is \$275.00 + GST/ hour for 2 people
- The rate for a Family Coaching/Counselling/Mediation is \$300.00 + GST/ hour for 3 people or more
- The rate for Individual Workplace/Business Executive Coaching is \$300.00 + GST/hour
- The rate for Family/Unrelated Parties Workplace/Business Executive Coaching/Negotiation/Mediation is \$350.00 + GST/hour for 2 people
- The rate for Family/Unrelated Parties Workplace/Business Executive Coaching/Negotiation/Mediation is \$400.00 + GST/hour for 3 people or more
- The rate for Individual Court Consulting is \$275.00 + GST/hour (Not related to separation/divorce matters)
- The rate for individual Court Consulting is \$300.00 + GST/hour (Related to all issues relating to separation and divorce)

Fees continued next page



- The rate for **Individual** Pre/Post Separation/Divorce **Negotiator/Coach/Mediator Intake** is \$225.00 + GST/hour. (*Pre-Mediation consultation*)
- The rate for **Couples** Pre/Post Separation/Divorce **Negotiator/Coach/Mediator Intake** is \$275.00 + GST/hour. (*Pre-Mediation Consultation*)
- The rate for **Individual** Pre/Post Separation/Divorce **Negotiator/Coach/Consult - Proposal Consultation** is \$300.00 + GST/hour. (*Consultation refers to situation whereby one-party refuses a personal, legal and or mediation offer but the other party wishes to prepare a reasonable proposal for presentation rather than engage in litigation*)
- The rate for **Couples** Separation/Divorce/Parenting **Negotiator/Mediation** is \$400.00 + GST/hour.
- **\$2,000.00 + GST Retainer Fee for Parenting Plan Agreement – DRAFT AGREEMENT ONLY.**
- **\$2,500.00 + GST Retainer Fee for Separation Report which includes Parenting Plan – DRAFT AGREEMENT ONLY.**
- The aforementioned fees are to secure **DRAFT AGREEMENTS** but are subject to **additional costs of \$200.00/hour as required to alter and complete FINAL documents, letters, and reports.**
- Preparing relevant information; i.e.; reviewing documents require retainer fee in advance (\$200.00 per hour + GST) – please see Document Review Consent Form Addendum Retainer Fee posted on Website
- Rates are applicable to time spent regarding telephone discussion, text, and email correspondence with clients and collateral contacts (**\$200.00 + GST per hour**)

***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 \$200.00 + GST/hour as required to alter FINAL documents, letters, and reports.**



ADDITIONAL FEES

Rates are applicable according to fees outlined on pages 4 and 5 to time spent regarding:

- Telephone discussion, text and email correspondence with clients*
- Telephone discussion, text and email correspondence, and meetings with collateral contacts when required – e.g. lawyers, counsellors, teachers, etc.
- Writing short reports/letters – as required 1 page **(\$200.00 + GST per report/letter)**
Extensive reports to include 2 pages and more (\$300.00-\$700.00 + GST)
- Preparing relevant information; i.e.; reviewing documents require retainer fee in advance **(\$200.00 per hour + GST)** – please see Document Review Consent Form Addendum Retainer Fee posted on Website
- Pre-counselling/coaching/negotiating/mediation preparation and any follow-up work as required
- The current rate **per Kilometre** will be charged for travelling to and from collateral professional appointments or specific contract work **(outside High River only). No client home visits unless client disability.**

*Not including initial inquiries and appointment bookings

Please note that all reports, letters, correspondence, and collateral contact require *payment in advance*.

PAYMENT

real consulting accepts Cash or E-Transfer

No cheques.



Pre-payment for a minimum of 1 hour counselling, coaching or mediation session is required by e-transfer **in advance of the session will be required.**



Support and Care

- **Face to Face In Office**

This service provides an optimum way to address your needs. Quiet, confidential, and discreet.

- **Remote/Online (very specific circumstances apply)**

Please contact Kim *real consulting* to discuss. Kim.realconsulting@gmail.com

Cell/Text: 403.601.5183

Pre-payment etransfer for a minimum of 1 hour counselling/coaching session **is required to be sent in advance of the session.**

EMPLOYMENT ASSISTANCE PROGRAMS (EAP) (IMPORTANT)

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, or coaching resulting in no coverage.**

Please contact the office for further information. We are happy to help!

Please see website for further information and for full listing of services provided at

www.realconsulting.ca

Connect and follow us on:





SIGNATURES

I have read, understood and have been provided an opportunity to ask questions, receive relevant information and clarification with the mediator/counsellor/coach/negotiator regarding the guidelines set out in this 8-page document, and have agreed to the guidelines set out in this 8-page Terms and Conditions 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/negotiator regarding the guidelines set out in this 8-page document, and have agreed to the guidelines set out in this 8-page Terms and Conditions document.

Print Name :

Signature :

Date :