

GET IN TOUCH

By Phone: 315-785-0333

Email: info@resolution-center.net

Note: Office hours are subject to change based on court and client needs.

Jefferson County

- Monday–Thursday: 8 a.m.– 4 p.m.
- Friday: 8 a.m.–3 p.m.
- Evenings are easily available by appointment

531 Washington St., Suite 4124
(Rouse Building)
Watertown, NY 13601

&

Lewis County

- Wednesdays: 9 a.m.– 4 p.m.
- Evenings are easily available by appointment

7421 East Road
(Maple Ridge Center)
Lowville, NY 13367

Tammy Patterson, ext. 133

ADR Program Coordinator

Angel Trejo, ext. 136

ADR Case Specialist

St. Lawrence County

- Monday–Thursday: 8 a.m.– 6 p.m.
- Fridays: ***Call Tammy or Angel 8am-3pm***
- Evenings are easily available by appointment

3½ E. Main St.
(Unitarian Universalist Church)
Canton, NY 13617

Rick Pominville, ext. 201

ADR Program Director

WHO ARE WE?

With local ADR programming that began in 1983, the Jeff-Lewis Mediation Center was founded in 1991. Almost overnight it became an umbrella agency for new programs. Today, The Resolution Center encompasses so much more than ADR to include:

- Court Appointed Special Advocates (**CASA**) for child victims of abuse/neglect in foster care or at risk of going into foster care.
- Peer-led **Youth Court** for first-time offenders of misdemeanors and violations to take responsibility and repair harm through sanctions and diversion programming.
- **Supervised visitation** for children separated from their families.
- Licensed mental/behavioral health **counseling and psychoeducation** services for individuals (ages 3 and up), couples and groups.

Mediation and Dispute Resolution Services are primarily funded by the **NYS Unified Court System.**



VOLUNTEER WITH US!

Learn valuable professional and personal skills while giving back to your community. Call us for information on how to **become a mediator!**

The Resolution Center
of Jefferson, Lewis & St. Lawrence Counties

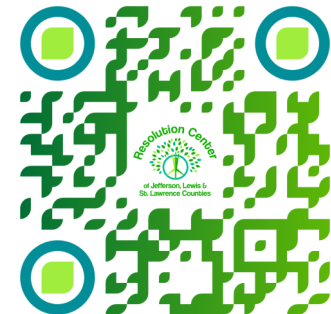
Mediation & Dispute Resolution Services

The complex block features a collage of images. On the left is the logo for The Resolution Center, which includes a stylized tree with a peace symbol at its base. To the right of the logo are several small photographs showing people in various settings, including a woman talking to a child, a woman at a desk, a man and woman shaking hands, and a woman looking thoughtful. Below the collage is a large, bold text box with a green border containing the text "Mediation & Dispute Resolution Services".

**Conflict happens.
The Resolution Center
can help!**

**Please reach out:
(315) 785-0333**

info@resolution-center.net
resolution-center.net



WHAT ADR SERVICES ARE AVAILABLE?

Conflict Resolution, also known as Alternative Dispute Resolution (ADR), includes a variety of processes that help people and businesses resolve disputes.

We offer the following ADR services:

- **Mediation**
- **Conciliation**
- **Conflict Coaching**
- **Restorative Practices** (such as Community and Harm Circles)

All services are private, confidential, free or low-cost, and provided in a safe setting with professionally-trained, neutral mediators/facilitators.

WHY IS ADR A BETTER OPTION?

- ADR focuses on you and your needs, supporting you to **make your own decisions** without going to court.
- ADR is generally a **quicker process** than going to court and gives you the chance to discuss your situation fully and **let your voice be heard**.
- These services can be set to meet your schedule, making conflict resolution **affordable and accessible**.
- ADR often results in **creative solutions, longer-lasting outcomes, and improved relationships**.

WHAT KINDS OF CONFLICTS CAN BE CONSIDERED?

Almost any conflict is appropriate for dispute resolution if all parties are willing to come to the table.

Family / Child / Adult / Senior

- Custody and Visitation (incl. violations)
- Child Support (original orders only)
- Parent-Teen Disputes
- Family Communication/Disputes
- Child Permanency (children in foster care)
- Dividing Family Assets
- Senior/Elder Care & Transitions
- Legal Separation
- Divorce Referral Program

School / Youth (up to 18 years old)

- Attendance/Ttruancy, Tardiness
- Special Education
- Juvenile Justice Diversion
- Student or Team Disputes
- Code of Conduct/Discipline
- Re-entry After Suspension
- Youth (Peer) Court*

Community/Specialty

- Small Claims
- Breach of Contract
- Landlord-Tenant/Evictions
- Neighbors/Roommates/Tenants
- Workplace Conflict
- Commercial (Business-to-Business, Business-to-Consumer)
- Agriculture/USDA

* Only available in Jefferson County.

WHAT IS...?

Mediation is a unique process where mediators help people understand each other's point of view, balance the conversation so all are heard, and encourage parties to explore available solutions for a mutually acceptable agreement. Agreements can be submitted to attorneys or courts, if needed, for legal or judiciary review.

Mediators are objective, nonjudgmental, and impartial. They do not give legal advice or provide counseling.

Conciliation is another option when a face-to-face meeting is not possible. A staff member consults with both parties through phone calls to establish their understanding and drafts an agreement.

Conflict Coaching is a process in which a coach works one-on-one with a client to achieve more clarity about the conflict situation, consider options for managing it, develop communication and negotiation skills, and/or create an action plan for addressing the situation.

Restorative Practice is a process to involve stakeholders of a specific offense to collectively identify and address harms, needs, and obligations, to heal and put things as right as possible.

Peacemaking Circles are a way to bring people together to have difficult conversations and to work through differences. They can be used for decision-making and problem-solving in families, schools, workplace, and in the criminal justice system.