

## About Quabbin Mediation

In 1995, district court personnel and the presiding justice, attorneys, police, businesses, school principals, human service agencies, and faith organizations helped create Quabbin Mediation. Over the years, the organization's staff and volunteer mediators have helped many thousands of people resolve their disputes.

Quabbin Mediation offers seminars, workshops, and training in mediation and conflict resolution and will design a program to meet the needs of any group. Workshops and training have been conducted for local police departments, school systems, social service agencies, attorneys, court personnel, businesses, youth groups, houses of worship, and more.

Quabbin Mediation mediates disputes of all sorts, runs an elders' mediation project and an after school program for youth, and trains volunteer adults as mediators. Quabbin Mediation has trained more than 60 adult volunteer mediators and over 1,000 students as peer mediators in four school districts.

Quabbin Mediation's achievements are rooted in the enduring collaborations it enjoys with local individuals, organizations, agencies, and institutions. These partnerships are based on Quabbin Mediation's reputation as a reliable, professional organization that adheres to high ethical standards while creating programs that meet the needs of people in the region.



# MEDIATION SERVICES

*Quabbin Mediation mediates disputes that arise in all areas of community life and teaches mediation, 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.*

## Quabbin Mediation

Quabbin Mediation is a community based nonprofit organization that uses mediation as an effective way of resolving disputes. Mediators are trained volunteers from the community or are organization staff.

Quabbin Mediation is approved by the Massachusetts Supreme Judicial Court to provide mediation services to the three District Courts of Orange, Eastern Hampshire County, and Winchendon; the Franklin/Hampshire Probate and Family Court; and the Franklin/Hampshire Juvenile Court.

## What Is Mediation?

- *A win/win process:* 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. Mediators facilitate.
- *Confidential:* mediations are done in a private and confidential setting. Under Massachusetts law, information from mediations *will not be made public* and cannot be used in court.
- *Self-determined:* in mediation, the parties have the opportunity and responsibility for designing the solution to their 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 and agree with 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 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, 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.

### **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 are a diverse group that includes attorneys, professionals, young people (several of whom began as peer mediators in the

schools), and blue and white collar workers. Trained volunteers mediate small claims and landlord-tenant matters at the district courts plus family and youth disputes that are self-referred or referred by attorneys, police, schools, social service agencies, or the courts.

### **Location**

Most mediations are conducted at court for court-referred cases or at Quabbin Mediation's offices in Orange. Elsewhere, local governments, churches, and agencies have made space available as a donation or at very low cost.

### **Contact Information**

Quabbin Mediation offices are located in the Orange District Court Building, 13 South Main St., Orange, Mass. Office hours are 9 a.m.-5 p.m., Monday through Friday.

Cliff McCarthy, Mediation Director

Mailing Address: Quabbin Mediation, P.O. Box 544, Athol, MA 01331

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

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

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

*"I thought the mediators were fair, friendly, and I was made to feel comfortable even with the stress I felt."*

— participant in mediation

