

Safe Horizon Mediation Centers

Manhattan Mediation Center

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Brooklyn Mediation Center

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www.safehorizon.org/mediation

Mediation and Conflict Resolution

Are you facing a conflict?



When you're in a conflict,
you have options.

212.577.1740

718.834.6671

Mediation can help.

Mediation works.

Over 10,000 New Yorkers resolve their conflicts peacefully each year with the help of Safe Horizon's mediation services. Mediation promotes understanding, builds trust, and strengthens communities. It is a chance for parties in conflict to discuss their concerns with the help of a neutral mediator. Mediation is a free and efficient alternative to court.

Unlike a judge, the mediator does not make decisions, but rather helps the parties to:

- Discuss their viewpoints
- Generate new options
- Create effective solutions

What's in it for you?

There are many reasons why people turn to mediation when trying to resolve a conflict. The benefits of mediation include:

- No cost to the participants
- A confidential and private setting
- Time to explain the situation
- A quick route to resolution
- Control of the outcome
- A highly trained professional mediator



moving victims of violence from crisis to confidence



moving victims of violence from crisis to confidence

We can help.

Is someone harassing you? Are you having trouble with your teenager? Do you have a noisy neighbor? Are you having problems with your landlord, tenant, or child's school? Need help with custody and visitation decisions? Are you involved in any conflict that you just cannot resolve on your own?

We are embedded in the community, through schools, courts, supportive housing units, and workplaces.



◦ **Do you provide other conflict resolution services?** We provide a broad range of services, including:

- Training
- Consulting
- Group Facilitation
- Conflict Coaching
- Victim-Offender Dialogue
- Arbitration
- Mediator credentialing

Common questions

◦ **How much does it cost?** Mediation services at Safe Horizon are free of charge. As an alternative to going to court, mediation is a cost effective way to resolve a dispute.

◦ **Who are the mediators?** Mediators are professionally trained and come from all walks of life to serve as neutral parties in resolving disputes.

◦ **How long does it take?** Mediation sessions generally last one to two hours, depending on the issues and the mediation center's business hours. Additional sessions can be scheduled as needed.

◦ **If I go to mediation, can I still use other options to resolve my dispute?** Though mediation is highly successful, it may be necessary to try other options. We can refer you to other social service agencies, legal assistance, or other programs within Safe Horizon. Mediation does not prevent you from going to court at any time.

Safe Horizon

Safe Horizon is the nation's leading victim assistance and advocacy organization. For over a quarter of a century, Safe Horizon has been at the forefront of helping victims of crime and abuse through their crises. We are woven into the fabric of New York City, and we are here where and when we are needed—in the courts, in the community, and at the other end of a telephone at any hour of the day or night.

Our dedicated staff help more than 350,000 victims each year find hope by offering a chance to tell their own stories in their own words, a guide through the criminal justice system, and a safe place to sleep.

Safe Horizon began offering mediation in 1981 and is now one of the largest providers of conflict resolution services in the country.

www.safehorizon.org

We mediate all kinds of conflicts:

- Conflicts between neighbors
- Noise complaints
- Housing disputes
- Family and parenting issues
- Harassment
- School and Special Education issues
- Business disputes
- Relationship issues

Setting up a mediation appointment is fast and easy.

- Call the mediation center closest to you:

Manhattan: 212.577.1740, x125

Brooklyn: 718.834.6671, x13

- We will answer your questions, and schedule a time that works for you. We have hours in the morning, afternoon and evening.