

## About Quabbin Mediation

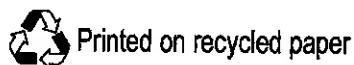
Since 1995, the staff and volunteer mediators of Quabbin Mediation have helped many thousands of people resolve their disputes. Quabbin Mediation is a community-based nonprofit organization that uses mediation as an effective way for people in conflict to find their own solutions to their disputes.

Quabbin Mediation offers seminars, workshops, and training in mediation, communication, active bystandership and conflict resolution, and designs training programs to meet the needs of any group.

Workshops and training have been conducted for police departments, schools, unions, social service agencies, attorneys, court personnel, youth groups, businesses, and houses of worship. Quabbin Mediation has trained more than 100 adult volunteer mediators and more than 1,000 students as peer mediators.

The Massachusetts Supreme Judicial Court approves Quabbin Mediation to provide mediation services to the District Courts in Orange, Palmer, Eastern Hampshire County, Worcester, and Winchendon; the Franklin and the Hampshire Probate and Family Courts; and the Franklin/Hampshire Juvenile Court.

Quabbin Mediation's achievements are rooted in the enduring collaborations it enjoys based on our reputation as a reliable, professional organization that adheres to high ethical standards while creating programs that meet the needs of the people we serve.



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## VETERANS MEDIATION



## MEDIATION SERVICES BY VETERANS FOR VETERANS

*Quabbin Mediation mediates disputes that arise in all areas of community life and teaches mediation, communication, conflict resolution, and violence prevention skills with the intent of weaving the language and process of creative problem solving into the fabric of the community.*

## Veterans Mediation

In May of 2007, Quabbin Mediation launched Veterans Mediation, training twelve veterans and veterans' family members as mediators. There are now more than 30 Veterans Mediation members, three of whom are Veterans Service Officers. These volunteers mediate cases throughout the region, educate the public education about the project, and are working to take the project statewide.

Members of Veterans Mediation understand the military experience and have the skills to provide mediation services to veterans, active military, National Guard and Reserves, and their families.

## What Is Mediation?

- No one loses by trying to resolve disputes through mediation. Mediation is an effective way of resolving conflicts with the potential to preserve important relationships, and save time and money.
- **Voluntary:** all parties involved agree to be a part of the mediation and anyone can withdraw from the process at any time.
- **Neutral:** mediators are impartial; they do not take sides, give advice, or judge the parties.
- **Confidential:** mediations are done in a private setting. Under Massachusetts law, information from mediations *will not be made public* and *cannot be used in court*.
- **Self-determined:** the parties have the opportunity and responsibility to create their own solution to the dispute. Mediators do not make suggestions or tell people what to do.
- **Informed:** informed consent means no agreement is signed unless the parties have the knowledge and ability to fully understand the process and the terms of their agreement.

## Why Mediate?

- Resolve problems without costly or time consuming legal battles.
- Work together to find mutually satisfying solutions. Mediation is a cooperative process.
- Mend personal and professional relationships. Mediation fosters confidence, trust, and good relations.
- Solve disputes with employees, customers, and suppliers to benefit businesses in an effective way.
- Solve conflicts among coworkers and help workers solve problems that would hinder finding and keeping a job.
- Reach workable agreements within families such as between parents and teens in conflict.
- Work together to make divorce or separation agreements, keeping the interests of the children in mind.
- Find workable solutions for caring for elderly parents.
- Settle differences among neighbors that may have lasted for years.

## We Mediate Disputes of All Types:

- Parent/Child
- Neighbor
- Small Claims
- Business
- Landlord-Tenant
- Divorce
- Family
- Workplace
- Minor Criminal

## Court-Based Mediation

Mediators are in Courts on days when cases appropriate to mediation are heard. Disputants create their own agreements, which can then be entered into the record.

## Community, Family, Divorce and Custody, and Business Mediations

Quabbin Mediation serves all sectors of the population: children, teens, adults, elders, people from diverse cultures, those that speak languages other than English, and people of all ability levels. In family cases, mediations can involve parents and children, as well as agencies and schools. The Veterans Mediation Project is designed specifically for those who have served in active duty, and/or National Guard and Reserves, and their families.

