

## Why should you use Dispute Resolution?

- Disputes may be resolved quickly and effectively.
- Services provided at a time and location convenient to you.
- Confidential and private setting.
- Empowers you to identify and express your goals, needs and opinions.
- Opportunity to participate in the solution process.
- Possibly eliminate having to appear in court.

## Participant Comments

- "Mediation is a way for people to be civil among each other and is nice to talk it out."
- "Quicker and easier to do. Convenient."
- "It is so much better to come here so you can talk things out."
- "Refreshing"
- "As I leave today I feel some important issues have been dealt with in a much less volatile environment than court. I hope the results stand the test of time."

## DISPUTE RESOLUTION CENTER SERVING CHENANGO, DELAWARE, FULTON, HERKIMER, MONTGOMERY, OTSEGO & SCHOHARIE COUNTIES

Mediation locations are available in each county

Examples of types of disputes mediated:

Small Claims Actions  
Landlord/Tenant  
Neighbor/Neighbor  
Family Disputes  
Divorce Mediation  
Elder Dialogue  
Special Education  
Friend/Co-Worker  
Parenting Plan (Custody/Visitation)  
Consumer/Merchant  
Employer/Employee  
Animal Complaints  
Client/Agency  
Adult/Child  
Student/Student

*In Partnership with the New York  
State Unified Court System*

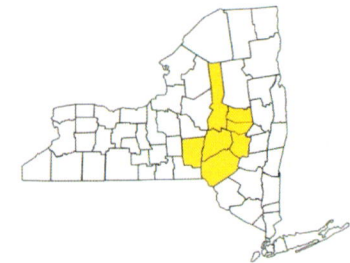
**Caring  
Beyond  
Belief**



## DISPUTE RESOLUTION CENTER

WORKING TOWARDS  
A MUTUAL SOLUTION

SERVING



CHENANGO/OTSEGO COUNTY  
(607) 432-0061  
DELAWARE COUNTY  
(607) 604-4071  
FULTON/MONTGOMERY COUNTIES  
(518) 842-4202  
HERKIMER COUNTY  
(315) 894-9917 EXT. 263  
SCHOHARIE COUNTY  
(518) 234-3581

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## **What is mediation?**

Mediation is a process in which trained, neutral third parties assist participants in a discussion of disputed issues. They are not able to give legal advice but work with parties to make sure all are heard.

When parties are able to agree, an agreement can be written and in some cases can be submitted to the court where a case is pending. This may eliminate the need for a court appearance.

Participation in mediation is voluntary and confidential.

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## **Who are the Mediators?**

Mediators are volunteers from the community who have completed an extensive training and apprenticeship program as required by the New York State Unified Court. Mediators are objective, non-judgmental and impartial. They use their professional expertise and experience to help people listen to each other and understand each other's point of view. They assist parties in creating a mutually acceptable agreement.

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## **How does the process begin?**

Parties may contact us directly or referrals may be made on behalf of parties. Letters are then sent out to both parties to explain the process. Case Managers are available to speak with you and answer any questions you have. If all parties wish to participate in the process and their case is appropriate for mediation, a mediation session is scheduled.

## **How does mediation work?**

Participants sit down together with the mediators to identify the issues and any areas of conflict, determine goals and explore possible solutions. The mediators work with the participants to ensure equal participation. They DO NOT provide counsel or legal advice.

Conciliation is an alternative form of mediation when distance or circumstances do not allow for parties to meet face to face.

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## **How much does it cost?**

There is no set fee for mediation. However, we suggest a donation of \$10. Donations, of any amount, allow us to be able to continue to offer this program in our rural areas without requiring a fee.

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## **Family Court Program**

Specially trained mediators assist parties to create a parenting plan that is acceptable to both parties and is in the best interest of the children. Parties may submit the agreement to Family Court for the Judge to review. This could become the court order and may eliminate a court appearance.

The process is informal and can take place in the family court building or can be scheduled at a more convenient time and place. Cases may be referred from Family Court or individuals can contact us directly.

## **Other services**

### **Restorative Practices**

- Dialogue Circling
- Alternatives to Incarceration
- Adult Treatment Court Case Management
- Victim's Impact Panels

### **Divorce Mediation Program:**

- Group information sessions are offered on a monthly basis for couples who want information about the process.
- There is a \$100 fee for the information session. Participants will receive a workbook and learn about what is needed to go through the divorce mediation process.
- Mediation Services on a sliding fee scale.

### **Youth Programs:**

- PeaceMaker Program for 4th and 5th grades. A conflict resolution/anti-bullying program that teaches skills to help with anger management, respect for others and responsibility for behavior.
- Peer Mediation Program for middle and high school students. Students and teachers are taught the mediation process and assisted in setting up a Peer Mediation Program in their school.

**[www.CharitiesCCDOS.org](http://www.CharitiesCCDOS.org)**