

## Why Use Mediation First?

Mediation allows individuals, families, neighbors, businesses, and other organizations the opportunity to:

- ◆ Resolve disputes privately
- ◆ Resolve disputes quickly before they escalate and result in the need to use more expensive time consuming and stressful methods
- ◆ Preserve valuable personal or professional relationships that could be damaged by using adversarial conflict resolution methods
- ◆ Resolve disputes with the potential for more creative and satisfying results than often available through the courts
- ◆ Decide for themselves what is a fair settlement to their conflict
- ◆ Learn effective communication techniques that can be used in the future to prevent additional problems

## Can You Help Me with.....?

- ◆ Property Damage
- ◆ Condition of neighbor's yard & core violations
- ◆ Trespassing
- ◆ Garbage / Trees / Fences
- ◆ Animals
- ◆ Noise
- ◆ Unsupervised Youth
- ◆ Nuisances
- ◆ Neighbor Disputes

Mediation represents a FREE and convenient alternative to an escalating conflict by suppressing it instead of calling the police, going to court, or moving out of the neighborhood.



JULY 15,

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City of



## Community Mediation and Conflict Resolution Service

26789 Highland Road  
Richmond Heights, Ohio  
44143

Phone: (216) 486-2474  
Fax: (216) 383-6320

## Who We Are

The Richmond Heights Community Mediation Commission is committed to maintaining and enhancing harmony among citizens of Richmond Heights.

The Richmond Heights Community Mediation Service (RHCMS) is composed of Richmond Heights' residents who have been trained to assist individuals of our city to resolve issues of conflict before the issue elevates to a more serious problem.

## Our Services Are FREE

There is no cost for mediation services. Our suggested resolutions are voluntary and agreed to by the parties in dispute. We assist both parties to find a mutually agreeable resolution.



## What is Mediation?

Mediation is a process in which residents can resolve conflicts for the long term and acquire the skills to work through disputes constructively. This involves a mediation team (two Mediators) who are neutral third parties who voluntarily work with the willing parties to identify their own creative collaborative solutions to neighborhood conflicts.

## How Does Mediation Work?

After receiving a referral the RHCMS will talk to the parties within three (3) working days following receipt of the referral. They will discuss the issue which is the point of contention and relevant options. If mediation seems appropriate and the parties choose to participate, a time will be set up that is convenient for both parties to mediate in a neutral setting.

At mediation trained and skilled impartial mediators will listen carefully to all parties and assist them in working out a resolution to their dispute that is agreeable to everyone involved.

If an agreement is reached, the mediator will write out the details of the settlement and provide all parties with a copy. RHCMS will follow up with all parties after mediation to make sure their voluntary settlement is working out to everyone's satisfaction

## What Happens If An Agreement Is Not Reached Through Mediation?

If no agreement can be reached between the disputing parties, or if one or more of them fails to follow through with a mediated settlement, RHCMS will assist parties by exploring with them other options for resolving their conflict. Options may include conducting additional mediation sessions or having the matter referred to the Law Director to seek alternative methods including the court system when appropriate.

