

## **Mediate BC is the Leading Mediation and Conflict Resolution Organization in BC.**

### **Why is conflict management important?**

**Everyone experiences conflict; it is a normal part of life.**

Unresolved conflict can create:

- Financial cost
- Stress
- Harm to children
- Other problems for our health, relationships, work, etc.

**Sometimes people need help resolving, or managing the conflicts that come up in life.**

Mediation and other collaborative and accessible conflict management options can reduce the disadvantages of conflict by dealing with it:

- As early as possible
- Quickly
- Affordably
- Effectively and simply

### **What does Mediate BC do? How does it help?**

**Mediate BC provides people with viable options to resolve disputes that are faster, more accessible and affordable than adjudication through the court process.**

Mediate BC:

- provides information, resources, services and support to help BC citizens resolve conflict directly
- provides rosters of qualified mediators and dispute resolution practitioners
- provides affordable mediation services to the public
- pilots and uses innovative conflict resolution approaches
- provides communication and conflict resolution skills training to the public and other organizations and businesses

### **Contact Us:**

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## FACT SHEET

### **Mediate BC is the leading mediation and conflict resolution organization in BC.**

**Mediate BC provides people with viable options to resolve legal disputes that are faster, more accessible and affordable than adjudication through the court process.**

Mediate BC is a not for profit organization serving BC citizens in partnership with government since 1998.

#### **Providing BC citizens with information, resources and support to help them resolve conflict directly**

- our Roster Program is the BC "hub" for information about the mediation process, mediators and related issues (especially the new Family Law Act and its emphasis on out of court solutions)
- our website provides lists of qualified mediators (Civil, Family and Child Protection)<sup>1</sup>
- the Court Mediation Program, which administers free mediation services for litigants in five Small Claims Court registries has processed over 20,000 referrals. More than 50% settle at mediation which alleviates pressure on the court.
- we provide clients of the Vancouver Justice Access Centre access to low cost civil mediation services
- our website provides comprehensive information about mediation, services and other resources
- we provide presentations and public information sessions about mediation and the Rosters

#### **Piloting innovative conflict resolution approaches:**

- Our study which confirmed the effective and safe use of technology-assisted family mediation will enhance the public's access to quality mediation services
- we are actively supporting the design of the new Civil Resolution Tribunal's online dispute resolution process and platform
- we are piloting innovative resolution of small claims disputes through facilitated, asynchronous online dispute resolution and telephone or web-conference distance mediation
- we piloted and reported on mediating disputes involving child support for adult children
- we supported a project for First Nations communities to develop their own internal conflict resolution processes in the wake of the amendments to the Federal Human Rights Act.
- supported by funding from MCFD, we designing and implemented a practicum program to train child protection mediators across the province

#### **Increasing capacity for innovative solutions by providing a roster of qualified mediators and offering them ongoing training and experience opportunities:**

- we are developing a comprehensive course for mediators to obtain "distance mediator recognition"
- we also provide innovative practicum and professional development opportunities to civil and family mediators, particularly to support the new Family Law Act

#### **Providing communication and conflict resolution skills training to the public including individuals, community organizations, businesses, employers, and professionals.**

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<sup>1</sup> Administered on behalf of the Child Protection Mediation Program, Family Justice Services Division, Ministry of Justice.