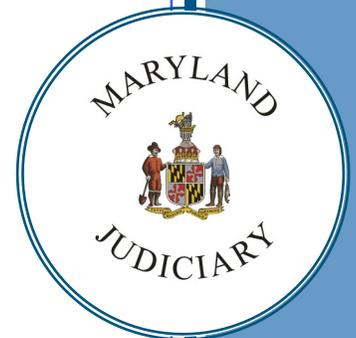


Consumer's Guide

Alternative Dispute Resolution (ADR) Services in Maryland



Mediation and Conflict Resolution Office
(MACRO)

December 2017

TABLE OF CONTENTS

USING THIS GUIDE	4	
WHAT IS MEDIATION?	7	
 STATEWIDE ADR RESOURCES		
MACRO		
Maryland Mediation and Conflict Resolution Office.	10	
 MARYLAND PROGRAM FOR MEDIATOR EXCELLENCE (MPME)		
Mediation Ombuds Program.....	11	
 MARYLAND COURTS		
District Court of Maryland.....	12	
Circuit Courts	13	
Orphans’ Court.	14	
Court of Special Appeals.	14	
 COMMUNITY MEDIATION MARYLAND		15
 BUSINESS & CONSUMER DISPUTES		
Attorney General’s Office, Consumer Protection Division.	16	
Better Business Bureau.	17	
 DISCRIMINATION & WORKPLACE DISPUTES		
Maryland Commission on Civil Rights.	18	
Shared Neutrals Program	18	
U. S. Equal Employment Opportunity Commission.	18	
 AGRICULTURAL DISPUTES		
Maryland Agricultural Conflict Resolution Service.	19	
 REAL ESTATE / MORTGAGE DISPUTES		
Maryland Association of REALTORS®, Inc.	20	
Office of Administrative Hearings (OAH).....	20	
 PRIVATE MEDIATORS		
Where to Find a Mediator.	21	
How to Interview and Choose a Qualified Mediator.....	22	

COUNTY ADR SERVICES

ALLEGANY COUNTY.....	23
ANNE ARUNDEL COUNTY	25
BALTIMORE CITY	28
BALTIMORE COUNTY	32
CALVERT COUNTY.....	36
CAROLINE COUNTY	38
CARROLL COUNTY.....	40
CECIL COUNTY	42
CHARLES COUNTY	44
DORCHESTER COUNTY	46
FREDERICK COUNTY	48
GARRETT COUNTY	50
HARFORD COUNTY	51
HOWARD COUNTY	53
KENT COUNTY	55
MONTGOMERY COUNTY	58
PRINCE GEORGE’S COUNTY.....	61
QUEEN ANNE’S COUNTY	64
SOMERSET COUNTY	67
ST. MARY’S COUNTY	69
TALBOT COUNTY	71
WASHINGTON COUNTY	74
WICOMICO COUNTY	76
WORCESTER COUNTY	78

WEB SITES FOR ADR ORGANIZATIONS

MARYLAND.....	80
NATIONAL.....	81

ADR DEFINITIONS AND DESCRIPTIONS

ALTERNATIVE DISPUTE RESOLUTION (ADR) ARBITRATION	82
ARBITRATION	82
COMMUNITY CONFERENCING	82
CONSENSUS BUILDING.....	82
MEDIATION	82
NEGOTIATION	83
NEUTRAL CASE EVALUATION.....	83
OMBUDS OFFICES	83
SETTLEMENT CONFERENCE.....	83

STANDARDS OF CONDUCT FOR MEDIATORS	84
-------------------------------------------------	-----------

USING THIS GUIDE

Whether you are in a neighborhood, family, business, workplace, or other dispute, there is a dispute resolution program that is right for you. This guide will help you identify and locate mediation and other alternative dispute resolution (ADR) programs in your area that can assist you in resolving your dispute.

WHAT IS ADR?

ADR, or Alternative Dispute Resolution, refers to a variety of processes for resolving disputes without going to trial.

We all have conflicts in our lives. Filing a law suit may be the appropriate way to handle some disputes. There are also a number of alternatives to taking a dispute through the legal system all the way to a trial. The processes that are included in this guide are:

> Community Conferencing > Mediation > Settlement Conferences

This guide is designed to give you information about these processes, explain their benefits and help you find resources around the state if you want to use them. While the primary focus of the guide is mediation, there are other processes available in Maryland that might be more appropriate for your situation. For definitions of these processes or to learn about other ADR processes, see page 82.

WHAT'S IN THIS GUIDE?

STATEWIDE ADR RESOURCES

This guide provides contact information and descriptions for programs that offer mediation and other conflict resolution services across the entire state of Maryland. The statewide resources section also contains pages on statewide organizations that can help you determine if mediation is right for you, as well as pages that can assist you in understanding the ADR opportunities offered by Maryland's courts and community mediation programs.

PRIVATE MEDIATORS

There are many private mediators practicing in Maryland. This guide includes helpful tips that you can use to find and hire a private mediator to assist you with your dispute.

COUNTY-BY-COUNTY ADR SERVICES

The largest segment of this guide contains information on mediation and other ADR programs located in all 24 counties (including Baltimore City). The listings include:

CIRCUIT COURT PROGRAMS

Every Circuit Court in Maryland has a family mediation program for custody and visitation cases. Some Circuit Courts also have mediation programs for marital property (divorce) issues and other civil cases, such as contract, personal injury, and employment.

COMMUNITY CONFERENCING PROGRAMS

There are currently 6 community conferencing programs in Maryland. These programs can help communities, including schools, resolve serious community and behavioral conflicts as well as unlawful acts that result in harm to individuals and their communities. To learn more about community conferencing contact the Community Conferencing Center at 410-889-7400 or visit online at www.communityconferencing.org

COMMUNITY MEDIATION PROGRAMS

There are currently 18 community mediation programs serving nearly every county in Maryland. These centers offer mediation services for free or on a sliding-scale basis. The kinds of disputes the centers mediate include interpersonal disputes, neighborhood disputes, family disputes, landlord-tenant disputes, and small business disputes. To learn more about community mediation contact Community Mediation Maryland at 301-270-9700 or visit online at www.mdmediation.org.

DISTRICT COURT MEDIATION AND SETTLEMENT CONFERENCE PROGRAMS

Each District Court location offers unique alternative dispute resolution programs for cases within the court, and all programs are free to the participants. The District Court offers pre-trial and day-of-trial mediation programs, day-of-trial settlement conference programs, and peace order mediations. To learn more about ADR in the District Court call 410-260-1676 or toll free at 866- 940-1729. You can also visit online at www.mdcourts.gov/district/adr/home.html.

OTHER INFORMATION IN THIS GUIDE

MEDIATION OMBUDS PROGRAM

The Maryland Program for Mediator Excellence (MPME) has initiated a confidential Mediation Ombuds Program to assist consumers who have questions, concerns, or complaints about a mediator or a mediation-related service.

DESCRIPTIONS OF DISPUTE RESOLUTION PROCESSES

This guide will also help you learn what mediation is and when it is appropriate for your dispute. Descriptions and definitions of other dispute resolution processes are also included so that you can consider additional options for resolving your dispute.

STANDARDS OF CONDUCT FOR MEDIATORS

In 2006, the Maryland Program for Mediator Excellence (MPME) adopted Standards of Conduct for Mediators. There are also Standards of Conduct for Mediators, Arbitrators and Other ADR Practitioners that

have been adopted by the Circuit Courts. Both of these standards are intended to perform three major functions: to serve as a guide for the conduct of ADR practitioners; to inform the participants involved in ADR processes; and to promote public confidence in ADR processes as a means for resolving disputes or addressing issues. The text of the MPME Standards can be found on pages 85-91 of this guide. For a copy of the Circuit Court Standards, contact the Maryland Judiciary's Mediation and Conflict Resolution Office at 410-260-3540 or download them online at <http://www.courts.state.md.us/macro/pdfs/standardsfinal.pdf>.

For more information about mediation, mediators, or anything else in this guide, please call MACRO at 410-260-3540 or visit MACRO online at www.mdcourts.gov/macro.

WHAT IS MEDIATION ?

Mediation is a process in which a trained impartial person, called a mediator, helps people in a dispute communicate, understand each other, and reach agreement if possible. Mediation is voluntary, confidential, and lets the people in the dispute decide what works best for them.

MEDIATION IS VOLUNTARY

Mediation is a voluntary process. In all mediations, if the participants cannot come up with a solution that meets their needs, they cannot be forced to agree to anything. Agreements reached in mediation are only final when all of the participants are satisfied and willing to sign their names to the agreement. While a court may order parties to attend mediation, it cannot order them to reach an agreement. If the parties in court-ordered mediation do not reach an agreement, they can still proceed with their case in court. Mediators may not be called to testify about any mediation communications, and mediators are expected to keep information confidential.

MEDIATION IS CONFIDENTIAL

Mediation is a confidential process, which means that anything discussed in mediation cannot be used in court. There are a few exceptions when it comes to child abuse, imminent threats of harm to a person, or allegations of duress or fraud. But any discussions, and if all parties choose, even some agreements reached can be kept confidential.

MEDIATION LETS YOU DECIDE

Mediation revolves around the principle of self-determination. That means that the participants with the dispute decide what solutions will work for them. The mediator does not act as a judge. The mediator remains impartial throughout the process and will not give legal advice or make decisions about the dispute.

WHAT IS THE COST OF MEDIATION?

The cost of mediation varies depending on the program. In some court, government, and community programs, the service will be free or based on a sliding fee scale. In other courts and in private mediations, the cost likely will be on an hourly basis and is typically divided by the participants.

WHAT IS THE DIFFERENCE BETWEEN ATTORNEYS AND MEDIATORS?

In many instances a mediator may be an attorney, just not your attorney. Mediators and attorneys have different roles.

Attorneys represent the interests of their clients and advise them on the best way to present their case. Attorneys may discuss what could happen in court.

Mediators do not represent either side of a dispute, even if the mediator is also an attorney. Mediators assist people in conflict to communicate with each other and resolve their conflict. In mediation you may speak for yourself rather than having a lawyer speak for you.

OTHER BENEFITS OF MEDIATION

- Mediation allows the participants to search for a satisfactory settlement before expending unnecessary resources. One of the key advantages of mediation is that it is a collaborative, not adversarial, process. People in a conflict work together to find a solution, instead of spending their time and money fighting to win a victory by defeating their opponent.
- Mediation often can save the participants time and money.
- Mediation can reduce stress.
- Mediation, which is a confidential process, protects your privacy and helps avoid bad publicity.
- Participants report high rates of satisfaction because they are directly involved in creating solutions.
- Agreements reached in mediation are more likely to be followed because the participants helped create them, rather than having a decision imposed upon them.
- Mediation encourages the participants to explore creative options for resolution that may not be considered without going through the mediation process.
- In some cases, mediation helps repair personal or business relationships.
- In mediation you do not risk being a loser. It is a win/win process where all of the participants must be satisfied with any agreement reached.
- Even if the participants do not reach a full agreement, many report that they still benefit from going to mediation. They may reach a partial settlement of their dispute, streamline the issues in their dispute, or at least have a better understanding of each other's issues and perspectives.
- No rights are given up by the participants. If mediation does not end a dispute, the participants still have all the other avenues for resolution available to them.

WHEN IS MEDIATION NOT APPROPRIATE?

Certain disputes need to be heard by a court. If you are trying to create or change a law, to have a public airing of a complaint, address serious criminal matters, to set precedent or to challenge a precedent established by a prior lawsuit, mediation is not appropriate.

Many people in the legal and mediation fields believe cases involving domestic violence issues are not appropriate for mediation. The mediation process presumes that, with the help of the mediator, the participants can negotiate without fear of retaliation, which might not be possible in relationships that have involved a history of domestic violence. As such, in the Maryland Rules of Procedure, Rule 9-205(b)(2) states that the court shall not order mediation in cases where physical or sexual abuse has been alleged in good faith.

STATEWIDE ADR RESOURCES

This section includes resources and programs that are available across the State of Maryland. Some of these services have centralized or regional offices, while others are available on a local basis.

MEDIATION AND CONFLICT RESOLUTION OFFICE (MACRO)

Administrative Office of the Courts
2001- C Commerce Park Drive
Annapolis, MD 21401

Phone: 410-260-3540
Fax: 410-260-3541
E-mail: MACRO@mdcourts.gov
Web site: www.mdcourts.gov/macro

MACRO is part of the Maryland Judiciary's Administrative Office of the Courts. MACRO serves as a dispute resolution resource for the state, supports and offers technical assistance to conflict resolution programs in the courts and community, and promotes appropriate dispute resolution in every field. MACRO works collaboratively with stakeholders statewide to help establish, expand, and evaluate conflict resolution services and education, and promotes quality assurance in mediation throughout Maryland. MACRO also serves as an information clearinghouse for the public, increasing public awareness and providing information and assistance with regard to the use and benefits of mediation, community conferencing and other conflict resolution processes.

MARYLAND PROGRAM FOR MEDIATOR EXCELLENCE (MPME)

Mediation and Conflict Resolution Office (MACRO)
2001-C Commerce Park Drive
Annapolis, MD 21401

Phone: 410-260-3540
Fax: 410-260-3541
Email: mpme@mdcourts.gov
Web site: www.MPMEonline.org

The major goal of MACRO's Maryland Program for Mediator Excellence (MPME) is to help Maryland mediators provide high quality mediation services to mediation participants and the courts. This is accomplished by providing MPME members with choices for continued learning and improvement, along with appropriate recognition for their achievements.

When mediators become members of the MPME, they commit to (a) continued learning and development; (b) abiding by the Maryland Standards of Conduct for Mediators, and (c) cooperating in good faith with the Mediation Ombuds Program.

