

1. **OPEN FILE:** Your file will be opened at Family Justice Services **ONCE BOTH YOU AND THE OTHER PARTY** have completed and submitted a Request for Service Application, including all requested documents. Please note that without a completed Application from both parties, the file cannot be opened.
2. **PARENT INFORMATION SESSION:** Both parties are required to complete the online Parent Information Session prior to commencing mediation. The online session can be accessed at: <https://www.supreme.courtcourses.ca/>. This course helps parents make careful and informed decisions, considering the best interests of their children. Upon completion, parents are required to complete a short evaluation and obtain a certificate. Please keep a copy of your certificate as it may be required as proof of completion.
3. **INTAKE:** The mediator (a neutral third party who helps the parties explore ways to resolve their family law matters) will meet separately with each party. The purpose of this meeting is for the mediator to determine whether mediation is appropriate, to discuss and understand each party's perspective, as well as to explain the process and review the terms of the mediation.
4. **MEDIATION:** Mediation sessions may be in-person, virtual or conducted via shuttle mediation (separate meetings with each party). The mediator will determine the best type of mediation based on the information gathered from both parties during the intake process. The length of time, number of sessions and type of mediation will depend upon factors, such as:
 - number and type of issues.
 - level of conflict among the participants.
 - degree of communication and cooperation.

Although mediation is an informal process, the mediator guides the discussion. All parties can present their sides of the story, explain what is important to them and ask questions.

5. **CONSENT ORDER:** If you and the other party reach an agreement, the mediator will draft this agreement in the form of a Consent Order, which is a legal document filed with the Court. All parties will be provided with a draft of this document and encouraged to get legal advice before signing. Once parties have confirmed they agree with the document, the order will be signed by all parties and filed with the Court.
6. **IN THE EVENT THAT MEDIATION IS NOT APPROPRIATE OR NO AGREEMENT IS REACHED:** The file will be closed at Family Justice Services. If you wish to pursue the matter, **you must file an Application at the appropriate Court location.** Please access this website for further information: <https://court.nl.ca/>. If your file is closed without an agreement, and you do not file an Application at the Court, no further action will be taken.

Resources

- <https://www.court.nl.ca/supreme/family-division/family-justice-services/>
- <https://www.court.nl.ca/supreme/family-division/>
- <https://www.court.nl.ca/provincial/courts/family-court/>
- <https://publiclegalinfo.com/>
- <http://www.legalaid.nl.ca/contact.html>