

## 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 HELPS FIND SOLUTIONS

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



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Suite 100  
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(763) 422-8878  
Fax (763) 422-0808  
[www.mediationservice.org](http://www.mediationservice.org)

## **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

### **VICTIM OFFENDER PROGRAM**

(Restorative Justice Program)  
Disorderly Conduct • Theft • Assault  
Vandalism • Burglary • Arson • Bullying

## **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. Mediators help people resolve their problems in a peaceful and cooperative way.

### **What is the cost?**

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

***“Be a part of the peacemaking effort in your community. Mediation Services is looking for good people to serve as volunteers & mediators for a variety of our programs.”***

—Ann M. Wallerstedt, Executive Director

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