Two features of the MPME are especially important to consumers of mediation services: the Mediator Online Directory and the Mediation Ombuds Program.

The **Mediator Online Directory** is a quick, easy, and interactive way to search for a mediator. You can search for mediators by where they practice in the state, the types of disputes they handle, and the number of cases they have mediated. By reviewing mediators' profiles, you can learn their mediation approach, get a description of their practice, see their total years of experience, and more. Mediators who are members of the MPME are clearly identified. Please go to www.MPMEonline.org to access the Mediator Online Directory. [At present the Directory is being upgraded, and is not available to search for mediators. We are sorry about the delay and hope to resume service in the near future.]

The **Mediation Ombuds Program** provides a confidential place for consumers to discuss questions, concerns, conflicts or complaints they may have experienced with a mediator or a mediation service.

WHAT DOES THE MEDIATION OMBUDS DO?

- The ombuds can answer questions about the mediation process.
- The ombuds provides an opportunity for informal discussion of concerns or conflicts a consumer may have with a mediator.
- The ombuds is neutral and does not advocate for any individual or point of view.
- The ombuds listens, discusses, answers questions, provides information, researches questions, and helps the individual develop options for resolving problems or conflicts.
- No information given to the ombuds will be discussed with anyone else without the permission of the individual who contacted the ombuds, unless a potential threat to someone's safety and welfare exists.

WHO CAN USE THE MEDIATION OMBUDS?

Any consumer who has participated in a mediation or taken mediation training and has a question, concern, conflict or complaint can contact the Mediation Ombuds.

HOW DO I CONTACT THE MEDIATION OMBUDS?

You can contact the Mediation Ombuds Program by calling 410-260-3540.

MARYLAND COURTS

DISTRICT COURT OF MARYLAND

If you have a case pending in the District Court of Maryland, you might be able to take advantage of their ADR programs to resolve your dispute before trial. Many District Court locations offer unique alternative dispute resolution programs for cases within the court, described below, and all programs are free to the participants. In **mediation** programs, the mediator helps the participants reach a mutually agreeable resolution without evaluating the facts for them. In **settlement conferences**, the facilitator may use an impartial evaluation to assist the participants with settling the case. In all District Court ADR programs, if a participant is represented by an attorney, the attorneys may attend the ADR session. **Please see the county-by-county listings for information on the specific programs that are available in the District Court in your county.** For more information about ADR in the District Court, call 410-260-1676 or visit www.mdcourts.gov/district/adr/home.html.

ADR PROGRAMS IN THE DISTRICT COURT

Civil Mediation Pretrial—Cases are referred to one of the partner community mediation centers near you for mediation before the trial date. The time and location of the mediation is scheduled for the convenience of all participants. If the case is not resolved at the pretrial mediation, the case goes forward to trial on the scheduled trial date.

Civil Mediation Day of Trial—A mediator meets with the participants at the courthouse on the day of trial. If the case is not resolved in the mediation, the case goes forward to trial. *If you want your case to go to mediation, you may ask the courtroom clerk, the bailiff, or the judge if a mediator is available.*

Civil Settlement Conference Day of Trial—A settlement conference neutral meets with participants at the courthouse on the day of trial. If the case is not resolved in the settlement conference, the case goes forward to trial.

Civil Settlement Conference Pretrial—Settlement conference neutrals meet with the participants at the courthouse before the trial date. If the case is not resolved in the settlement conference, the case goes forward to trial on the scheduled trial date.

Peace Order Mediation—Cases may be referred to a local community mediation center or volunteer mediator prior to the second peace order hearing. Cases involving recent or ongoing violence, physical abuse, or weapons are not referred to mediation.

CIRCUIT COURTS

If you have a case pending in one of Maryland's 24 circuit courts, you may be able to use mediation or a settlement conference to settle your case prior to trial. Each of the circuit courts has a family mediation program for contested custody and visitation cases, as described below. Some of the courts also have mediation programs for marital property (divorce) issues and for civil cases, such as contract, personal injury (or negligence or torts), employment, environmental, workers' compensation, and real property, just to name a few. Below are brief descriptions of these kinds of mediation programs. **Please see the county-by-county listings for information on the specific programs that are available in the circuit court in your county.**

CIVIL CASE MEDIATION

Civil Case Mediation—Many circuit courts offer mediation for their civil cases. Civil cases include contracts, personal injury (or negligence or torts), employment, environmental, workers' compensation and real property cases, just to name a few. In the circuit courts, this service is fee based, and the costs are usually divided evenly among the parties to the case. Courts generally have a roster of qualified mediators and may assign one to a case. The parties and their attorneys may choose their own mediator if they can agree on one. Even if your case is not referred to mediation, either side may request mediation, either through the courts or by hiring a mediator outside the court process.

FAMILY MEDIATION

Child Access—Every circuit court has a mediation program for cases that involve disagreements about custody and/or visitation. In some courts the program uses mediators hired and paid by the courts, while other programs use mediators on a court roster, and those mediators are paid by the parties in the case. In courts where the mediation is not free, those parties who can't afford the mediation service can complete a form to request free mediation.

Marital Property—Some circuit courts offer mediation to try to resolve marital property issues. These issues might include alimony, what should be done with the marital home, division of retirement assets and other items of property that are jointly owned or were purchased during the marriage. Even in courts where there is not a marital property mediation program established, you or your attorney may request mediation from the court, or you may make your own arrangements to work with a private mediator of your choosing.

Child Welfare Mediation—Some courts have mediation programs to help families work with the county's social services agency to reunite children who have been removed from the home (known as Children in Need of Assistance or **CINA**) or to help decide what kind of relationship might exist between children about to be adopted, their birth parents, and their adoptive parents (known as Termination of Parental Rights or **TPR**). Mediation can be a very effective process in these cases to help families work through conflicts that involve the intervention of governmental agencies. In the mediations, parent-child conflicts can be addressed, as can the relationships between adoptive parents, birth parents, and agency professionals in drafting a plan for a child's future after the adoption. In these cases, there are often two mediators and as many as 8 to 12 participants in the mediation itself. Even if a case isn't referred to mediation by the court, parties or their attorneys may request mediation.

SETTLEMENT CONFERENCES

Settlement Conferences are different than mediation in several ways. First, the parties will be far less involved in the process than in mediation, unless they don't have attorneys. Usually their attorneys do most of the negotiating during a settlement conference. Another difference is that in a settlement conference, the parties may be placed in separate rooms from one another almost from the very beginning, while in mediation they will likely be in the same room more (but not necessarily all) of the time. Finally, the settlement conference facilitator will be more likely to evaluate each party's case and make recommendations for how to settle the case.

ORPHANS' COURTS

ESTATES AND TRUST CASE MEDIATION

Three of Maryland's Orphans' Courts (Baltimore City, Baltimore County, and Montgomery County) have mediation programs. In Maryland, Orphans' Courts take cases in which there is a dispute involving property left behind after a person dies. It might be family members arguing over who gets to keep an antique table or a family photo. It could be about a family home or farm. Often, these matters are ideal for mediation because they involve disputes among family members who will continue some form of relationship long after the dispute has been resolved. Mediation offers an opportunity to resolve the conflict while maintaining a family bond. Orphans' Courts are located inside the circuit court building in each county and Baltimore City, but they are not actually part of those circuit courts. There are two exceptions: in Montgomery and Harford Counties, the Orphans' Court is part of the circuit court.

COURT OF SPECIAL APPEALS

The Court of Special Appeals (COSA), the second-highest appellate court in Maryland, offers alternative dispute resolution services in cases that have been appealed from a Circuit Court or an Orphan's Court. The services offered are mediation and prehearing conferences, and both services are free to the participants. Most cases filed in the COSA are screened by the Alternative Dispute Resolution Office to determine whether the case is appropriate for mediation or a prehearing conference, with the exception of the following types of cases: juvenile cases, appeals from guardianships terminating parental rights, and applications on appeals from persons seeking relief related to their confinement.

In mediation, the parties work with two impartial mediators - one staff mediator-attorney and one retired judge - who assist the parties in reaching a voluntary agreement to resolve some or all of the issues on appeal, and in appropriate cases, other issues that may be relevant to the underlying dispute between the parties. Participation in mediation at this stage of litigation can save appellants the time and expense of a lengthy appellate process, and can allow them to maintain more control over the result of their controversy. In a prehearing conference, the parties meet with an incumbent or retired COSA judge to streamline the appeal, thus reducing the time and expense of the process.

For more information about ADR services in the COSA, call (410) 260-3717 or visit www.mdcourts.gov/cosappeals/mediation.

COMMUNITY MEDIATION MARYLAND

310 Tulip Avenue
Tacoma Park, MD 20912

Phone: 301-270-9700
Fax: 301-270-9701
E-mail: mdmediation@gmail.com
Web site: www.mdmediation.org

Community Mediation Maryland is a non-profit association of Maryland's 18 community mediation centers. Community mediation helps people reach agreements, rebuild relationships, and find permanent solutions to their disputes.

COMMUNITY MEDIATION STRIVES TO:

1. Train community members who reflect the community's diversity with regard to age, race, gender, ethnicity, income, and education to serve as volunteer mediators.
2. Provide mediation services at no cost or on a sliding scale.
3. Hold mediation sessions in the communities where the disputes occur.
4. Schedule mediation sessions at a time and place convenient to the participants.
5. Encourage early use of mediation to prevent violence or to reduce the need for court intervention, as well as provide mediation at any stage in a dispute.
6. Mediate community-based disputes that come from referral sources including Self-referrals, police, courts, community organizations, civic groups, religious institutions, government agencies, and others.
7. Educate community members about conflict resolution and mediation.
8. Maintain high quality mediators by providing intensive skills-based training, apprenticeships, continuing education, and ongoing evaluation of volunteer mediators.
9. Work with the community in governing community mediation programs in a manner that is based on collaborative problem solving among staff, volunteers and community members.
10. Provide mediation, education, and potentially other conflict resolution processes to community members who reflect the community's diversity with regard to age, race, gender, ethnicity, income, education and geographic location.

DISPUTES APPROPRIATE FOR COMMUNITY MEDIATION INCLUDE, BUT ARE NOT LIMITED TO:

- Interpersonal disputes, such as assaults, harassment, love triangles, and friendships turned sour
- Neighborhood disputes, such as noise, property, animals, lifestyle differences, parking, and neighborhood association conflicts
- Family disputes, such as parent-teen conflicts, custody, and sibling disputes
- Landlord-tenant disputes, such as rent, maintenance, and parking disputes
- Business disputes, such as disputes between small businesses and residents

To initiate mediation, contact the community mediation center in your area by going to the **county-by-county listings** in this guide or visit the CMM Web site for a full and regularly updated list. Staff there will listen to you, and if appropriate, will contact other people involved in the dispute in hopes of setting up a mediation session. The mediation will be set up at your convenience, and mediators will be assigned to your case by center staff. Mediation is a voluntary process, which begins with a written agreement to mediate signed by all participants.

BUSINESS & CONSUMER DISPUTES

ATTORNEY GENERAL'S OFFICE, CONSUMER PROTECTION DIVISION

Consumer Protection Division
Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202

Complaint Hotline: 410-528-8662
Toll-free: 888-743-0023
Fax: 410-576-7040
E-mail: consumer@oag.state.md.us
Web site: www.oag.state.md.us/consumer/

The Mediation Unit of the Consumer Protection Division of the Attorney General's Office handles complaints against businesses. Complaints are handled by volunteer mediators, over the telephone, in the order in which they are received by the office. The mediators call businesses and consumers to help resolve conflicts. This is a free service. If the mediation efforts aren't successful, the division offers a free binding arbitration service designed to cut red tape and resolve disputes quickly.

If you are having a billing dispute with hospitals, doctors, insurance companies, or other health care providers, contact the Attorney General's Health Education and Advocacy Unit at the numbers listed below:

Medical Billing Complaints Hotline	Health Education and Advocacy Unit Hotline
410-528-1840	877-261-8807
9:00 a.m. to 3:00 p.m., Monday – Friday	9:00 a.m. to 4:30 p.m., Monday – Friday

BETTER BUSINESS BUREAU (BBB)

Dispute Resolution and Trade Practices
Better Business Bureau of Greater MD, Inc.
205 S. Sharp Street, Suite 1200
Baltimore, MD 21201

Phone: 410-347-3990
Fax: 410-347-3936
E-mail: contactdr@council.bbb.org
Web site: www.bbb.org/greater-maryland

The Better Business Bureau of Greater Maryland, serving 18 counties and Baltimore City, offers free or low-cost mediation, arbitration, and customer dispute resolution programs for consumer-to business and business-to-business disputes. Information about the programs offered and the rules that apply may be accessed on-line at www.bbb.org/greater-maryland. If you are a consumer, from the BBB home page select For Consumers, then Programs and Services, and finally Dispute Resolution Services. If you are a business, from the BBB home page, select For Businesses, then Programs and Services, and finally Dispute Handling and Resolution. If parties are interested in mediation, please contact Barbara Enders at the number above. Information about BBB Mediator and Arbitrator training can also be accessed online at that national headquarters web site www.bbb.org.

Better Business Bureau of Metropolitan D.C. &
Eastern Pennsylvania
1411 K Street, NW, 10th Floor
Washington, D.C. 20005

Phone: 202-783-1356
Fax: 202-393-1198
E-mail: dsweetman@mybbb.org
Web site: www.bbb.org/washington-dc-eastern-pa

The Better Business Bureau of Washington D.C. and Eastern Pennsylvania serves 5 Maryland counties, including Charles, Calvert, Montgomery, Prince George's, and St. Mary's. For further information see the above description.

