

The Springfield Mediation Service (SMS) was established by the City of Springfield in 1991 to "provide Springfield residents with collaborative processes as a means to resolving their disputes."

In many years of service to the community, the Springfield Mediation Service has developed an excellent track record of successful mediations and conciliations.

Please feel free to detach the bottom portion of this page and keep it handy for future reference.

SPRINGFIELD MEDIATION SERVICE

(937) 324-7696

Mediation...

It's Free, Fast, Fair, and It Works!

76 E. High St. Mon.- Fri.
Spfld, OH 45502 8:00 AM - 5:00 PM

Mediation Benefits for you:

1. Affordable. It's Free!
2. Timely. Mediation cases are set within two weeks, or arranged at the convenience of disputants.

3. Convenient. Cases may be scheduled on Saturdays, on week nights or during the week days, in locations convenient to both parties.
4. Understandable. Mediators are trained to put you at ease and communicate clearly
5. Private. Mediations are conducted in private, confidential settings.
6. Effective. Nationally, 75-90% of cases mediated in dispute resolution centers reach an agreement.
7. Satisfaction. Research has shown a high degree of satisfaction by parties who have mediated their own agreements.

Mediation Benefits for Springfield:

1. Promotes understanding and collaboration in Springfield's neighborhoods.
2. Improves the quality of life in Springfield.
3. Curbs the incidence of repeat disturbances by resolving disputes before they escalate.
4. Saves taxpayer money.
5. Allows the justice system to direct its efforts to cases requiring judicial intervention.

**SPRINGFIELD
MEDIATION
SERVICE**

A Peaceful Alternative



**NEIGHBORS COLLABORATING
TO RESOLVE DISPUTES**

City of Springfield, Ohio
Springfield Mediation Service
76 E. High Street, 2nd Floor
Springfield, Ohio 45502
(937) 324-7696

Provided by:

Sheila E. Rice

Clerk, Clark County Municipal Court

What types of disputes are handled?

- Neighbor to Neighbor
- Neighborhood parking and boundaries
- Animal nuisance
- Disturbing the peace
- Landlord-Tenant issues
- Other issues as appropriate

Where are the mediations held?

In neutral, community buildings and churches throughout Springfield. An attempt will be made to find a convenient location for all parties.

When are mediations held?

Most mediation sessions are held on Saturday mornings or afternoon. Sessions may also be arranged on week day or week nights, if necessary.

Who are the mediators?

A multicultural group of well-trained, neutral Springfield citizens from many professions who volunteer their time to assist you in the resolution of your dispute.

What is mediation?

Mediation is an old way of solving problems that is becoming popular again. In mediation, you have an opportunity to take an active role in settling your conflict.

A mediation session provides a neutral forum for you and the other party to:

- Discuss and clarify issues that are causing conflict.
- Express feelings.
- Discuss interests of each party.
- Discuss possible solutions.
- Work out an agreement to resolve the conflict.

This confidential and voluntary process is a very effective way to build creative solution to difficult problems.

Why mediate?

Conflict is an inevitable part of life for all of us. When we have disputes with others, our quality of life is affected. Mediation gives us a chance to deal directly with the other person, resolve issue and often restore broken relationships. It is a free and confidential way to prevent escalation of conflict.

How do I request mediation?

Contact the Springfield Mediation Service by phone or in person. A staff person will assist you in discussion of your dispute. If your dispute is appropriate for mediation, the staff person will contact the other party and request their participation in mediation.

Who can refer people to the Springfield Mediation Service?

Referrals can be made by individuals themselves, friends, neighbors, clergy, schools, police, judges, employers, social service agencies, the prosecutor's office, probation officers and attorneys. Many cases handled by SMS do come upon referral from other individuals or agencies.

"We solved an aggravating situation which had existed for several years in just one meeting. I would highly recommend you and thank you for the impact in our particular problem."

M. E. Whalen
Mediation Participant