

# Mediation Services

at

## Community Action Council

FREE ~ VOLUNTARY ~ CONFIDENTIAL ~ EFFECTIVE

Mediation is a process in which a trained mediator helps people in conflict have a conversation, and when appropriate, reach an agreement that meets everyone's needs.

If you are interested in FREE mediation services:

Call:

301-797-4161 X111 or X125

Or email:

aburnett@wccac.org or astarleper@wccac.org

117 Summit Avenue  
Hagerstown, MD 21740  
[www.wccac.org](http://www.wccac.org)



### WHAT IS MEDIATION?

Mediation is a process that brings people together to clarify issues, discuss options, and if possible, reach an agreement. It is a form of dispute / conflict resolution. Mediation involves all parties in the dispute working with a professional mediator trained in conflict resolution. Mediation is voluntary. All parties in the dispute must agree to mediation.

### WHAT TYPES OF CONFLICTS CAN BE MEDIATED?

- ⇒ Friends or family
- ⇒ Landlord / Tenant
- ⇒ Neighbor
- ⇒ Many other types...call to inquire

### WHO ARE THE MEDIATORS?

Mediators come from all walks of life with diverse backgrounds and experiences. Every mediator receives extensive training in conflict resolution, listening skills and working with people. Mediators are trained to remain neutral. They will not make decisions for you, provide any legal advice or recommend the terms of an agreement. All communications with a mediator remain confidential.

### DOES MEDIATION WORK?

Mediation techniques have been proven effective in resolving a wide variety of conflicts. In fact, more than 50% of cases which go to mediation are resolved in mediation. Studies have shown that agreements reached in mediation have a higher compliance rate than other settlements due to the fact that the agreement is decided upon by all parties involved in the dispute.

### HOW DO I ARRANGE A MEDIATION AND WHAT IS THE PROCESS?

- 1) Call the Mediation Department at CAC ~ 301-797-4161 x111 / X125
- 2) Mediation staff will contact all parties involved in the conflict and arrange a convenient time to hold the mediation. Mediations may be scheduled on weekdays, weekends, or in the evening and are held at locations which are agreeable to all participants.
- 3) Mediations are scheduled for two hours. Additional sessions may be scheduled if necessary.
- 4) If a mutually acceptable mediation agreement is developed it will be put into written form. The goal is to create a solution satisfactory to all. Even if the participants cannot negotiate an acceptable solution, they may benefit from narrowing and better defining the issues to be resolved.