DISCRIMINATION & WORKPLACE DISPUTES

MARYLAND COMMISSION ON CIVIL RIGHTS

Main Office, Baltimore
William Donald Schaefer Tower
6 Saint Paul Street, Suite 900
Baltimore, MD 21202

Phone: 410-767-8562
Toll free: 800-637-6247
Fax: 410-333-1841
E-mail: mccr@maryland.gov
Web site: mccr.maryland.gov

The Maryland Commission on Civil Rights provides mediation services for discrimination disputes in the following areas: employment, housing, public accommodations, state services, institutional health care, and businesses licensed by the Department of Labor, Licensing and Regulation. The mediation services are provided free of charge.

STATE EMPLOYEES SHARED NEUTRALS PROGRAM

300-301 West Preston Street
Baltimore, MD 21201

Phone: 410-767-4953
Toll-Free: 800-705-3493
Web site: <http://www.dbm.maryland.gov/employees/Pages/Mediation.aspx>

The Maryland Department of Budget and Management, Employee and Labor Relations Division offers confidential mediation assistance to employees who are experiencing conflict in the workplace. Mediation occurs in an informal, relaxed atmosphere. Each party is given the opportunity to effectively communicate his or her thoughts about the issues with the assistance and facilitation of the mediator.

Many employees find that mediation aids in dealing with present and future conflicts in a more effective manner. Participation is voluntary. State employees and managers who are interested in mediation services should contact us at 410-767-4953.

U.S. EQUAL EMPLOYMENT OPPORTUNITY COMMISSION, FEDERAL

City Crescent Building
10 South Howard Street, 3rd Floor
Baltimore, Maryland 21201

Phone: 410-209-2753
Fax: 410-209-2206
Web site: www.eeoc.gov/eeoc/mediation

The U.S. Equal Employment Opportunity Commission's (EEOC) field office gives parties the opportunity to file a charge of discrimination if they believe they have been discriminated against by an employer, labor union, or employment agency when applying for a job or while on the job because of race, color, sex, religion, national origin, age, or disability. A person might also file if they believe that discrimination has taken place against them because of opposing a prohibited practice or participating in an equal employment opportunity matter.

The EEOC also provides mediation, free of charge, for employment discrimination disputes in which a complaint has been filed with the EEOC or a Fair Employment Practice Agency (FEPA) under Title VII of the Civil Rights Act of 1964, as amended, the Age Discrimination in Employment Act, the Americans with Disabilities Act of 1990, or the Equal Pay Act of 1963, as amended. If no agreement is reached, the investigative process continues. Agreements reached in mediation are considered binding contracts.

AGRICULTURAL DISPUTES

MARYLAND AGRICULTURAL CONFLICT RESOLUTION SERVICE

50 Harry S. Truman Parkway
Annapolis, MD 21401

Phone: 410-841-5778

Fax: 410-841-5987

Web site: <http://mda.maryland.gov/Pages/acrs.aspx>

The Maryland Department of Agriculture Agricultural Conflict Resolution Service (ACRS) is certified by the U. S. Department of Agriculture (USDA) to provide mediation and facilitation services regarding agricultural issues in the state of Maryland. Mediation is a no cost to low cost voluntary, confidential process in which a neutral third party (the mediator) assists farmers, agricultural lenders, government agencies, families and citizens to resolve disputes in a non-adversarial setting outside the traditional legal and regulatory processes.

What is mediated?

- Unfavorable decisions made by USDA agencies
- Conflict between farmers and their neighbors or communities
- Agricultural Credit Issues
- Family farm concerns and estate planning
- Any dispute affecting the profitability of an agricultural operation
- Right to Farm conflicts (**Md. Code Ann., Cts. & Jud. Proc. § 5-403 – actions against farms for nuisance**)

REAL ESTATE / MORTGAGE DISPUTES

MARYLAND ASSOCIATION OF REALTORS[®], INC., MEDIATION PROGRAM

Ombudsman & Mediation Services (OM Services)
147 E. Main Street
Elkton, Maryland 21922

Phone: 888-412-6740

Fax: 888-412-6740

E-mail: mdrealtors@mediate.com

Web site: www.mediate.com/mdrealtors

Mailing Address:

P.O. Box 686
Elkton, Maryland 21922

Although the majority of real estate transactions close without incident, there is a possibility that a problem or dispute could occur. When that happens, it is usually successfully resolved by the parties through normal communication and negotiation. In the past, when negotiations failed, parties took their case to court. Today, they are taking their disputes to mediation.

Mediation can be used by any of the parties to a real estate transaction: sellers, buyers, brokers, builders, home inspectors, etc. Any party can request mediation by contacting the mediation service provider and simply returning the written request form(s) provided to them. The mediation service provider arranges, schedules, and conducts the mediation conference. Generally the conference is held within 60 days of the date on which the mediation service provider receives a request to initiate mediation. Usually it is scheduled within 30 days. The typical conference lasts between two and four hours. To request a mediation packet or more information, please contact the MAR Mediation Service Provider, OM Services.

OFFICE OF ADMINISTRATIVE HEARINGS

Administrative Law Building
11101 Gilroy Road
Hunt Valley, Maryland 21031-1329

Phone: 410-229-4119

Fax: 410-229-4111

Web site: <http://www.oah.state.md.us/FM.aspx>

Maryland's new Foreclosure Mediation Law, which applies to foreclosures filed in the court on or after July 1st, 2010, offers homeowners facing foreclosure an opportunity to meet with the lender and an Administrative Law Judge (ALJ), who will assist the parties in an attempt to find an alternative to foreclosure.

Once the homeowner files a mediation request with the Circuit Court and pays the \$50.00 fee, the Circuit Court will refer the request to OAH. OAH will conduct the mediation within 60 days after it receives the request from the Circuit Court. OAH will send the parties a Notice of Mediation that will inform them of the time, date and location of the mediation and of the documents they will be required to produce no later than 20 days before the mediation.

For additional information, please go to the OAH website, www.oah.state.md.us and read the tab on foreclosure mediation.

PRIVATE MEDIATORS

THERE ARE SEVERAL WAYS TO FIND A MEDIATOR

Check the Web. Listed below are a few online resources for locating a mediator.

- The Mediator Online Directory is a quick, easy, and interactive way to search for a mediator. You can search for mediators by where they practice in the state, the types of disputes they handle, and the number of cases they have mediated. By reviewing mediators' profiles, you can learn their mediation approach, get a description of their practice, see their total years of experience, and more. Mediators who are members of the MPME are clearly identified. Click www.MPMEonline.org to access the Mediator Online Directory.

Directories Compiled by Other Organizations*:

- Maryland Council for Dispute Resolution: www.mcdr.org
- Association for Conflict Resolution, Maryland Chapter: www.mediate.com/marylandacr
- Maryland State Bar Association, ADR Section: www.msba.org/sections/

***Note: The Maryland Judiciary does not verify the accuracy of the directories of other organizations.**

Let your fingers do the walking. Check your local telephone directory's yellow pages under "Mediation."

HOW TO INTERVIEW AND CHOOSE A QUALIFIED MEDIATOR

Mediation can help you resolve conflicts and can be custom designed to serve all participants' needs. While mediation is very useful to help you resolve your disputes, not all mediators are the same. Regardless of the mediator or mediation program you use, you may wish to interview the mediator first, by telephone, and ask several questions described below.

DO YOU PARTICIPATE IN THE MARYLAND PROGRAM FOR MEDIATOR EXCELLENCE (MPME)?

Maryland mediators may voluntarily join the Maryland Program for Mediator Excellence, which is a program designed to provide mediators of all levels of experience and all backgrounds with resources to improve their mediation skills. Mediators who have chosen to participate show a commitment to continue to improve their skills to the benefit of their clients. Some mediation programs may require their mediators to participate.

DO YOU SPECIALIZE IN MEDIATING ANY PARTICULAR SUBJECT MATTER?

Some mediators specialize in particular kinds of disputes. There are some mediators, for example, who primarily mediate divorce cases or child custody disputes. Others, particularly those at community mediation centers, have extensive experience in mediating neighbor-to-neighbor issues. There are mediators who focus on business issues, such as contract disputes, and others who have a particular interest in environmental mediation, for example. You may want to ask the mediator about his/her experience mediating cases like yours.

WHAT KIND(S) OF TRAINING HAVE YOU HAD, AND WHEN WAS IT?

Most mediators have taken at least 40 hours of basic mediation training. Some have taken more than that, and others will have taken additional training in advanced techniques or concentrated subject areas. You may want to ask the mediator if he or she has taken any specialized training that fits the type of dispute in which you are involved.

Please note: In Maryland, there is no state-sanctioned or approved certification or licensing for mediators, nor is there a test to take or any required course work. Although some mediators may be certified by a statewide membership organization, the State has no certification program of its own.

WHAT KIND AND HOW MUCH MEDIATION EXPERIENCE DO YOU HAVE? HOW MANY CASES HAVE YOU MEDIATED?

Asking about a mediator's experience may also help you determine if you are hiring a skilled mediator. You may want to ask the mediator how many mediations he or she has mediated, the kinds of cases they were, and the average length of those mediations. You can also ask if the mediator or mediation program has handled disputes similar to yours, and if so, were the disputes settled?

OTHER THAN AS A MEDIATOR, TELL ME ABOUT YOUR BACKGROUND AND AREAS OF EXPERTISE

Mediators may have very diverse backgrounds, and having a certain background does not guarantee a skilled mediator. Some might have backgrounds as attorneys, social workers, teachers, or mental health professionals. Others might not have a specific professional background. You might choose a mediator because they have a specific background or because they do NOT have a specific background.

WHAT IS YOUR APPROACH TO MEDIATION OR YOUR MEDIATION PHILOSOPHY?

You can ask mediators about their approach to mediation or their mediation style. Some mediators let the participants guide the process, while others guide the participants through a process. Some mediators help the participants generate all of the options; others may suggest options. You can also ask if they belong to any professional organizations and what, if any, standards of practice they adhere to in their practice or program. You should feel comfortable with the approach your mediator uses.

CAN YOU GIVE ME ANY REFERENCES?

You may want to ask for references – past clients who have used their services. Since mediation is a confidential process, some mediators simply may not be able to provide you with references. Others may have mediation clients who have agreed to serve as references.

WHAT DO YOU CHARGE?

Finally, you will want to ask how much the mediator will charge per hour, and whether that fee is split by the parties. The prices will vary from mediator to mediator. Additionally, if your case is ordered by the court, you will want to ask if the mediator's fees change if additional sessions are needed beyond those ordered by the court.

COUNTY ADR SERVICES

ALLEGANY COUNTY

CIRCUIT COURT

CIVIL (NON-FAMILY) MEDIATION PROGRAMS

30 Washington Street
Cumberland, MD 21502

Phone: 301-777-5925

Fax: 301-777-2055

E-mail: anne.sangiovanni@mdcourts.gov

Civil (Non-Family) Mediation - The court keeps a list of approved mediators, and cases are referred to one of those mediators unless the parties can agree on a mediator of their choosing. All civil (non-family) matters are automatically referred to mediation. The cost is \$150.00 per hour with a maximum of two hours, unless additional time is agreed upon by the parties. The participants divide the cost and pay the mediator directly.

FAMILY MEDIATION PROGRAMS

30 Washington Street
Cumberland, MD 21502

Phone: 301-777-2102

Fax: 301-777-2055

E-mail: linda.pecoraro@mdcourts.gov

Custody/Visitation Mediation - Most cases involving custody and/or visitation issues are ordered to mediation. The court keeps a list of approved mediators, and cases are referred to one of those mediators. The cost is \$80 per hour split between the participants, but a waiver program is available for participants who cannot afford the fee.

Marital Property (Divorce) Mediation - Parties may request marital property mediation, or they may be referred by the court. The cost is \$80 per hour split between the participants.

Child in Need of Assistance (CINA) - CINA mediation is available upon request.

COMMUNITY MEDIATION

There currently is no community mediation program in Allegany County. The nearest community mediation program is in Washington County. For a description of the program at the Washington County Community Mediation Center, please see the listing for Washington County.

If you would like information about starting a community mediation program in Allegany County, please call Community Mediation Maryland at 301-270-9700.

DISTRICT COURT

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676 or Toll free: 866-940-1729
Fax: 410-260-3536
E-mail: adroffice@mdcourts.gov
Web site: www.mdcourts.gov/district/adr/home.html

There currently is no regular ADR program in the District Court in Garrett County. For information on how to try mediation for your case, please contact the District Court ADR Office.

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

ANNE ARUNDEL COUNTY

CIRCUIT COURT

CIVIL SETTLEMENT CONFERENCE PROGRAM

Civil Case Administrator
Family Law Case Administrator
P. O. Box 2395
Annapolis, MD 21404-2395

Phone: 410-222-1215
Phone: 410-222-1153
Fax: 410-263-5750
E-mail: adr@aacounty.org

Settlement Conference Officer Program - At the request of the parties, civil cases may be sent by the court to alternative dispute resolution. These cases are referred to settlement conference officers who are volunteer attorneys who help resolve the matter without further litigation.

In addition, the Court has an in-house alternative dispute resolution program available in select foreclosure cases. This is a program available to cases not eligible for other ADR programs, such as mediation through the Office of Administrative Hearings. During foreclosure ADR, parties meet with a volunteer attorney on the day of a scheduled hearing to try to resolve the matter.

The Settlement Conference Officer Program/Foreclosure ADR Program are offered at no cost to participants.

