What Is Mediation?

Mediation is: conflict resolution assisted by a neutral third party achieved through active listening, understanding, exploration of options and compromise. Mediation is a win-win alternative to small claims court.

What Happens In Mediation?

Active Listening:
All parties involved in the dispute not only listen to what each other is saying, they will also understand.

Understanding:
Once the parties listen to both sides of the dispute, they will see each other's point of view.

Exploration of Options & Alternatives:
Once the disputing parties have listened to each other and have an understanding of each other's point of view, they explore options for resolving the dispute.

Compromise:
All parties have valid concerns, and it is okay to disagree, but they can learn to compromise to resolve conflict. Then, everyone wins.

What Types of Disputes Can Be Mediated?

- Landlord/Tenant
- Harassment
- Neighbor/Neighbor
- Small Claims
- Employer/Employee
- Consumer/Merchant
- Business/Business
- Adult Guardianship
- Victim/Offender Mediation
- Domestic (Divorce, Child Visitation, Marital Settlement Agreements)

Why Should You Mediate Your Dispute?

Confidentiality:
All information and discussions are considered confidential in accordance with California Evidence Code Section 1152.5.

Affordability:
Low-cost mediation services are available to the community.

Efficiency:
Eliminates the need for time consuming and costly legal hearings and trials.

Effectiveness:
Simple win/win solutions.

Contact

- **Call the Dispute Resolution Center**

  Western Riverside County
  2038 Iowa Avenue, Suite B-102
  Riverside, CA 92507
  (951) 955-4900
  TTY: (951) 955-5126
  Fax: (951) 955-6506
  (800)-511-1110

  Eastern Riverside County
  County Administration Center
  82-675 Highway 111
  Indio, CA 92201
  (800) 511-1110
  TTY: (951) 955-5126

- **Speak with a trained mediator and schedule a time to discuss the dispute with both disputing parties present.**

- **Reach an understanding and resolve your dispute with a valid contract pursuant to Civil Code of Civil Procedures 664.6.**

Mediation is a win/win alternative to small claims court for all parties involved in a dispute. It is affordable, efficient and effective.

Helping People - Changing Lives

Dispute Resolution Services Include...

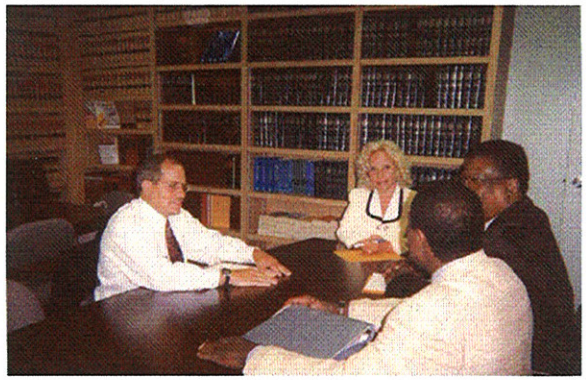
- Mediation and conciliation services to the Superior Court of California, Riverside County.
- Mediation services for small businesses in Riverside County.
- Public awareness education of alternatives to resolving disputes.
- Training and certification classes in Conflict Resolution in accordance with the Dispute Resolution Act of 1996.
- Community mediation to address daily issues and conflicts for residents of Riverside County.
- "Roll Call" Training given for local Police Departments to write "tickets" for the disputants to participate in mediation.
- Peer Mediation teaches mediation to middle school and high school students.

www.capriverside.org

Dispute Resolution Center
Community Action Partnership
of Riverside County
2038 Iowa Avenue, Suite B102
Riverside, CA 92507

Community Action Partnership of Riverside County

Dispute Resolution Center



Helping People. Changing Lives.
community Action PARTNERSHIP
AMERICA'S POVERTY FIGHTING NETWORK
of Riverside County
2005 Award for Excellence

2038 Iowa Avenue, Suite B102
Riverside, CA 92507

Phone: (951) 955-4900
Phone: (800) 511-1110
Fax: (951) 955-6506
TTY: (951) 955-5126
Lois J. Carson, CCAP, Executive Director

www.capriverside.org

Helping People - Changing Lives