

What is MEDIATION?

Mediation is a voluntary and confidential alternative for parties involved in a dispute. Trained mediators will guide parties through an informal process that helps those involved to identify the issues and generate their own resolutions. The goal is to assist parties in developing win-win solutions. Mediators are neutral and do not take sides or tell you what to do.

*Mediation is
voluntary,
confidential
and FREE*

What kind of DISPUTES can be Mediated?

- **Neighborhood Disputes**
(noise, property, community or animal issues)
- **Intrapersonal/Family Disputes**
(parent/teen conflicts, siblings, friends and guardianship issues)
- **Business Disputes**
(employee/employer, owner/customer)
- **Landlord/Tenant**
(HOAs, neighborhood conflicts)
- **Collaborative Parenting Plan Mediation**

HCCMP does NOT mediate divorces, custody disputes or domestic violence.

The Harford County Community Mediation Commission was established in 1995 to provide citizens with an effective and efficient process to resolve disputes through mediation. The Commission is comprised of 15 members, appointed by the County Executive, and the Community Mediation Coordinator.



Spanish Speaking intake staff available Monday-Thursday, 9am-4pm and Fridays 9am-1pm. A voicemail will be available at other times. When necessary, CRCMC Spanish speaking staff can return a phone call during evenings and weekends if participants cannot be reached at other times. 855-826-2909

For more information please contact the
Harford County
Community Mediation Program
at 410-638-4807
or visit
www.harfordmediation.org
*Produced with support from the Maryland
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BARRY GLASSMAN
Harford County Executive

AMBER SHRODES
Director, Department of Community Services



HARFORD COUNTY COMMUNITY MEDIATION PROGRAM (HCCMP)

*promoting peaceful
alternatives*



**The Harford County
Community Mediation
Program (HCCMP)**

Harford County Department of Community Services



Why try Mediation or Facilitation?

Mediation allows the parties in a dispute to reach an agreement without labeling someone a winner or loser, and the parties have more control over the outcome of their dispute than they would in a court or administrative hearing. There are also many practical reasons to try mediation:

- **Saves time.** Once the parties agree to mediate, a session can usually be scheduled within a week.
- **Saves money.** Expensive attorney fees and court costs can be avoided.
- **Convenient schedule.** Mediation can be scheduled for evening and weekends at convenient sites in your community, such as libraries, schools and community centers.
- **Avoid future conflict.** Mediation provides the opportunity for the parties to develop a way to avoid conflict in the future and to agree on how to reasonably handle conflict if it does happen again.
- **No penalty for trying mediation first.** If mediation does not work for your dispute, your rights to try other relief through the courts, police, or other administration agencies are unaffected.

“Never doubt that a small group of thoughtful, concerned citizens can change the world. Indeed it is the only thing that ever has.”

- Margaret Mead



What is the HCCMP?

- A **FREE Service** created by the Harford County Government for the citizens of Harford County.
- Mediators/Facilitators are **Trained Volunteers** from the community.
- Mediators/Facilitators are available at **any stage** in a conflict or situation.
- **Referrals** come from courts, police, civic groups, community organizations, government agencies, friends and family.
- HCCMP does **outreach** in the community, provides **education** about conflict management and provides **training** for volunteer mediators.

How do I use the SERVICE?

Just call or email the HCCMP office.

An intake worker will determine if your conflict is appropriate for mediation. If you decide to try the mediation, the HCCMP will contact the other party and invite the other party to attempt mediation. If the second party agrees to try the process a mediation session will be scheduled.

Do you like HELPING PEOPLE?

*HCCMP is seeking
volunteer Mediators!*

- Are you a good listener?
- Can you listen to people without taking sides?
- Do you believe in solving problems without violence or litigation?

VOLUNTEERS ARE PROVIDED:

- Free training – 45 hours of Basic Mediation Training
- Free additional 5 hours of Advance Training
- Additional 15 hours of Facilitation Training

To participate in the training, you must agree to one year of volunteer service to this program, making yourself available to mediate an average of once or twice per month.

For more information please contact the Harford County Community Mediation Program at 410-638-4807 or visit www.harfordmediation.org to obtain an application.