FAMILY MEDIATION PROGRAMS

ADR Coordinator
P. O. Box 2395
Annapolis, MD 21404-2395

Phone: 410-222-1153
Fax: 410-222-1584
E-mail: ctryan00@aacounty.org

Child Access (Custody/Visitation) Mediation - Most cases involving custody and/or visitation issues are ordered to mediation. The cases are referred to court-approved mediators. Participants attend at least two 2-hour sessions. Each participant pays \$150 per 2-hour session. Fee waiver is available.

Marital Property (Divorce) Mediation - Referred to court-approved mediators. Participants attend at least one 2-hour session. Each participant pays \$150 per 2-hour session.

Emergency Facilitation - This program provides emergency intervention for participants in crisis; results are reported to Court the same day. This service is available only at the discretion of a judge or master, and not upon request of a party to a case. This is a free service.

Facilitator Program - The Circuit Court for Anne Arundel County uses volunteer attorneys on scheduling conference days to assist the judges, masters and litigants. The volunteer attorneys meet with litigants at the direction of the judge or master to attempt to resolve issues such as custody, visitation, and child support, whether on a temporary or final basis. This is a free service.

Children in Need of Assistance/Termination of Parental Rights (CINA/TPR) Mediation in Juvenile Cases - The Circuit Court for Anne Arundel County offers CINA/TPR Mediation. Either counsel or the Court may request that a case be mediated. There is no fee to the litigants.

COMMUNITY CONFERENCING

Anne Arundel County Partnership for
Children, Youth & Families
1 Harry S. Truman Parkway, Ste. 103
Annapolis, MD 21401

Phone: 410-222-7423
Web site: www.aacounty.org/Partnership

Community Conferencing is a highly participatory process conducted by a trained, impartial facilitator that allows everyone affected by a crime or conflict to resolve the situation themselves. The Partnership provides community conferencing in a variety of sectors, including criminal justice (court diversion for misdemeanors and some felonies, serious crimes dialogue), education (alternative to student suspension and arrest), neighborhoods (ongoing, intractable conflicts), human services (wraparound case planning), organizations, and planning issues. Community conferences provide opportunities for healing and learning and result in agreements reached by the participants.

COMMUNITY MEDIATION

Anne Arundel Conflict Resolution Center
2666 Riva Road, Suite 130
Annapolis, MD 21401

Phone: 410-266-9033
Fax: 410-573-5391
E-mail: aacrcprograms@gmail.com
Web site: www.aacrc.info

Anne Arundel Conflict Resolution Center offers free mediation services for a wide variety of inter personal conflicts and neighborhood-based disputes. It recruits and trains volunteers from the community who serve as mediators and represent the diversity of the neighborhoods they serve. The center also conducts outreach to help raise awareness of mediation and its uses at the community level. AACRC also offers parenting plan mediation for parents who do not live together and offers parent-teen mediation services using adult and teenage co-mediators.

DISTRICT COURT

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676
Fax: 410-260-3536
E-mail: adroffice@mdcourts.gov
Web site: www.mdcourts.gov/district/adr/home.html

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

Civil Mediation Pretrial - We refer cases to one of our partner community mediation centers near you for mediation before the trial date. The time and location of the mediation is scheduled for the convenience of all participants. If the case is not resolved at the pretrial mediation, the case goes forward to trial on the scheduled trial date.

Civil Mediation Day of Trial - A mediator meets with the participants at the courthouse on the day of trial. If the case is not resolved in the mediation, the case goes forward to trial. *If you want your case to go to mediation, you may ask the courtroom clerk, the bailiff, or the judge if a mediator is available.*

Civil Settlement Conference Day of Trial - A settlement conference neutral meets with participants at the

courthouse on the day of trial. If the case is not resolved in the settlement conference, the case goes forward to trial.

Peace Order Mediation - Cases may be referred to a local community mediation center or volunteer mediator prior to, at the time of, or after the second peace order hearing. Cases involving recent or ongoing violence, physical abuse, or weapons are not referred to mediation.

STATE'S ATTORNEY'S OFFICE MEDIATION

Office of the State's Attorney
251 Rowe Boulevard
Annapolis, MD 21401

Office: 410-260-1870

Fax: 410-260-1343

E-mail: Sajuli21@aacounty.org

Web site: <http://www.statesattorney-annearundel.com/outreach/mediation-center>

Glen Burnie Office:

7495 Baltimore Annapolis Boulevard
Glen Burnie, MD 21061

The Mediation Center, established in 1983, is a free service provided by the State's Attorney's Office of Anne Arundel County. We mediate a variety of misdemeanor cases it deems appropriate, such as some minor criminal charges, trespass, telephone abuse, malicious destruction of property, certain types of assault, etc., before trial. We also offer mediation for intra- family disputes in which current or former spouses, significant others, boy/girlfriends, siblings, parents, or extended family members are involved in domestic difficulties, and for incidents arising out of a multitude of neighbor vs. neighbor disputes prior to criminal charges being filed. We offer a way to resolve disputes without the necessity of court involvement. Mediation is a voluntary process in which a mediator assists people in discussing their dispute and finding a mutually acceptable solution.

BALTIMORE CITY

CIRCUIT COURT

CIVIL (NON-FAMILY) MEDIATION PROGRAM

Mediation Program Coordinator
Circuit Court for Baltimore City
111 N. Calvert Street, Room 248 E
Baltimore, MD 21202

Phone: 410-396-7374
Fax: 410-396-7378
Web site: www.baltocts.state.md.us/civil/adr.htm

Civil (Non-Family) Mediation Program - The court keeps a list of approved mediators, and cases may be referred to one of those mediators. Or, if they can agree, participants may choose their own mediator. The program includes the following categories of cases: business/commercial, contracts, workers compensation, employment, environmental, motor tort, professional malpractice, and insurance. Mediators in the program may charge a fee of up to \$200 per hour per case for the two hours of court ordered mediation.

Medical Malpractice cases are also included in this program. Mediators who are assigned by the court to mediate the medical malpractice cases are chosen from an approved list. Those mediators can charge up to \$250 per hour shared equally between the parties. If both parties agree, they may choose a mediator (from the same approved list) and pay an agreed upon fee that may be different from the assigned mediator fee.

PRE-TRIAL SETTLEMENT CONFERENCE

Civil ADR Office
Circuit Court for Baltimore City
111 N. Calvert Street, Room 248 East
Baltimore, MD 21202

Phone: 410-396-7374
Fax: 410-396-7378

Pre-Trial Settlement Conferences are scheduled by the Court approximately one month before trial. The service is free of charge to the parties and counsel. The Court's Scheduling Orders require all counsel, their clients and insurance representatives to attend the conference in person. Retired judges and experienced neutral attorney-volunteers provide evaluative and facilitative dialogue between the parties and counsel. A Settlement Conference provides the parties the opportunity to discuss issues and positions in the action before an impartial person in an attempt to resolve the dispute in part or in full by agreement or by means other than trial. A Settlement Conference may include neutral case evaluation and neutral fact-finding, and the impartial person may recommend the terms of an agreement.

FAMILY MEDIATION PROGRAMS

Family Division Administrator
Circuit Court for Baltimore City
111 North Calvert Street, Room 108
Baltimore, MD 21202

Phone: 410-396-3648
Fax: 410-545-6131
E-mail: sue.german@courts.state.md.us

Child access (custody and/or visitation) mediation is the primary program, although property mediation is available through private referrals. All contested cases involving children are assessed for referral to one of two child access mediation programs. In the absence of domestic violence, child abuse allegations, and substance abuse allegations, and if it appears that the parties can afford to pay for mediation, the parties are ordered to attend mediation at Sheppard Pratt. The cost is \$50 per hour per party. If the parties cannot pay for mediation, they may be offered the alternative of attending free mediation at the courthouse directly after their

Scheduling Conference.

Settlement Conference - Members of the Bar with demonstrated experience and interest in family law volunteer to meet with parties and their attorneys (if applicable) and attempt to arrive at a settlement or to narrow the issues that require a court determination. The conferences are scheduled approximately one month prior to the date for trial on the merits. They are held two days per week, at one hour intervals, for a total of three per day or six per week.

TERMINATION OF PARENTAL RIGHTS (TPR) MEDIATION PROGRAM

ADR Coordinator
Circuit Court for Baltimore City, Juvenile Division
300 N. Gay Street, Room A3113
Baltimore, MD 21202

Phone: 443-263-3901
Fax: 443-263-2717
E-mail: janet.bayer@courts.state.md.us

Child Centered Permanency Mediation Project - CINA/TPR mediation between birth parents and potential foster or adoptive parents is provided at no cost prior to the termination of parental rights hearing.

COMMUNITY CONFERENCING

Executive Director
Community Conferencing Center
1500 Union Avenue, Suite 2700
Baltimore, MD 21211

Phone: 410-889-7400
Fax: 410-889-0944
E-mail: info@communityconferencing.org
Web: www.communityconferencing.org

Community Conferencing is a highly participatory process conducted by a trained, impartial facilitator that allows everyone affected by a crime or conflict to resolve the situation themselves. The Community Conferencing Center provides community conferencing in a variety of sectors, including criminal justice (court diversion for misdemeanors and some felonies, serious crimes dialogue), education (alternative to student suspension and arrest), neighborhoods (ongoing, intractable conflicts), human services (wraparound case planning), organizations, planning issues, and re-entry from prison. Community conferences provide opportunities for healing and learning and result in agreements reached by the participants.

The Community Conferencing Center also provides community conferencing training and technical assistance throughout Maryland, nationally, and internationally.

COMMUNITY MEDIATION

Executive Director
Community Mediation, Inc.
3333 Greenmount Avenue
Baltimore, MD 21218

Phone: 410-467-9165
Fax: 410-467-9155
E-mail: director@communitymediation.org
Web site: www.communitymediation.org

Community Mediation (CM) offers free mediation services for a wide variety of interpersonal conflicts and neighborhood-based disputes. CM recruits and trains volunteers from the community who serve as mediators and represent the diversity of the neighborhoods they serve. The program conducts outreach to help raise awareness of mediation and its uses at the community level. CM also offers parenting plan mediation for parents who do not live together, and offers parent-teen mediation services using adult and teenage co-mediators.

DISTRICT COURT

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676

Fax: 410-260-3536

E-mail: adroffice@mdcourts.gov

Web site: www.mdcourts.gov/district/adr/home.html

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

Civil Mediation Pretrial - We refer cases to one of our partner community mediation centers near you for mediation before the trial date. The time and location of the mediation is scheduled for the convenience of all participants. If the case is not resolved at the pretrial mediation, the case goes forward to trial on the scheduled trial date.

Civil Mediation Day of Trial - A mediator meets with the participants at the courthouse on the day of trial. If the case is not resolved in the mediation, the case goes forward to trial. *If you want your case to go to mediation, you may ask the courtroom clerk, the bailiff, or the judge if a mediator is available.*

Civil Settlement Conference - Day of Trial - A settlement conference neutral meets with participants at the courthouse on the day of trial. If the case is not resolved in the settlement conference, the case goes forward to trial.

Peace Order Mediation - Cases may be referred to a local community mediation center or volunteer mediator prior to, at the time of, or after the second peace order hearing. Cases involving recent or ongoing violence, physical abuse, or weapons are not referred to mediation.

STATE'S ATTORNEY'S OFFICE MEDIATION PROGRAM

State's Attorney's Mediation - Cases that are deemed appropriate by the court, such as non-violent misdemeanors, are referred by the State's Attorney's office to Community Mediation (CM). See the listing under Community Mediation, above.

ORPHANS' COURT

111 N. Calvert Street
Courthouse East, Room 311
Baltimore, MD 21202

Phone: 410-396-5034

Fax: 410-545-3487

The Orphans' Court for Baltimore City uses mediation to promote the goals of preserving family relationships, decreasing litigation costs, increasing the efficiency of our docket, maximizing the inheritance available for distribution to the decedent's heirs, and expediting the time for distribution of the inheritance to the heirs.

The Orphans' Court can order mediation and will assign a mediator from a list of qualified mediators. The mediator will bring the parties together, including their attorneys if they are involved. The parties can also

choose a mediator who is not on the list as long as both sides agree. The court appointed mediator charges a fee of \$300 for a two-hour session, and it is split between the parties. The parties can agree to further sessions with the mediator and can directly pay the mediator the agreed upon amount. There is a fee waiver form available for qualified participants.

UNIVERSITY OF BALTIMORE, SCHOOL OF LAW

Family Mediation Clinic
40 West Chase Street
Baltimore, MD 21201

Phone: 410-837-5706
Fax: 410-837-4776
E-mail: rrubinson@ubalt.edu

The Family Mediation Clinic at the University of Baltimore, School of Law provides free mediation to people seeking resolution of child custody and visitation (child access) disputes or any conflict arising from, or having an impact on, family relationships. The Family Mediation Clinic also provides limited representation to parties in child access mediation. The Family Mediation Clinic is staffed by law students who are trained mediators and are licensed to practice law in Maryland under the supervision of an experienced attorneys. For further information or to schedule a mediation, call (410) 837-5706.

UNIVERSITY OF MARYLAND, SCHOOL OF LAW

CENTER FOR DISPUTE RESOLUTION (C-DRUM)

Deputy Director
500 W. Baltimore Street
Baltimore, MD 21201

Phone: 410-706-3295
Fax: 410-706-5856
E-mail: cdrum@law.umaryland.edu
Web site: www.cdrum.org

C-DRUM works collaboratively with individuals and groups, as well as public and private institutions, to promote, enhance, and teach conflict resolution skills; research and develop conflict resolution systems; and change the way conflicts are resolved throughout the state and beyond. C-DRUM trained staff mediate and facilitate a wide variety of disputes including court related issues, community problems, and workplace conflicts, among others. Mediations are scheduled at a date and time convenient to the participants. The Baltimore Schools: Mediating About Reducing Truancy (B-SMART) partners with Baltimore City Schools to mediate issues of student absence and lateness. In addition to providing mediation and facilitation services, C-DRUM staff conduct training on mediation, advanced mediation skills, and communication skills.

