

# MONTGOMERY COUNTY, MD - DISABILITY NETWORK DIRECTORY

## Conflict Resolution

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### Conflict Resolution Center of Montgomery County

Bethesda-Chevy Chase Regional Services Center

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**Hours:** Monday through Friday, 9:30 a.m. to 4:30 p.m. Provides mediation free of charge to those who live, work, and/or attend school in Montgomery County. Mediation is a confidential, nonjudgmental, and voluntary process in which two neutral mediators assist participants, typically two or more persons in a dispute situation, to develop solutions to their conflict. The participants speak for themselves and make their own decisions. The mediators facilitate the exchange, neither taking sides nor suggesting or evaluating solutions.

**Senior Mediation:** A relatively new program for CRCMC, this provides specially trained mediators to help participants resolve family issues involving health care directives, assisted living/nursing home preferences, and decisions that are difficult for seniors and their families to make. It began as a pilot program in the Takoma Park and Silver Spring areas inside the Beltway, but currently is available throughout the county.

**Governmental Mediation:** CRCMC provides mediators for a number of Montgomery County governmental agencies, decreasing the agencies' workload and allowing more county residents to resolve their own conflicts:

- **Small Claims Court** Two CRCMC volunteer mediators are assigned to provide mediation services for the resolution of "small claims" disputes one day every week, in both the Rockville and Silver Spring courthouses. Judges, attorneys, or litigants can refer these cases (small claims such as interpersonal issues, workplace disputes, consumer disputes, and neighbor conflicts) to mediation while waiting for the trial. Parties agreeing to participate are taken to an available conference room where mediation takes place, usually with a single mediator. If the parties reach agreement, the trial is canceled, and the agreement can become part of the court record.
- **Peace Order Docket** A CRCMC volunteer mediator is assigned to provide mediation services to parties to peace order disputes one morning each week in the Rockville courthouse. These cases arise when an individual has filed a complaint seeking to have another unrelated individual kept away from him or her. In cases deemed appropriate by the sitting judge, parties agreeing to participate are taken to an available conference room where mediation takes place, usually with a single mediator.
- **State's Attorney's Office** CRCMC volunteer mediators are assigned to provide mediation services to resolve cases filed with the County State's Attorney's Office and identified by that office's attorneys as being potentially resolvable by mediation. These cases involve a myriad of issues including employment, simple assaults, business, property damage, and bad checks. One mediator is usually assigned to these cases.
- **Commission on Common Ownership Communities** CRCMC volunteer mediators are assigned to provide mediation services for the resolution of disputes between homeowners and homeowner associations that have been filed with the Commission. Two mediators are usually assigned to this type of case.
- **Montgomery County Public Schools** CRCMC mediates disputes between school employees through the school system's Employee Assistance Program. Also, upon request by a parent of a student with special education needs or school system personnel, CRCMC facilitates meetings to develop the student's Individualized Education Program (IEP). The trained and neutral IEP facilitator helps to ensure that all viewpoints are heard and that all items on the agenda are discussed.