

What Happens After You Call Us?

1. Telephone Intake:

Upon contacting YRCMS, our staff will ask you for some basic information about your conflict and the issues. Next, we will explain our process and what you can expect. If you decide to move forward in the process, we will initiate contact with the other party and explore whether or how they could participate in the process in resolving the conflict.

2. Case Development:

If both parties agree to mediate, individual meetings with the mediators will be scheduled. These meetings, known as Case Development meetings, typically last 45-60 minutes.

3. Mediation Process:

The mediation process usually lasts around three hours and is divided into three stages:

First Stage: Each party shares their perspective on the conflict, which may evoke strong emotions. Mediators ensure a safe, inclusive, and respectful dialogue.

Second Stage: Parties work to understand the reasons behind the conflict. The goal is to listen actively and respond respectfully, even in disagreement.

Final Stage: Parties collaborate to create solutions addressing the initial conflict.

Frequently Asked Questions (FAQ)

Q: Who can we help?

If you are a landlord or a tenant in York Region, **OR** the rental property is located in York Region, our mediation services can help you.

Q: What are the benefits of mediation?

Benefits include: improved communication, preserving relationships, confidentiality in resolving your conflict, control over the outcome, time and cost efficiency, and the ability to tailor solutions to the individuals specific needs.

Q: Do we provide translation services during mediation?

Yes! Details can be provided during telephone intake.

Q: How is your mediation service different?

Our process is less formal, less adversarial and has a much quicker response time than the Landlord & Tenant Board process - which is known to be more formal, expensive and extremely time consuming. No solutions will be reached unless you agree.

Q: Is mediation process confidential?

At the onset of the mediation process, each party (including support personnel) is required to sign a Confidentiality Agreement. Refusal to sign the Agreement will mean that the process will not proceed.



Accessible

Free

Voluntary

<https://yrhms.ca>

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York Region Community Mediation Services (YRCMS)

York Region Community Mediation Services is a mediation program designed to facilitate a respectful dialogue for any disagreements with a neighbour, a roommate, a family member, a friend, a landlord, a tenant, property management and other community members.

Since 2015, our mediation services have responded to over 500+ inquiries. We have a proven record of empowering individuals to improve their ability to respond to conflicts more productively and effectively.



What is Mediation?

Mediation is a process where two trained mediators assist the parties in negotiating a jointly acceptable agreement to the issues in the conflict. Mediation involves the parties meeting at a neutral location where the parties can discuss issues in the dispute and explore a variety of solutions.



The mediators will help the parties see the dispute objectively, without blame and assist in reviewing alternatives and options that may not have been considered or were not previously considered.

The entire process is private and confidential, from the first telephone contact to the individual case development meeting to the actual mediation meeting.

Our Team

Our team of specially trained volunteer mediators will assist in facilitating a dialogue where communication between parties will remain respectful, safe, inclusive and productive.

Statistics show that through our process proposed solutions are likely to be successful, permanent and accepted by parties.

After mediation we will follow up on an agreed date to check in. If additional services are needed, we are ready to assist.