Fees for mediation services may vary, and free services are available through the University of Maryland School of Law Mediation Clinic. More information on C-DRUM services can be found on the Web site listed above.

BALTIMORE COUNTY

CIRCUIT COURT

CIVIL (NON-FAMILY) MEDIATION PROGRAM

ADR Coordinator

Phone: 410-887-6960

Email: ajimenez@baltimorecountymd.gov

Fax: 410-296-2362

Circuit Court for Baltimore County
401 Bosley Avenue, Room 418
Towson, MD 21204

Web site: www.baltimorecountymd.gov/agencies/circuit/mediation

Civil (Non-Family) Mediation Program - The court keeps a list of approved mediators; cases may be referred to one of those mediators or the participants may choose their own mediator. The court currently refers cases including contract, workers' compensation, and personal injury cases to mediation. At least one plaintiff and one defendant in the case must be represented by an attorney for the case to be referred to mediation. The cost of the mediation program is \$200 per hour, which is divided by the participants. The court has set a minimum of two hours for a mediation conference.

Medical Malpractice, Business, & Technology or ASTAR case mediation costs \$250 per hour for a two-hour session. There is no maximum time for a mediation conference.

SETTLEMENT CONFERENCES

Family Division Administrator
Circuit Court for Baltimore County
County Courts Building, Room 515
401 Bosley Avenue
Towson, MD 21204

Phone: 410-887-6578

Fax: 410-887-3288

E-mail: rabbott@baltimorecountymd.gov

Settlement Conferences (Civil or Domestic Cases) - A settlement conference is held before a retired judge in most civil and domestic cases. At the conference, emphasis will be placed on resolving all open issues. The settlement judge acting in a recall capacity, can place an agreement on the record if a settlement is reached between the parties. If a case is not settled, then an agreed date for trial is obtained by court staff at the time of the settlement conference. Settlement conferences are conducted in Room 507 on the fifth floor of the County Courts Building. No fee is charged to the participants for settlement conferences. Contact 410-887-3233 for scheduling civil cases or 410-887-2509 for scheduling domestic cases.

FAMILY MEDIATION PROGRAMS

Office of Family Mediation
Circuit Court for Baltimore County
401 Bosley Avenue, Room 515
Towson, MD 21204

Phone: 410-887-6573
Fax: 410-887-3288
E-mail: wlsawyer@baltimorecountymd.gov
Web site: www.baltimorecountymd.gov

The Office of Family Mediation offers mediation services in all cases in which child access is an issue. Mediators are full-time employees of the circuit court.

The Office of Family Mediation also provides mediation for CINA (Child in Need of Assistance) and TPR (Termination of Parental Rights) cases, using specially trained on-staff mediators. Mediation may involve birth parents, adoptive/foster parents, attorneys, social workers, court appointed special advocates and children.

In addition, contested adult guardianship cases filed in this court are also referred to mediation. Mediation takes place prior to trial in an effort to resolve the issues regarding whether a guardianship is necessary, and if so, who will be the guardian of the person and/or the property of the disabled adult. Family members typically attend mediation.

MASTERS SETTLEMENT / SCHEDULING CONFERENCES

Domestic Differentiated Case Management Coordinator
Circuit Court for Baltimore County
County Courts Building
401 Bosley Avenue, Room 418
Towson, MD 21204

Phone: 410-887-2509
E-mail: edomozych@baltimorecountymd.gov

Once a domestic case is at issue, the DCM Office schedules the contested matter for a Settlement/ Scheduling Conference pursuant to Maryland Rule 2-504. The conferences are conducted in room 515 on the fifth floor of the County Courts Building.

COMMUNITY CONFERENCING

Conflict Resolution Center of Baltimore County
P.O. Box 34340
Essex, MD 21221

Phone: 410-780-1206
Fax: 410-500-5189
E-mail: conferencing@crcbaltimorecounty.org
Web site: www.crcbaltimorecounty.org

Community Conferencing is a highly participatory process conducted by a trained, neutral facilitator, which allows everyone affected by a crime or conflict to resolve the situation themselves. The Community Conferencing Program at CRC Baltimore County provides Community Conferencing in a variety of sectors, including criminal justice (court diversion for misdemeanors and some felonies, serious crimes dialogue), education (alternative to student suspension and arrest) neighborhoods (ongoing, intractable conflicts), human services, organizations, and planning issues. Community Conferences provide opportunities for healing and learning, and result in agreements reached by the participants.

COMMUNITY MEDIATION

Conflict Resolution Center (CRC) of Baltimore County
P.O. Box 34340
Essex, MD 21221

Phone: 410-780-1206
Fax: 410-500-5189
E-mail: inquire@crcbaltimorecounty.org
Web site: www.crcbaltimorecounty.org

The Community Mediation Program at the CRC of Baltimore County offers mediation services, free of charge, for a wide variety of interpersonal conflicts and neighborhood-based disputes. It recruits and trains volunteers from the community who serve as mediators and represent the diversity of the neighborhoods served. The Center also conducts outreach to help raise awareness of mediation and its uses at the community level. Additionally the CRC offers parenting plan mediation for parents who do not live together.

DISTRICT COURT

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676
Fax: 410-260-3536
E-mail: adroffice@mdcourts.gov
Web site: www.mdcourts.gov/district/adr/home.html

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

Civil Mediation Pretrial—Cases are referred to one of the partner community mediation centers near you for mediation before the trial date. The time and location of the mediation is scheduled for the convenience of all participants. If the case is not resolved at the pretrial mediation, the case goes forward to trial on the scheduled trial date.

Civil Mediation Day of Trial—A mediator meets with the participants at the courthouse on the day of trial. If the case is not resolved in the mediation, the case goes forward to trial. If you want your case to go to mediation, you may ask the courtroom clerk, the bailiff, or the judge if a mediator is available.

Civil Settlement Conference Day of Trial—A settlement conference neutral meets with participants at the courthouse on the day of trial. If the case is not resolved in the settlement conference, the case goes forward to trial.

ORPHANS' COURT

Mediation Coordinator
Orphans' Court for Baltimore County
401 Bosley Avenue, Suite 501
Towson, MD 21204

Phone: 410-887-2096
E-mail: jfisher@baltimorecountymd.gov
Web site: www.baltimorecountymd.gov/agencies/orphancourt

The Orphans' Court for Baltimore County uses mediation to promote the goals of preserving family relationships, decreasing litigation costs, increasing the efficiency of our docket, maximizing the inheritance available for distribution to the decedent's heirs, and expediting the time for distribution of the inheritance to the heirs. The court can order mediation and will assign a mediator from a list of qualified mediators. The mediator will bring the parties together, including their attorneys if they are involved. The parties can also choose a mediator who is not on the list as long as both sides agree. The court appointed mediator charges \$400 for a two-hour session, and it is split between the parties. The parties can agree to further sessions and directly pay the mediator the agreed-upon amount.

UNIVERSITY OF MARYLAND, SCHOOL OF LAW

CENTER FOR DISPUTE RESOLUTION (C-DRUM)

Deputy Director
500 W. Baltimore Street
Baltimore, MD 21201

Phone: 410-706-3295
Fax: 410-706-5856
E-mail: cdrum@law.umaryland.edu
Web site: www.cdrum.org

C-DRUM works collaboratively with individuals and groups, as well as public and private institutions, to promote, enhance, and teach conflict resolution skills; research and develop conflict resolution systems; and change the way conflicts are resolved throughout the state and beyond. C-DRUM trained mediators provide mediation for a wide variety of disputes including court-related issues, community problems, and workplace disputes, among others. Mediations are scheduled at a time and location convenient to the participants. In addition to providing basic mediation services, C-DRUM staff conduct advanced mediation and communication skills training. Fees for mediation services may vary, and free services are available for those who qualify.

CALVERT COUNTY

CIRCUIT COURT

FAMILY MEDIATION PROGRAMS

Family Support Services Coordinator
Circuit Court for Calvert County
175 Main Street
Prince Frederick, MD 20678

Phone: 410-535-1600
Fax: 410-414-2609
E-mail: rose.naughton@mdcourts.gov

Child Access (Custody/Visitation) Mediation - Most cases involving custody and/or visitation issues are ordered to mediation. Participants are ordered to two sessions (if necessary), and the court has a panel of mediators. The cost of the program is \$65 per hour per person. The court has a fee waiver program available for eligible participants.

Marital Property (Divorce) Mediation - Cases are referred to a list of court-approved mediators or in some cases to retired judges. The mediators set their own fees.

Child Welfare Mediation - Referrals to mediation can be made at any point during the court process, from shelter care through Termination of Parental Rights (TPR). Referrals can come from any source: the court, the attorneys, Department of Social Service (DSS) workers, or parties. There is no charge to the parties for the mediations, which begin with two sessions. The court pays \$70 per hour per mediator, using a co-mediation model. More than two sessions must be authorized by the Dependency Mediation Coordinator, who can be contacted at the same number above.

COMMUNITY MEDIATION

Community Mediation Center of Calvert County
28 Duke Street, P.O. Box 1842
Prince Frederick, MD 20678

Phone: 443-295-7456
E-mail: info@calvert-mediation.org
Web site: www.calvert-mediation.org

The Community Mediation Center of Calvert County offers free services for a wide variety of interpersonal conflicts and neighborhood-based disputes. CMCCC recruits and trains volunteers from the community who serve as mediators and represent the diversity of the neighborhoods they serve. The program conducts outreach to help raise awareness of mediation and its uses at the community level.

DISTRICT COURT

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676
Fax: 410-260-3536
E-mail: adroffice@mdcourts.gov
Web site: www.mdcourts.gov/district/adr/home.html

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

Civil Mediation Pretrial—Cases are referred to one of the partner community mediation centers near you for mediation before the trial date. The time and location of the mediation is scheduled for the convenience of all participants. If the case is not resolved at the pretrial mediation, the case goes forward to trial on the scheduled trial date.

Civil Mediation Day of Trial—A mediator meets with the participants at the courthouse on the day of trial. If the case is not resolved in the mediation, the case goes forward to trial. If you want your case to go to mediation, you may ask the courtroom clerk, the bailiff, or the judge if a mediator is available.

Civil Settlement Conference Day of Trial—A settlement conference neutral meets with participants at the courthouse on the day of trial. If the case is not resolved in the settlement conference, the case goes forward to trial.

Peace Order Mediation—Cases may be referred to a local community mediation center or volunteer mediator prior to the second peace order hearing. Cases involving recent or ongoing violence, physical abuse, or weapons are not referred to mediation.

STATE'S ATTORNEY'S OFFICE MEDIATION

Mediation Coordinator
Office of the State's Attorney
200 Duke Street
Prince Frederick, MD 20678

Phone: 410-535-1600
Fax: 410-535-6459
E-mail: bowennk@co.cal.md.us

Calvert County State's Attorney's Mediation Program is a free service provided by the State's Attorney's Office for certain misdemeanor cases, such as telephone misuse, trespass, workplace conflicts, and neighbor disputes. The goal is to resolve these cases prior to their getting into the criminal system. Participants may choose from a list of qualified mediators provided by the District Court Clerk's Office.

The State's Attorney's Office pays for the initial one-hour session; any additional sessions must be paid by the parties involved. If the mediator provides an agreement signed by the parties, then the case is dismissed; if not, it is placed on the stet docket. At this time, about 80% of Calvert County State's Attorney's Office cases that are referred to mediation are resolved through the mediation process.

CAROLINE COUNTY

CIRCUIT COURT

FAMILY MEDIATION PROGRAM

Family Support Services Coordinator
Circuit Court for Caroline County
109 Market Street, Room 200
Denton, MD 21629

Phone: 410-479-2303
Fax: 410-479-4072

Child Access (Custody/Visitation) Mediation - Most cases involving custody and/or visitation issues are ordered to mediation. The court maintains a list of approved domestic mediators. The court may order participants to attend up to two mediation sessions (four, if good cause is shown and it is recommended by the mediator). Court-ordered mediation costs each participant \$100 per session (usually two hours). Eligible participants may apply for financial assistance through the Family Services Program.

Settlement Conferences - In many cases, a date for a settlement conference will be set prior to the scheduling of a trial date. A judicial officer, e.g., a retired judge, meets with the parties and their attorneys to attempt settlement. A trial on the merits will be scheduled if settlement is not reached.

COMMUNITY CONFERENCING

Mid-Shore Pro Bono
8 South West Street
Easton, MD 21601

Phone: 410-690-8128
E-mail: info@midshoreprobono.org
Web site: www.midshoreprobono.org

Community Conferencing brings together a group of people in conflict, provides a structured process through which they can acknowledge the causes and the consequences of actions and collectively decide on a written agreement.

Community Conferences include those directly involved in a conflict (e.g. victims and offenders), along with supporters and others who may have insights into contributing factors or ways to keep the incidents from repeating.

A trained facilitator ensures everyone has a safe space to express how they feel about the situation and to decide how best to move forward. While court-based litigation emphasizes the differences between two sides, Community Conferencing allows **everyone** affected to collectively understand and resolve the situation, often by acknowledging, understanding and addressing underlying problems.

Mid-Shore Pro Bono serves Kent, Queen Anne's, Caroline, Talbot & Dorchester Counties. In addition to its role as a nonprofit lawyer referral agency and community resource for civil legal issues, Mid-Shore Pro Bono offers two Alternative Dispute Resolution services, free to eligible individuals: Collaborative Practice and Community Conferencing.

