

### 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 will design a program to meet the needs of any group.

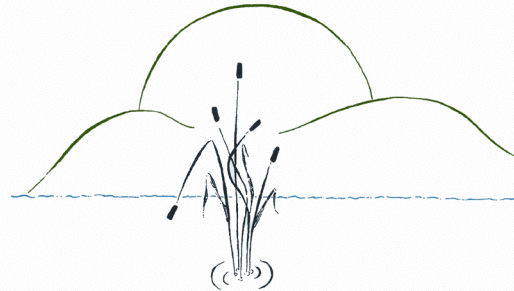
Workshops and training have been conducted for police departments, schools, unions, social service agencies, attorneys, court personnel, youth groups, businesses, and houses of worship. Quabbin Mediation has trained more than 100 adult volunteer mediators and more than 1,000 students as peer mediators.

The Massachusetts Supreme Judicial Court approved Quabbin Mediation to provide mediation services to the four District Courts of Orange, Palmer, Eastern Hampshire County, and Winchendon; the Franklin and Hampshire Probate and Family Courts; and to 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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**QUABBIN MEDIATION**

CREATIVE PROBLEM SOLVING

## VETERANS MEDIATION PROJECT



### 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.*

The Veterans Mediation Project

In May of 2007, Quabbin Mediation launched the Veterans Mediation Project. The twelve veterans and veterans' family members Quabbin Mediation trained as mediators are the Advisory Board for this project. They mediate cases throughout the region, do public education about the project, and are working to take the project statewide.

The members of the Veterans Mediation Project understand the military experience and have the skills to provide mediation services to veterans, active military 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 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, advise, or judge.
- 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.

### **Quabbin Mediation Mediates Disputes of All Types, Including:**

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

### **Court-Based Mediation**

Mediators are in Orange, Winchendon, Palmer, and Eastern Hampshire District Courts on days when small claims and landlord-tenant cases are heard. Disputants create their own agreements, which can then be entered into the court 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.

### **Languages**

In addition to English, the organization has the capacity to mediate with Spanish and Khmer speakers. Interpreters can be found to assist with other languages.

### **Fees**

Services are free of charge or very affordable.

### **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.

To create the Veterans Mediation Project, Quabbin Mediation trained veterans and veteran family members because they understand the military experience and re-entry into civilian life. They mediate cases that are self-referred, referred by attorneys, police, schools, social service agencies, and the courts.

**Location**  All sites are accessible.

Most mediations are conducted at our offices in Orange and Northampton. Space is also available in other towns and cities.

### **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.

90 Conz St., Suite 218, Northampton, MA 01060, Office hours by appointment.

Mail Address: P.O. Box 544, Athol, MA 01331

Telephone: 978-544-6142; 413-586-1202;  
888-924-2600 (toll free)

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

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

**Donations:** Tax exempt donations for the Veterans Mediation Project may be made to Quabbin Mediation and sent to the Orange address above.

*"The mediators were fair, friendly, and I was comfortable even with the stress I felt."*

—participant in mediation