

WE HELP COMMUNITY MEMBERS SOLVE EVERYDAY PROBLEMS IN A WAY THAT RESTORES RELATIONSHIPS AND BUILDS BACK A SENSE OF COMMUNITY.

## MEDIATION OVERVIEW



### WHAT IS MEDIATION?

Mediation is a voluntary, private, and confidential process facilitated by a trained and impartial mediator. The mediator hosts a conversation with two or more people, in order to resolve a dispute and develop a mutually acceptable solution.



### WHY TRY MEDIATION?

Whereas court hearings and other forms of litigation give power to others to handle your conflicts, mediation will empower you to determine the outcome. You make your own solutions to your own issues. It is also faster and offered at little to no cost.



### HOW DOES MEDIATION HELP?

Mediation takes place in a neutral environment where each participant has equal power and talking time. It is a process that nurtures constructive communication. The mediator is present to make sure the conversation stays respectful and productive.

## CHARACTERISTICS OF MEDIATION:



### COLLABORATIVE

Mediation can develop solutions where both sides can benefit. It asks the parties to shift from a "me - versus - you" approach to a "us - versus - the - problem" approach.



### RESPECTFUL

Mediation is an opportunity for everyone to speak openly and express their opinions, concerns, and needs. Participants are guided through issues, to find areas of agreement.



### NEUTRAL

Mediation does not determine who is right or wrong. It is a neutral process that balances the conversation between the parties.



### CONFIDENTIAL

Mediators destroy their notes within 24 hours so that anything that happens in the mediation stays in the room\*.



### INEXPENSIVE

Mediation through centers such as NYS DRA are provided for free in most cases and can reach an agreement in a fraction of the time and money often involved in costly litigation.

\*NYS DRA program-related agreements are subject to review by agencies responsible for providing program oversight.

## MEDIATION IS NOT:

### A COURT PROCEEDING

Mediation is not the place to be seeking legal advice, or present evidence to determine who is at fault. In mediation, there is no judge or jury to decide the outcome - that power is left to the parties.

The decisions made in mediation are not legally binding unless the parties write their own agreements down - listing whatever outcome they agree to follow through with.



### THERAPY OR COUNSELING

While mediation is a process that encourages people to express their emotions and needs, you will not be prescribed advice or treatment.

Instead, mediation offers an understanding that conflicts are a normal part of life, and that you can fix a conflict yourself, once given the proper environment.



## EXAMPLES OF CONFLICTS:

The following are some examples of the types of issues that your neighborhood community dispute resolution center can assist with.

### FAMILY:

Resolve co-parenting issues involving parent custody and child-sharing responsibilities. Making decisions regarding elder care. Or any other cases keeping families apart.



### SCHOOL/YOUTH:

Whether it is a conflict between students, parents, teachers, or any combination of these, mediation can make our schools safer, more comfortable places to learn. NYS DRA also places staff in schools who work on reducing bullying and violence.



### COMMUNITY:

Mediation can help resolve small claims court cases, tenant/landlord issues, neighbor-based conflicts and more. Most conflicts that require a non-adversarial venue can be worked out in mediation.



## HOW CAN NYS DRA HELP YOU?

## OUR COMMUNITY DISPUTE RESOLUTION CENTERS (CDRCs) HELP THE ENTIRE COMMUNITY.

CDRCs' services exist in the community, in the courts and within due process.

Do you need help resolving a landlord/tenant dispute?

Did you get stuck with a "lemon" and need to know how to resolve the matter with the dealer?

Would you like to be able to amicably resolve issues in an affordable manner instead of taking an issue to court?



### FAMILY:

Parents, spouses, extended/ immediate



### CIVIL

Small claims, large claims (including lemon law)



### HOUSING

Neighbors, landlords, tenants, roommates



### CRIMINAL

Misdemeanors, appearance tickets, youth related



### DUE PROCESS

Public benefits, special education, early intervention, vocational rehabilitation

Where to find our Centers?

New York State's Community Dispute Resolution Centers (CDRCs) services reach all corners of the state!

Find your local centers at [www.nysdra.org](http://www.nysdra.org)

Most of our services are low-to-no cost to community members.

To learn more about how your neighborhood CDRC can assist, or how you may become a trained mediator, contact NYS DRA at 518-687-2240.

300 Great Oaks Blvd, Suite 300-027, Albany, NY 12203-7911

ADA accessible spaces, virtual services

NYS DRA is the largest and premier statewide organization representing community dispute resolution centers and individual practitioners in New York State.

With over 40 years of experience and more than a thousand mediation professionals in all 62 NY counties, our community dispute resolution centers are ready to serve!

For more information about how NYS DRA can help you with your individual matter, or how we can coordinate the roll-out of a city, county or statewide program call us today at 518-687-2240 or visit us online at [nysdra.org](http://nysdra.org).

