

## Why Use Mediation in a Community Dispute?

### It Is Effective

- Quick
- Cost-effective
- Convenient
- Reduces stress and anger
- Preserves and restores good community relationships

### The Process Is Safe

- Confidential
- Voluntary
- Neutral and supportive environment
- Consensual
- Informal
- Concerns are heard

### You Make The Decision

- Solutions are tailored to the needs of all parties involved
- Allows for creative Win/Win solutions
- Binding decision is made only if all parties consent to it
- If the parties do not agree at the end of the process, they are free to pursue other options to resolve their conflict

## Supported By

The Together Against Violence  
Network

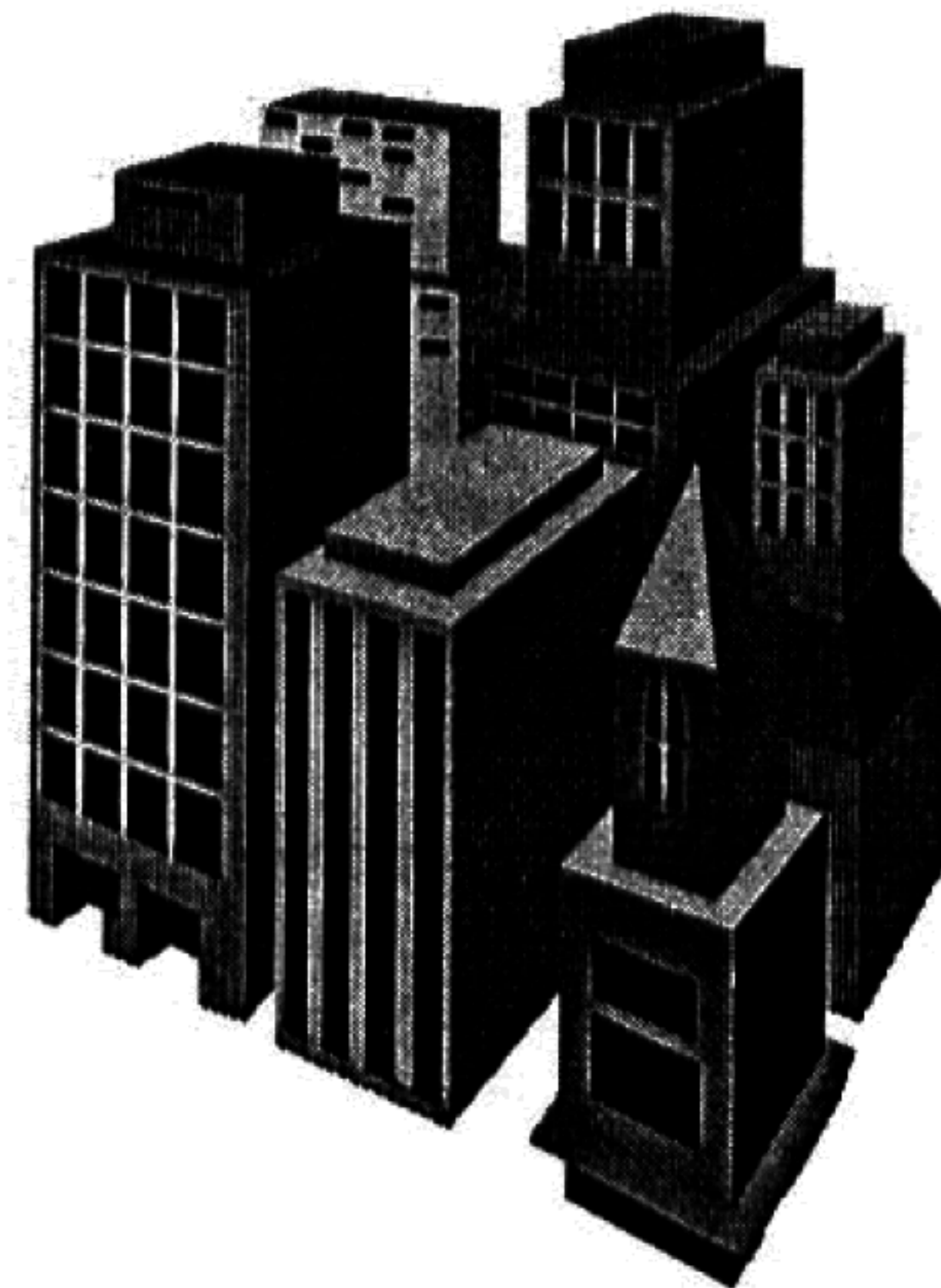
The City of North Vancouver

The Social Planning Department of  
The District of North Vancouver

North Shore Neighbourhood House

North Shore Community Services

The British Columbia International  
Commercial Arbitration Centre



 **NORTH SHORE  
CREDIT UNION**  
FOUNDATION 

# Resolving Conflicts In The Community



**COMMUNITY  
MEDIATION SERVICES  
SOCIETY**

Telephone: 604-990-3707  
cmss@shaw.ca  
[www.communitymediation.ca](http://www.communitymediation.ca)

## What Happens In A Mediation?

The parties meet in a voluntary face-to-face meeting assisted by impartial mediators trained in conflict resolution. The mediators guide the process and are responsible for setting and maintaining certain ground rules, such as confidentiality and an atmosphere that is non-confrontational.

Each party has the opportunity to tell his or her story without interruption and then the mediators help the parties clarify the issues and understand each other's needs and concerns. Mediators do not decide who is right or wrong, nor do they take sides or impose solutions. The parties themselves explore possible solutions with the mediators' assistance. The final decision is made by the parties in a way that best meets the needs of all those involved in the dispute.

## What Types of Community Conflicts?

### Disputes Between Neighbours

- Noise
- Privacy
- Pets
- Trees
- Property maintenance

### Disputes Between Residents And Local Merchants

- Garbage
- Parking

### Other Community Conflicts

- Use or Sharing of Public Facilities
- Conflicts between Schools and Local Residents or Students
- Youth Conflicts in the Community

**Generally, our services may be used for any dispute resulting from a breakdown in normal, friendly community relations.**

## Community Mediation Services Society (CMSS)

We are a non-profit society through which trained mediators volunteer their services to mediate community disputes.

### The CMSS Process

- Call us at 604-990-3707 and ask about our mediation services.

- We will listen to your concerns and help you decide whether our services are appropriate for your situation.

- If you decide to use our services, we will ask you to obtain the agreement of all parties to mediate the dispute. We will help you with this, if necessary.

- Mediators will be assigned and a mediation date, time and location scheduled.

- You will be encouraged to give a written summary of the dispute before the start of the mediation process. This will help the mediators to become familiar with your situation so that they are better able to help you during the mediation process itself.