COMMUNITY MEDIATION

Mid Shore Mediation Center
300 Talbot Street, Suite 206
Easton, MD 21601

Phone: 410-820-5553
Fax: 410-819-3682
E-mail: mscmc@goeaston.com
Web site: www.midshoremmediation.org

The Mid Shore Community Mediation Center provides free mediation service for Caroline, Dorchester, and Talbot Counties. Issues concerning family matters, neighborhood disputes, workplace disagreements, landlord/tenant disputes, consumer's issues, business disputes, and school issues are addressed.

DISTRICT COURT

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676
Fax: 410-260-3536
E-mail: adroffice@mdcourts.gov
Web site: www.mdcourts.gov/district/adr/home.html

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

Civil Mediation Pretrial - We refer cases to one of our partner community mediation centers near you for mediation before the trial date. The time and location of the mediation is scheduled for the convenience of all participants. If the case is not resolved at the pretrial mediation, the case goes forward to trial on the scheduled trial date.

CARROLL COUNTY

CIRCUIT COURT

FAMILY MEDIATION PROGRAMS

Family Law Administrator
Circuit Court for Carroll County
55 N. Court Street, Suite 208
Westminster, MD 21157

Phone: 410-386-2401
Fax: 410-751-5339
E-mail: pwelliver@ccg.carr.org

Child Access (Custody/Visitation) Mediation - Cases involving custody and/or visitation issues are ordered to mediation, unless there is a genuine issue of physical or sexual abuse of a party or child. The court uses six court-approved mediators, including one staff mediator. Each participant pays the mediator \$100 per two-hour session and a fee for preparation of the memorandum of agreement. Mediation fees will be waived for income qualifying participants.

Mediation Coordinator
Circuit Court for Carroll County
55 N. Court Street, Suite 208
Westminster, MD 21157

Phone: 410-386-2736
Fax: 410-751-5339
E-mail: jkreider@ccg.carr.org

The mediation coordinator reviews all domestic cases filed and prepares orders referring litigants to mediation and/or parent education classes. When requested by the court, the mediation coordinator is available for same-day mediation in domestic cases. The coordinator also administers the **Child In Need of Assistance/Termination of Parental Rights Mediation Program** provided at no charge to litigants.

Marital Property (Divorce) Mediation - By agreement of the parties, mediation of property, alimony, pension, and child support issues may be ordered with a court-approved mediator. Each participant pays the mediator \$100 per two-hour session and a fee for preparation of the memorandum of agreement. Mediation fees may be waived for qualifying participants.

COMMUNITY CONFERENCING

COMMUNITY CONFERENCING OF CARROLL COUNTY

P.O. Box 511
Westminster, MD

Phone: 443-487-1012
E-mail: delmasw@gmail.com
Web site: <http://www.carrollcommunityfoundation.org>

Community Conferencing is a highly participatory process conducted by a trained, impartial facilitator that allows everyone affected by a crime to resolve it themselves. Community Conferencing of Carroll County offers conferencing in a variety of sectors, including criminal justice (court diversion for misdemeanors and some felonies, serious crimes dialogue), education (alternative to student suspension and arrest), neighborhoods (ongoing, intractable conflicts), human services (wraparound case planning), organizations, planning issues, and re-entry from prison.

COMMUNITY MEDIATION

Carroll County Community Mediation Center
Carroll Community College
255 Clifton Boulevard, Suite 311
Westminster, MD 21157

Phone: 410-848-1764
Fax: 410-848-5479
E-mail: cccmc@carrollcc.edu
Web site: www.carrollcc.edu/student-services/community-mediation-center

The Carroll County Community Mediation Center (CCCMC) offers free mediation services for a wide variety of interpersonal conflicts and neighborhood-based disputes. CCCMC recruits and trains volunteers from the community who serve as mediators and represent the diversity of the neighborhoods they serve. The program conducts outreach to help raise awareness of mediation and its uses at the community level.

Parent/Teen Mediation Project - Teenage and adult co-mediators assist teenagers and adults to resolve disputes. Referrals come from the Department of Juvenile Justice, the police, the public, etc. This service is provided free of charge.

DISTRICT COURT

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676
Fax: 410-260-3536
E-mail: adroffice@mdcourts.gov
Web site: www.mdcourts.gov/district/adr/home.html

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

Civil Settlement Conference Pretrial - Settlement conference neutrals meet with the participants at the courthouse before the trial date. If the case is not resolved in the settlement conference, the case goes forward to trial on the scheduled trial date.

Civil Mediation Day of Trial - A mediator meets with the participants at the courthouse on the day of trial. If the case is not resolved in the mediation, the case goes forward to trial. *If you want your case to go to mediation, you may ask the courtroom clerk, the bailiff, or the judge if a mediator is available.*

Civil Settlement Conference- Day of Trial - A settlement conference neutral meets with participants at the courthouse on the day of trial. If the case is not resolved in the settlement conference, the case goes forward to trial.

STATE'S ATTORNEY'S OFFICE MEDIATION

Office of the State's Attorney for Carroll County
55 North Court Street, Suite 100
Westminster, MD 21157

Phone: 410-386-2174
Fax: 410-876-9286
E-mail: mschaffer@ccg.carr.org

Criminal Mediation Program - The State's Attorney's Office screens cases appropriate for mediation and has an in-house mediator to mediate those matters. This mediation program is a free service provided by the State's Attorney's Office.

CECIL COUNTY

CIRCUIT COURT

FAMILY MEDIATION PROGRAMS

Circuit Court for Cecil County
129 E. Main Street, Room 106
Elkton, MD 21921

Phone: 410-996-1157

Fax: 410-996-5625

E-mail: nolanda.kirby@courts.state.md.us

Child Access (Custody/Visitation) Mediation - Most cases involving custody and/or visitation issues are ordered to mediation if appropriate. The court uses nine court-approved mediators who practice in the community. The cost of the mediation is \$100 per hour, unless the parties qualify for free mediation.

Child Access Neutral Case Evaluation is a service provided by consent of the parties or court ordered, prior to a court hearing. Participants are assisted in determining the issues in their case, and may develop either a temporary or permanent parenting plan. Mental health professional staff are used for these sessions. A hearing is scheduled whether the parties reach an agreement or not. The cost is \$125.00 per hour, shared equally by the parties, unless the parties qualify for a fee waiver.

Marital Property (Divorce) Mediation - Property, alimony, pension, and other financial issues are mediated with consent of all participants. Cases are referred to four court-approved mediators who practice in Cecil County and surrounding counties.

COMMUNITY MEDIATION

Community Mediation Upper Shore, Inc.
P.O. Box 692
100 North Cross Street
Chestertown, MD 21620

Phone: 410-810-9188

Fax: 410-810-3105

E-mail: info@cmusmediation.org

Web site: www.cmusmediation.org

Community Mediation for Cecil County is provided by Community Mediation Upper Shore. Community Mediation Upper Shore, Inc., (CMUS) offers free mediation services for a wide variety of interpersonal conflicts and neighborhood-based disputes. CMUS recruits and trains volunteers from the community who serve as mediators and represent the diversity of the neighborhoods they serve. The program conducts outreach to help raise awareness of mediation and its uses at the community level.

DISTRICT COURT

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676 or Toll free: 866-940-1729

Fax: 410-260-3536

E-mail: adroffice@mdcourts.gov

Web site: www.mdcourts.gov/district/adr/home.html

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

Civil Mediation Pretrial - We refer cases to one of our partner community mediation centers near you for mediation before the trial date. The time and location of the mediation is scheduled for the convenience of all participants. If the case is not resolved at the pretrial mediation, the case goes forward to trial on the scheduled trial date.

STATE'S ATTORNEY'S OFFICE MEDIATION

UPPER SHORE STATE'S ATTORNEY'S MEDIATION PROGRAM

Community Mediation Upper Shore
P.O. Box 692
Chestertown, MD 21620

Phone: 410-810-9188

Fax: 410-810-3105

E-mail: info@cmusmediation.org

Web site: www.cmusmediation.org

State's Attorney's Mediation for Cecil County is served by Upper Shore State's Attorney's Mediation Program. This mediation program is a free service provided by the State's Attorney's Office for citizen filed and some police-initiated misdemeanor cases as deemed appropriate. Cases typically directed to mediation include certain assault, theft, malicious destruction of property, telephone misuse, and trespass cases. In nearly all mediation cases, the parties to the dispute share an on-going relationship, such as family or extended family involved in domestic difficulties, former friends, associates, customer/vendor, employee/employer, landlord/tenant, roommates, or neighbors. Mediations are scheduled in advance of trial. Cases are referred by the State's Attorney's Office to Community Mediation Upper Shore, Inc.

CHARLES COUNTY

CIRCUIT COURT

CIVIL (NON-FAMILY) MEDIATION PROGRAM

Circuit Court for Charles County
200 Charles Street
La Plata, MD 20646

Phone: 301-932-3249
Fax: 301-932-3206
E-mail: lisa.simonds@mdcourts.gov

Civil Mediation Program - The court keeps a list of approved mediators. Cases may be referred to one of those mediators, or the participants may choose their own mediators if they can agree. The participants pay the mediator directly at the rate of \$150.00 per hour, divided equally between the participants. Sessions usually last two hours. Eligible participants may qualify for assistance.

Civil Settlement Conference Program - All motor tort, personal injury, and workers' compensation cases are referred to civil settlement conferences. The court keeps a list of approved facilitators. Cases may be referred to one of those facilitators, or the participants may choose their own facilitator if they can agree. The participants pay the facilitator directly at the rate of \$150.00 per hour, divided equally between the participants. Sessions usually last two hours. Eligible participants may qualify for assistance.

FAMILY MEDIATION PROGRAMS

Family Services Director
Circuit Court for Charles County
P.O. Box 3000
La Plata, MD 20646

Phone: 301-932-3249
Fax: 301-932-3427
E-mail: lisa.simonds@mdcourts.gov

Child Access (Custody/Visitation) Mediation - Most cases involving custody and/or visitation issues are ordered to mediation. The court's list of private, court-approved mediators is available to the participants. The fee is \$100 per person, per session, and a session usually lasts two hours. Additional sessions remain at the same rate. Services are handicap accessible, and telephone conferencing is available.

Child Welfare Mediation – Child In Need of Assistance (CINA) and Termination of Parental Rights (TPR) referrals come from a variety of sources, including the Department of Social Services, Legal Aid Bureau, Office of the Public Defender, and the Court. The Permanency Planning Mediation Program is coordinated by the Family Support Services Director with oversight by the Permanency Planning Mediation Group and the Alternative Dispute Resolution (ADR) Committee.

In providing mediation services to the participants in CINA and TPR proceedings in the Circuit Court for Charles County, the Permanency Planning Mediation Program strives to serve families in a respectful and courteous manner, enable families to contribute to the development and implementation of the plans, prepare any agreements the parties reach in mediation, assist the court in the timely and equitable resolution of disputes, provide status reports to the court, and to work cooperatively with the court to improve existing programs and suggest initiatives to better serve the families.

Marital Property (Divorce) Mediation - The court keeps a list of approved mediators. Cases may be referred to one of those mediators, or the participants may choose their own mediator. The parties may request mediation, or the court may initiate mediation. The participants pay the mediator directly at a rate of \$150 per hour, divided equally between the participants.

COMMUNITY MEDIATION

Charles County Mediation Center
College of Southern Maryland
8730 Mitchell Road
P.O. Box 910
La Plata, MD 21646-0910

Phone: 301-861-0376
Email: jawalton1@csmd.edu
Web: <http://www.csmd.edu/community/mediation/>

The Charles County Community Mediation Center (CCCMC) offers free mediation services for a wide variety of interpersonal conflicts and neighborhood-based disputes. CCCMC recruits and trains volunteers from the community who serve as mediators and represent the diversity of the neighborhoods they serve. The program conducts outreach to help raise awareness of mediation and its uses at the community level.

DISTRICT COURT

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676 or Toll free: 866-940-1729
Fax: 410-260-3536
E-mail: adroffice@mdcourts.gov
Web site: www.mdcourts.gov/district/adr/home.html

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

Civil Mediation Pretrial - We refer cases to one of our partner community mediation centers near you for mediation before the trial date. The time and location of the mediation is scheduled for the convenience of all participants. If the case is not resolved at the pretrial mediation, the case goes forward to trial on the scheduled trial date.

Civil Mediation Day of Trial - A mediator meets with the participants at the courthouse on the day of trial. If the case is not resolved in the mediation, the case goes forward to trial. *If you want your case to go to mediation, you may ask the courtroom clerk, the bailiff, or the judge if a mediator is available.*

Peace Order Mediation - Cases may be referred to a local community mediation center or volunteer mediator prior to, at the time of, or after the second peace order hearing. Cases involving recent or ongoing violence, physical abuse, or weapons are not referred to mediation.

DORCHESTER COUNTY

CIRCUIT COURT

FAMILY MEDIATION PROGRAM

Circuit Court for Dorchester County
206 High Street, Room 203 A
P.O. Box 363
Cambridge, MD 21613

Phone: 410-228-1395
Fax: 410-228-3775
E-mail: Jessica.milligan@mdcourts.gov

Child Access (Custody/Visitation) Mediation - Most contested cases involving custody and/or visitation issues are ordered to mediation. The court offers mediation from a court-approved list of providers. The fee is \$65 per hour per person, and the court usually orders two sessions lasting two hours each. The parties may apply for a Family Services Fee Waiver.

