

Explore mediation as an option.

1. **Call (763) 422-8878.** We will ask for information about the conflict and persons involved.
2. We contact the other parties, usually by letter, explain the mediation process and ask them to participate.
3. A mediation is scheduled when both parties agree to participate. We will schedule a session at a convenient time and neutral place.
4. At the mediation, the mediators assist in:
 - clarification of concerns and issues
 - discussion of differences
 - generation of options for settlement
 - development of a mutually acceptable solution.
5. When a solution is reached, the terms of the agreement are written down by the mediators. We will provide follow-up on the agreement and offer further assistance if appropriate.

Cases we will not handle:

- situations involving violence or abuse
- problems in which one of the parties refuses to participate in mediation
- child custody or support matters

(763) 422-8878

MEDIATION SERVICES
for Anoka County
2520 Coon Rapids Blvd.
Suite 100
Coon Rapids, MN 55433-3908

MEDIATION CREATES PEACEFUL SOLUTIONS

Andover
Anoka
Bethel
Blaine
Centerville
Circle Pines
Columbia Heights
Columbus Township
Coon Rapids
East Bethel
Fridley
Ham Lake
Hilltop
Lexington
Lino Lakes
Linwood Township
Nowthen
Oak Grove
Ramsey
Spring Lake Park
St. Francis

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Fax (763) 422-0808
www.mediationservice.org



A United Way Community Partner

Mediation Services for Anoka County provides the following

What is Mediation?

Mediation is a voluntary process used to settle disputes. Parties involved in a dispute meet with trained, impartial people called **mediators**.

Mediators listen to both sides, maintaining order and make sure all opinions are aired. The mediators do not decide who is right or wrong. Mediators assist the parties in reaching their own agreement.

Why use Mediation?

QUICK

Mediation can be scheduled within a few weeks.

CONFIDENTIAL

Mediation takes place in private. All concerned agree not to discuss the proceedings afterwards.

CONVENIENT

Mediation can be held during business hours, evenings or Saturdays at a place and time convenient for all.

SELF-DETERMINED

The parties themselves decide how to resolve the dispute.

COST-EFFECTIVE

Mediation can save parties money.

Who can get help?

Anyone who lives in Anoka County can use these services. MEDIATION SERVICES provides mediation to everyone --- individuals, families, neighbors, government agencies, businesses, churches and community groups. Anyone involved in a dispute can use mediation.

MEDIATION

We handle the following disputes

COMMUNITY PROGRAM

Neighbors • Landlords and Tenants
Businesses and Consumers • Agencies
Citizens • Employers and Employees
Family Communication • House Rules
Curfews • Bullying • School Suspensions

SHARED PARENTING & EXPEDITING PROGRAM

Mediating

Co-parenting Issues • Schedules
Transportation • Holidays
Grandparenting Issues

Expediting

Court Ordered Parenting Time Cases
Cases are Mediated/Arbitrated

RESTORATIVE JUSTICE PROGRAM

Disorderly Conduct • Theft • Assault
Damage to Property • Burglary • Arson
Bullying • Other Crimes/Offenses
Victim Offender Dialogue
Family Group Conferencing
Peacekeeping Circles

MEDIATION SERVICES
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TRAINING

PEER MEDIATION

Elementary to High School
Adult State Certified Course

CONFLICT RESOLUTION

Elementary to High School Classes
Family Classes, Staff and Employees
Staff Development, Inservice Education,
Social and Civic Groups

Who are the mediators?

The mediators are men and women from the community who are trained according to Minnesota Statutes. Mediators represent a variety of backgrounds, interests and occupations. Working in pairs, mediators help people resolve their problems.

What is the cost?

There is generally no fee for Community or Victim Offender Dialogue. There is a modest fee for the Shared Parenting & Expediting Program. Sliding fee scale available.

"Our client surveys consistently report that our neutral mediators are professional, fair and empathetic."

—Kathi Jensen, Executive Director