



VOLUNTEERS OF AMERICA WESTERN WASHINGTON

## SCHEDULING & FAQs

### 'How To' Schedule Mediation or Facilitation

#### Starting out with a call

When you are ready to start the mediation process, call the Dispute Resolution Center at 425-339-1335 option 5 or 1-800-280-4770 option 5. All mediation files are opened by case managers who can answer your questions and assess the appropriateness of mediation.

The Dispute Resolution Center hours are between 8:00am and 4:30pm Monday through Friday. We do receive a high volume of calls and your patience is appreciated.

#### Take the time, do it right

Please be aware this initial phone call can last 15-45 minutes and will include an overview of the mediation process, Dispute Resolution Center's scheduling requirements, and the gathering of information regarding your particular situation. It is very important for you to have the current mailing address, email address and phone number for the other person in your dispute. Also, a \$75 portion of your full mediation fee is due at the time you open your case for a family mediation; this \$75 is nonrefundable and can be paid online or over the phone by debit or credit card, (each party will have a \$75.00 nonrefundable service fee).

#### Frequently Asked Questions

How much does mediation cost? Mediation fees can vary depending on the kind of case and the client's income. Standard Mediations are \$600.00 or \$300 per person, and Shuttle Mediations are \$1200.00 or \$600.00 per person. **Discounts applications are available.** Please ask your case manager for the form.

#### Can I bring my attorney or a support person to the mediation?

Attorneys and support people are welcome in mediation if both parties agree they want additional parties present.



425-259-3191  
info@voaww.org  
PO Box 839, Everett, WA 98206-0839  
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### What if the other party refuses to mediate?

For most cases, a mediation scheduling report can be issued. This report indicates that you requested mediation, our last date of contact with both parties and the case outcome. If the other party has declined mediation, it would indicate he/she declined.

### Can I mediate if the other party lives in another state?

Yes, in addition to in-person mediations, we also offer online mediations over Zoom. A link will be provided to all parties for their mediation.

### What will happen in mediation?

Our mediation process involves both parties in a dispute sitting in a room with two mediators who guide you through an eight-stage mediation process. The mediators will begin with opening remarks that provide an overview and orientation to mediation. They will then ask each of you to provide a summary of the issues you want to resolve and help the two of you create a list of these items. After the list has been created, they will help the two of you negotiate and discuss possible solutions. During the mediation the mediators may find it helpful to meet with each of you privately, in those instances they will call a caucus where they will meet first with one party and then the other. The information shared in those caucuses is confidential and the mediators will not share what you say with the other party. Finally, if there are agreements and you both want them in writing, the mediators will help you capture those agreements on a settlement form.

### What do I do with the settlement agreement?

The settlement agreement, once signed and initialed by both parties, is a contract. It may be admissible in court and upheld as a legally binding document. Parties who are involved in a court case are encouraged to contact an attorney or your court's Family Law Facilitator if you have questions about filing your settlement with the court. The Dispute Resolution Center does not file a copy of your settlement with the court. What if the other party doesn't follow the agreement? If the settlement agreement is not followed and the issue remains unresolved, you can consider returning to mediation to renegotiate or you may take the settlement agreement to court.

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