Marital Property (Divorce) Mediation - Some contested cases involving marital property issues are referred to mediation. The court offers mediation from a court-approved list of providers. The fee is \$65 per hour per person, and the court usually orders two sessions lasting two hours each.

COMMUNITY CONFERENCING

Mid-Shore Pro Bono
8 South West Street
Easton, MD 21601

Phone: 410-690-8128
E-mail: info@midshoreprobono.org
Web site: www.midshoreprobono.org

Community Conferencing brings together a group of people in conflict, provides a structured process through which they can acknowledge the causes and the consequences of actions and collectively decide on a written agreement.

Community Conferences include those directly involved in a conflict (e.g. victims and offenders), along with supporters and others who may have insights into contributing factors or ways to keep the incidents from repeating.

A trained facilitator ensures everyone has a safe space to express how they feel about the situation and to decide how best to move forward. While court-based litigation emphasizes the differences between two sides, Community Conferencing allows **everyone** affected to collectively understand and resolve the situation, often by acknowledging, understanding and addressing underlying problems.

Mid-Shore Pro Bono serves Kent, Queen Anne's, Caroline, Talbot & Dorchester Counties. In addition to its role as a nonprofit lawyer referral agency and community resource for civil legal issues, Mid-Shore Pro Bono offers two Alternative Dispute Resolution services, free to eligible individuals:

- Collaborative Practice
- Community Conferencing

COMMUNITY MEDIATION

Community Mediation Upper Shore, Inc.
P.O. Box 692
100 North Cross Street
Chestertown, MD 21620

Phone: 410-810-9188
Fax: 410-810-3105
E-mail: info@cmusmediation.org
Web site: www.cmusmediation.org

Community Mediation for Dorchester County is provided by Community Mediation Upper Shore. Community Mediation Upper Shore, Inc., (CMUS) offers free mediation services for a wide variety of interpersonal conflicts and neighborhood-based disputes. CMUS recruits and trains volunteers from the community who serve as mediators and represent the diversity of the neighborhoods they serve. The program conducts outreach to help raise awareness of mediation and its uses at the community level.

DISTRICT COURT

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676 or Toll free: 866-940-1729
Fax: 410-260-3536
E-mail: adroffice@mdcourts.gov
Web site: www.mdcourts.gov/district/adr/home.html

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

Civil Mediation Pretrial - We refer cases to one of our partner community mediation centers near you for mediation before the trial date. The time and location of the mediation is scheduled for the convenience of all participants. If the case is not resolved at the pretrial mediation, the case goes forward to trial on the scheduled trial date.

FREDERICK COUNTY

CIRCUIT COURT

CIVIL AND FAMILY MEDIATION PROGRAMS

Circuit Court for Frederick County
100 West Patrick Street
Frederick, MD 21701

Phone: 301-600-1467
Fax: 301-600-2226
E-mail: blmacpherson@frederickcountymd.gov

Civil Mediation Program - The court orders most civil, non-family cases to mediation with a mediator on the list of court-approved civil mediators, or, if they agree, the participants may choose their own mediator. The court orders one mediation session lasting 2 hours and gives the mediator the option to hold a second 2-hour session. The cost for most cases is \$400 per session divided between the parties. Complex cases are \$500 per session.

Custody/Visitation Mediation - Cases with disputed custody and/or access issues are ordered to attend a court-approved six-hour co-parenting education class at a cost of \$100 per party. Income-eligible parties can attend co-parenting education classes held in the courthouse for a cost of \$5. Many cases are also ordered to attend custody/visitation mediation with a mediator on the list of court-approved family mediators; or if they agree, the participants may choose their own mediator. The Court orders two sessions lasting 2 hours and gives the mediator the option to hold a third 2-hour session. The cost is \$300 per session divided between the parties. Income-eligible parties would be ordered to in-house mediation.

Marital Property Mediation - The court orders many cases involving marital property issues, including alimony, to marital property mediation with a mediator on the list of court-approved family mediators or, if they agree, the participants may choose their own mediator. The court orders two sessions lasting 2 hours and gives the mediator the option to hold a third 2-hour session. The cost is \$400 per session divided between the parties. Income-eligible parties would be ordered to in-house mediation.

In-house Custody/Visitation Mediation Program - An in-house custody/visitation mediation program is available to a limited number of cases with priority given to income-eligible parties. Fees vary and are based on the income level of the participants.

CHILD WELFARE MEDIATION

Permanency Planning Liaison for
the Sixth Judicial Circuit
Frederick County Circuit Court
100 West Patrick Street
Frederick, MD 21701

Phone: 301-600-6032
Fax: 301-846-2226
E-mail 1: vjones@frederickcountymd.gov
E-mail 2: vjones@mccourt.com

Child Welfare Mediation - Co-mediation of Child in Need of Assistance (CINA) and Termination of Parental Rights (TPR) cases can occur at all phases of a case. Mediation can occur during pre-adjudication, the permanency planning stage, or over a particular issue, such as visitation and contact and guardianship / TPR stage. Referrals are made by any party, including the Department of Social Services, child's counsel, parent's counsel and the court. Mediation sessions are three hours.

COMMUNITY MEDIATION

Frederick County Mediation (Formerly CALM, Inc.)
FCC Administrative Services, Gambrill Hall
7932 Opossumtown Pike
Frederick, MD 21702

Phone: 301-631-2256
E-mail: frederickcountymediation@gmail.com
Web site: calm-frederick.org

CALM offers free mediation services for a wide variety of interpersonal conflicts and neighborhood based disputes. CALM recruits and trains volunteers from the community who serve as mediators and represent the diversity of the neighborhoods they serve. The program also conducts outreach to help raise awareness of mediation and its uses at the community level.

DISTRICT COURT

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676 or Toll free: 866-940-1729
Fax: 410-260-3536
E-mail: adroffice@mdcourts.gov
Web site: www.mdcourts.gov/district/adr/home.html

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

Civil Mediation Pretrial - We refer cases to one of our partner community mediation centers near you for mediation before the trial date. The time and location of the mediation is scheduled for the convenience of all participants. If the case is not resolved at the pretrial mediation, the case goes forward to trial on the scheduled trial date.

Civil Mediation Day of Trial - A mediator meets with the participants at the courthouse on the day of trial. If the case is not resolved in the mediation, the case goes forward to trial. *If you want your case to go to mediation, you may ask the courtroom clerk, the bailiff, or the judge if a mediator is available.*

Civil Settlement Conference Day of Trial - A settlement conference neutral meets with participants at the courthouse on the day of trial. If the case is not resolved in the settlement conference, the case goes forward to trial.

Peace Order Mediation - Cases may be referred to a local community mediation center or volunteer mediator prior to, at the time of, or after the second peace order hearing. Cases involving recent or ongoing violence, physical abuse, or weapons are not referred to mediation.

STATE'S ATTORNEY'S OFFICE

Assistant State's Attorney
State's Attorney's Office
100 West Patrick Street
Frederick, MD 21702

Phone: 301-600-1523
Fax: 301-600-1926
E-mail: emoloney@fredco-md.net

This truancy mediation program is a free service provided by the State's Attorney's Office for misdemeanor cases it deems appropriate, such as failure to send children to school cases. These cases are mediated before charges are filed. They are referred by school personnel who also attend the mediation. If conditions do not improve or if the parent or guardian fails to appear for the mediation, then charges are filed.

GARRETT COUNTY

CIRCUIT COURT

FAMILY MEDIATION PROGRAM

Family Support Services Coordinator
Circuit Court for Garrett County
203 S. Fourth Street, Room 109
Oakland, MD 21550

Phone: 301-334-7602
Fax: 301-334-5042
E-mail: randy.whitaker@courts.state.md.us

Child Access (Custody/Visitation) Mediation - Most cases involving custody and/or visitation issues are ordered to mediation. Mediation is provided by private contractors. The mediation costs \$125 an hour with a maximum of two hours, and the fees are usually divided between the parties.

COMMUNITY MEDIATION

There currently is no community mediation program in Garrett County. The nearest community mediation program is in Washington County. For a description of the program at the Washington County Community Mediation Center, please see the listing for Washington County.

If you would like information about starting a community mediation program in Garrett County, please call Community Mediation Maryland at 410-553-0206.

DISTRICT COURT

There currently is no regular ADR program in the District Court in Garrett County. For information on how to try mediation for your case, please contact the District Court ADR Office.

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676 or Toll free: 866-940-1729
Fax: 410-260-3536
E-mail: adroffice@mdcourts.gov
Web site: www.mdcourts.gov/district/adr/home.html

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

HARFORD COUNTY

CIRCUIT COURT

FAMILY MEDIATION PROGRAM

Circuit Court for Harford County
20 West Courtland Street
Bel Air, MD 21014

Phone: 410-638-3038
Fax: 410-638-9589
E-mail: karen.tracy@courts.state.md.us

Child Access (Custody/Visitation) Mediation - Most cases involving custody and/or visitation issues are ordered to mediation or evaluation. Either family court services or private providers mediate disputes. Sliding scale fees are available.

Parent Access - The court provides special programs for mediation, evaluation, facilitated visitation, and parent education in child support/visitation cases. To qualify, there must be a visitation dispute, and a child support issue pending with the Office of Child Support Enforcement. Services are free.

Dependency Mediation - The court provides mediation for CINA (children in need of assistance) and TPR (termination of parental rights) cases. Mediation may involve birth parents, adoptive/foster parents, attorneys, social workers, Court Appointed Special Advocate (CASA), and children. The court provides specially trained mediators, and the service is free to participants.

COMMUNITY MEDIATION

Harford County Community Mediation Program
Department of Community Services
125 North Main Street
Bel Air, MD 21014

Phone: 410-638-4807
Fax: 410-803-3389
E-mail: mediation@harfordcountymd.gov
Web site: www.harfordcountymd.gov/523/Mediation-Program

The Harford County Community Mediation Program (HCCMP) is an organization of professionally trained volunteer mediators. Citizens use the services to develop solutions to their own disputes. There is no fee. Participation is voluntary, and the process is confidential.

HCCMP mediates many levels of conflict. Individuals are encouraged to contact HCCMP directly. Government agencies, schools, and the legal system also refer citizens to the program. HCCMP assists with the resolution of disputes between neighbors, family members, and friends, and it also assists with matters involving business, property, employment, or other conflicts. HCCMP does not mediate when domestic violence is present.

The program recruits and trains volunteers from the community who serve as mediators and represent the diversity of the neighborhoods they serve. HCCMP conducts outreach and public education to help raise awareness of mediation and its uses at the community level.

DISTRICT COURT

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676

Fax: 410-260-3536

E-mail: adroffice@mdcourts.gov

Web site: www.mdcourts.gov/district/adr/home.html

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

Civil Mediation Day of Trial - A mediator meets with the participants at the courthouse on the day of trial. If the case is not resolved in the mediation, the case goes forward to trial. *If you want your case to go to mediation, you may ask the courtroom clerk, the bailiff, or the judge if a mediator is available.*

Civil Settlement Conference Day of Trial - A settlement conference neutral meets with participants at the courthouse on the day of trial. If the case is not resolved in the settlement conference, the case goes forward to trial.

STATE'S ATTORNEY'S OFFICE MEDIATION

Harford County Community Mediation Program
Department of Community Services
319 South Main Street
Bel Air, MD 21014

Phone: 410-638-4807

Fax: 410-803-3389

E-mail: mediation@harfordcountymd.gov

Web site: www.harfordcountymd.gov/services/mediation

The Harford County State's Attorney's Office is now referring mediation to the Harford County Community Mediation Program through the Department of Community Services.

Cases typically directed to mediation include certain assault, theft, malicious destruction of property, telephone misuse, and trespass cases. In nearly all mediation cases, the parties to the dispute share an ongoing relationship, such as family or extended family involved in domestic difficulties, former friends, associates, customer/vendor, employee/employer, landlord/tenant, roommates, or neighbors. Mediations are scheduled in advance of trial. Cases are referred by the State's Attorney's Office to Community Mediation Upper Shore, Inc.

HOWARD COUNTY

CIRCUIT COURT

CIVIL (NON-FAMILY) MEDIATION PROGRAMS

Circuit Court for Howard County
8360 Court Avenue
Ellicott City, MD 21403

Phone: 410-313-3053
Fax: 410-313-2413
E-mail: jennifer.bowman@mdcourts.gov

The ADR /Civil Case Coordinator manages the Civil Non-Domestic Alternative Dispute Resolution Programs for the Circuit Court for Howard County. In accordance with the provisions of Title 17, Alternative Dispute Resolution, several techniques are available for civil non-domestic cases filed in the Circuit Court for Howard County. These include settlement conferences, mediation, and facilitation conferences.

It is the policy of this court to encourage early use of ADR in accordance with Title 17 of the Maryland Rules of Procedure. At any point in a case, parties may request ADR. These methods will continue to be an integral part of the Differentiated Case Management Plan for our court. Every case that is subject to the Civil Non-Domestic DCM Plan will be reviewed, and suitable cases will be referred for one or more of the ADR resources listed above. The court may not require a party or the party's attorney to participate in an ADR proceeding except in accordance with Title 17-103. Visit www.mdcourts.gov/macro to see the full text of Title 17.

FAMILY MEDIATION PROGRAMS

Circuit Court for Howard County
8360 Court Avenue
Ellicott City, MD 21043

Phone: 410-313-2225
Fax: 410-313-3192
E-mail: HCFamilylawoffice@mdcourts.gov

Child Access (Custody/Visitation) Mediation - Most cases involving custody and/or visitation issues are ordered to mediation. The court offers mediation from a court-approved list of providers. The cost is \$100 per person per hour, and the court usually orders two sessions of two hours each. Fee waivers are available to eligible participants.