## Mediators

Mediators help people clarify issues, identify common interests, and seek their own solutions while creating agreements that satisfy the needs of everyone involved. The mediation process is flexible, informal, and promotes creative thinking.

In addition to the organization's professional staff, dozens of experienced volunteers help mediate disputes and implement programs. They include attorneys, professionals, young people, and blue and white collar workers.

## Referring a Case to Mediation


To determine whether your situation is appropriate for mediation, call the Quabbin Mediation office and speak with a member of the staff. It is our responsibility to contact the other party in a dispute to explain mediation. If we determine that mediation might be helpful, then we schedule a time and location for the mediation that is convenient for all parties. We mediate cases that are self-referred, referred by attorneys, police, schools, social service agencies, and the courts.

## Languages

We have the capacity to mediate with Spanish, Russian, and Khmer speakers. Interpreters can be found to assist with other languages.

## Fees

Services are free of charge or very affordable.

**Location**  All mediation sites are accessible.

## Contact Information

Quabbin Mediation offices are located at:  
13 South Main St., Orange, MA, 01364  
Office hours 9 a.m.-5 p.m., Mon-Fri.

## Telephone:

978-544-6142

Toll free: 888-924-2600

**e-mail:** [vets@quabbinmediation.org](mailto:vets@quabbinmediation.org)

**Web site:** [www.quabbinmediation.org](http://www.quabbinmediation.org)

## QUABBIN MEDIATION

13 SOUTH MAIN ST., ORANGE, MA 01364

Vets@QuabbinMediation.org; (978) 544-6142; (888) 924-2600

# FREE 30-HOUR **MEDIATION TRAINING**

## **for VETERANS**

*presented by Quabbin Mediation*

### **Veterans Mediation**

Quabbin Mediation launched Veterans Mediation in 2007, training veterans, active military, National Guard and Reserves, their family members, and those working with veterans. Members of Veterans Mediation understand the military experience and volunteer through Quabbin Mediation to mediate disputes for their peers and others. The training consists of skill-building exercises, role-plays, and interactive large and small group activities, providing the opportunity to learn the skills necessary to mediate. Trainers include Quabbin Mediation staff and members of Veterans Mediation. Those who complete the 30-hour training earn a certificate.

**What Is Mediation?** Mediation is an effective way of resolving conflicts with the potential to preserve important relationships, and save time and money. Mediators help people clarify issues, identify common interests, and seek their own solutions while creating agreements that satisfy the needs of everyone involved. The mediation process is flexible, informal, and promotes creative thinking. It is:

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- **Informed consent:** parties must be able to fully understand the process and the terms of their agreement.

**Mediation skills are applicable in situations and conflicts of all types:** Human Resource Departments, Business and the workplace, Parent-Child and family matters, among neighbors, between Landlords and Tenants, in Divorce and custody, with Minor Criminal, Small Claims and other cases referred by the Courts.

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### APPLICATION FORM

#### **VETERANS MEDIATION TRAINING**

**TRAINING SCHEDULE: 8:30-3:30, March 18, 25, April 1, 8, 15 at the World War II Club, 50 Conz St., Northampton, MA**

One hour for lunch. (Bring your own or buy it in town.)

**PLEASE RETURN THIS FORM TO THE ADDRESS ABOVE OR E-MAIL THE INFORMATION TO:**

**Susan@QuabbinMediation.org We will confirm your registration by March 1, 2016**

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone (cell) \_\_\_\_\_ Landline \_\_\_\_\_

Email \_\_\_\_\_

1. Why do you want to be trained as a mediator? \_\_\_\_\_

2. What skills and abilities do you have that will enhance your ability as a volunteer mediator? \_\_\_\_\_

3. Branch of service, if relevant: \_\_\_\_\_

**PLEASE RETURN THIS FORM TO THE ADDRESS ABOVE OR E-MAIL TO: Susan@QuabbinMediation.org**

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