A settlement conference may also be ordered in a case. If so, parties cannot elect not to participate, and if parties are represented, counsel is expected to be present. As stated above, if an agreement is reached, the court will make every effort to have that agreement placed on the record that day. Settlement conferences, unless otherwise agreed to, will take place in the court house. There is no cost for this program.

COMMUNITY MEDIATION

Howard County Nonprofit Center
9770 Patuxent Woods Drive, Suite 360
Columbia, MD 21046

Phone: 443-518-7693
E-mail: info@mcrchoward.org
Web site: www.mcrchoward.org

The Mediation and Conflict Resolution Center (MCRC) offers mediation services for free or on a sliding scale for a wide variety of interpersonal conflicts and neighborhood-based disputes. MCRC recruits and trains

volunteers from the community who serve as mediators and represent the diversity of the neighborhoods they serve. The program conducts outreach to help raise awareness of mediation and its uses at the community level.

Restorative Dialogue (RD) is a face-to-face meeting between a person who has been harmed by an offense and the person responsible for the harm. Trained, impartial facilitators help to create a safe space for the participants to hear each other and, often, to draft an agreement aimed at making things as right as possible. These services are typically requested by the Howard County Police Department or the State's Attorney's Office and often involve juveniles. Like community mediations, MCRC's RDs are facilitated by trained, impartial, volunteer mediators, but they must have additional training in RD.

Restorative Reflection (RR) is one subset of MCRC's RD program. It involves only one of the parties in the original conflict, and like RDs, is requested by referring agencies. An RR offers the participants a guided self-reflection about whatever actions brought them to the criminal justice system and introduces them to alternative, healthier conflict reactions.

Restorative Dialogue for Violent Crime (RD for VC) a.k.a., Victim Offender Dialogue for Violent Crimes. RD cases involving violent crimes are quite different, both in process and theory, from other RD processes. They take much longer and require intense, specialized training. MCRC is an active co-founder of the Victim Offender Dialogue for Violent Crimes Task Force, dedicated to promoting quality victim offender dialogue services throughout Maryland to those affected by violent crime. Victim requests for this service are taken on a case-by-case basis.

DISTRICT COURT

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676
Fax: 410-260-3536
E-mail: adroffice@mdcourts.gov
Web site: www.mdcourts.gov/district/adr/home.html

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

Civil Mediation Pretrial - We refer cases to one of our partner community mediation centers near you for mediation before the trial date. The time and location of the mediation is scheduled for the convenience of all participants. If the case is not resolved at the pretrial mediation, the case goes forward to trial on the scheduled trial date.

Civil Settlement Conference Pretrial - Settlement conference neutrals meet with the participants at the courthouse before the trial date. If the case is not resolved in the settlement conference, the case goes forward to trial on the scheduled trial date.

Civil Mediation Day of Trial - A mediator meets with the participants at the courthouse on the day of trial. If the case is not resolved in the mediation, the case goes forward to trial. *If you want your case to go to mediation, you may ask the courtroom clerk, the bailiff, or the judge if a mediator is available.*

Civil Settlement Conference Day of Trial - A settlement conference neutral meets with participants at the courthouse on the day of trial. If the case is not resolved in the settlement conference, the case goes forward to trial.

KENT COUNTY

CIRCUIT COURT

FAMILY MEDIATION PROGRAMS

Circuit Court for Kent County
103 N. Cross Street
Chestertown, MD 21620

Phone: 410-810-1059

Fax: 410-778-7412

E-mail: rebecca.taylor@courts.state.md.us

Web site: www.mdcourts.gov/family/kent.html

Day-of-Court Access Mediation Program- We can work it out! When parties involved in actions of custody, paternity, visitation, and child support appear before the master in Equity Court, they are given the option to voluntarily meet with a mediator. If they so choose, parents can collaborate and find common ground whereby they can craft a written agreement that becomes a “parenting plan” that is in the best interest of their child. Through the process of access mediation, parents are empowered to learn how to make child-focused decisions. They may ask the master to recommend to the court to enter their written agreement as a Consent Agreement.

Child Access (Custody/Visitation) Mediation - Most cases involving custody and/or visitation issues are ordered to four hours of fee-for-service access mediation. The court offers mediation from a court approved list of access mediators. Mediators are paid \$100 per hour which is generally divided between the parties. If the mediation extends past four hours and the participants want to continue, the mediators may charge their private hourly rate. Fee waivers and sliding scale fees are available to eligible participants.

SETTLEMENT CONFERENCE PROGRAM

Circuit Court Clerk
103 N. Cross Street
Chestertown, MD 21620

Phone: 410-778-7414

Fax: 410-778-7412

E-mail: Mark.Mumford@mdcourts.gov

Settlement Conferences are conducted by a retired Second Circuit Court judge on the first and third Tuesday of each month. All cases are set for 10:00 am and are held in the Circuit Court Clerk’s office on the first floor of the Kent County Courthouse. When these cases settle, the attorneys may have the agreement entered on the record that same day or submit a written agreement to the court; a case that does not settle will be scheduled for a merits hearing.

COMMUNITY CONFERENCING

Mid-Shore Pro Bono
8 South West Street
Easton, MD 21601

Phone: 410-690-8128

E-mail: info@midshoreprobono.org

Web site: www.midshoreprobono.org

Community Conferencing brings together a group of people in conflict, provides a structured process through which they can acknowledge the causes and the consequences of actions and collectively decide on a written agreement.

Community Conferences include those directly involved in a conflict (e.g. victims and offenders), along with supporters and others who may have insights into contributing factors or ways to keep the incidents from repeating.

A trained facilitator ensures everyone has a safe space to express how they feel about the situation and to decide how best to move forward. While court-based litigation emphasizes the differences between two sides, Community Conferencing allows **everyone** affected to collectively understand and resolve the situation, often by acknowledging, understanding and addressing underlying problems.

In addition to its role as a nonprofit lawyer referral agency and community resource for civil legal issues, Mid-Shore Pro Bono offers two Alternative Dispute Resolution services, free to eligible individuals:

- Collaborative Practice
- Community Conferencing

COMMUNITY MEDIATION

Community Mediation Upper Shore, Inc.
P.O. Box 692
100 North Cross Street
Chestertown, MD 21620

Phone: 410-810-9188
Fax: 410-810-3105
E-mail: info@cmusmediation.org
Web site: www.cmusmediation.org

Community Mediation for Kent County is provided by Community Mediation Upper Shore. Community Mediation Upper Shore, Inc., (CMUS) offers free mediation services for a wide variety of interpersonal conflicts and neighborhood-based disputes. CMUS recruits and trains volunteers from the community who serve as mediators and represent the diversity of the neighborhoods they serve. The program conducts outreach to help raise awareness of mediation and its uses at the community level.

DISTRICT COURT

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676
Fax: 410-260-3536
E-mail: adroffice@mdcourts.gov
Web site: www.mdcourts.gov/district/adr/home.html

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

Civil Mediation Pretrial - We refer cases to one of our partner community mediation centers near you for mediation before the trial date. The time and location of the mediation is scheduled for the convenience of all participants. If the case is not resolved at the pretrial mediation, the case goes forward to trial on the scheduled trial date.

STATE'S ATTORNEY'S OFFICE MEDIATION

UPPER SHORE STATE'S ATTORNEY'S MEDIATION PROGRAM

Community Mediation Upper Shores
P.O. Box 692
Chestertown, MD 21620

Phone: 410-810-9188
Fax: 410-810-3105
E-mail: info@cmusmediation.org
Web site: www.cmusmediation.org

State's Attorney's Mediation for Kent County is served by Upper Shore State's Attorney's Mediation Program. This mediation program is a free service provided by the State's Attorney's Office for citizen filed and some police-initiated misdemeanor cases as deemed appropriate. Cases typically directed to mediation include certain assault, theft, malicious destruction of property, telephone misuse, and trespass cases. In nearly all mediation cases, the parties to the dispute share an on-going relationship, such as family or extended family involved in domestic difficulties, former friends, associates, customer/vendor, employee/employer, landlord/tenant, roommates, or neighbors. Mediations are scheduled in advance of trial. Cases are referred by the State's Attorney's Office to Community Mediation Upper Shore, Inc.

MONTGOMERY COUNTY

CIRCUIT COURT

CIVIL ADR & ORPHANS' COURT MEDIATION PROGRAMS

Circuit Court for Montgomery County
50 Maryland Avenue Law Library
Rockville, MD 20850

Phone: 240-777-9108
Fax: 240-777-9188
E-mail: krosa@mcccourt.com

Civil and Family Property Mediation Program - A list of approved ADR facilitators and retired judges is maintained by the clerk of the court. Cases may be referred to one of those facilitators. The cost for the mediation is \$200 per hour, which is shared equally by the parties, and paid to the mediator at the conclusion of the session. In some post-judgment domestic cases, settlement status conferences are held, set in two-hour blocks of time. This service is provided by the court at no cost to the parties for post-judgment domestic cases only. Requests should be made at the Scheduling Conference.

Orphans' Court Mediation - After all parties have agreed to mediation and contacted the Orphans' Court, they will receive an ADR Resolution form to fill out for mediation. The Orphans' Court will then assign either a retired judge or a private mediator to hear the mediation. There is no fee to the court, but the mediator's fee is \$200 per hour, which the participants pay directly to the mediator.

FAMILY MEDIATION PROGRAMS

Family Division Services
Circuit Court for Montgomery County
50 Maryland Avenue
Rockville, MD 20850

Phone: 240-777-9080
Website: www.montgomerycountymd.gov/mc/judicial/circuit/family/mediation.html

Child Custody/Access Mediation - This program is provided by mediators on staff with the circuit court. Parties attend two sessions, each two hours long, at no cost to the participants. For post-judgment cases, parties can attend one session that is two hours long. A Spanish speaking mediator is available.

Marital Property (Divorce) ADR - Private providers are available to mediate property issues in family cases. The fees are set by the individual mediators, and the parties pay the mediator directly.

Settlement Conference Program - Facilitators, who are private family law practitioners, are available to try to assist the parties in reaching a settlement. This process occurs immediately following the scheduling conference. This service is free to the participants.

Juvenile Dependency Mediation - This program provides specially trained mediators who work with participants in dependency. Prior to adjudication, mediation is court ordered at the pre-trial phase of child welfare cases. After adjudication, it is ordered at the request of the parties to mediate permanency planning or termination of parental rights issues. These services are provided free of charge.

COMMUNITY CONFERENCING

Conflict Resolution Center of Montgomery County
BCC Regional Services Center
4805 Edgemoor Lane, 2nd Floor
Bethesda, MD 20814

Phone: 301-652-0717
Fax: 301-652-0719
E-mail: youth@crcmc.org
Web site: www.crcmc.org

Community conferencing is a highly participatory process conducted by a trained, impartial facilitator that allows everyone affected by a crime or conflict to resolve the situation themselves. The Community Conferencing Center provides community conferencing in a variety of sectors, including criminal justice (court diversion for misdemeanors and some felonies, serious crimes dialogue), education (alternative to student suspension and arrest), neighborhoods (ongoing, intractable conflicts), human services (wrap around case planning), organizations, planning issues, and re-entry from prison. Community conferences provide opportunities for healing and learning and result in agreements reached by the participants.

COMMUNITY MEDIATION

Conflict Resolution Center of Montgomery County
BCC Services Building,
4805 Edgemoor Lane, 2nd Floor
Bethesda, MD 20814

Phone: 301-652-0717
Fax: 301-652-0719
E-mail: crmc@crmc.org
Web site: www.crcmc.org

The Conflict Resolution Center of Montgomery County (CRCMC) is a non-profit organization dedicated to providing quality dispute prevention, resolution, and education to individuals and community organizations. CRCMC addresses conflict in workplaces, families, neighborhoods, schools, and businesses.

The program's services are voluntary, confidential, and impartial. CRCMC offers a variety of conflict resolution services, such as mediation, facilitation, community conferencing, and training. Mediation services are free of charge to Montgomery County residents. The program recruits and trains volunteers from the community who serve as mediators and facilitators and represent the diversity of the neighborhoods they serve. CRCMC conducts outreach to raise awareness of mediation and other dispute resolution processes, and it measures their effectiveness and uses at the community level.

Rockville Community Mediation Program
111 Maryland Avenue
Rockville, MD 20850

Phone: 240-314-8316
Fax: 240-314-8130
E-mail: jkelly@rockvillemd.gov
Web site: www.rockvillemd.gov

The Rockville Community Mediation Program (RCMP) offers free mediation services for a wide variety of interpersonal conflicts and neighborhood-based disputes in the City of Rockville. RCMP recruits and trains volunteers from the community who serve as mediators and represent the diversity of the neighborhoods they serve. The program conducts outreach to help raise awareness of mediation and its uses at the community level.

DISTRICT COURT

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676
Fax: 410-260-3536
E-mail: adroffice@mdcourts.gov
Web site: www.mdcourts.gov/district/adr/home.html

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

Civil Mediation Pretrial - We refer cases to one of our partner community mediation centers near you for mediation before the trial date. The time and location of the mediation is scheduled for the convenience of all participants. If the case is not resolved at the pretrial mediation, the case goes forward to trial on the scheduled trial date. Resources are available for Spanish speaking individuals.

Civil Mediation Day of Trial - A mediator meets with the participants at the courthouse on the day of trial. If the case is not resolved in the mediation, the case goes forward to trial. *If you want your case to go to mediation, you may ask the courtroom clerk, the bailiff, or the judge if a mediator is available.*

Civil Settlement Conference Pretrial - Settlement conference neutrals meet with the participants at the courthouse before the trial date. If the case is not resolved in the settlement conference, the case goes forward to trial on the scheduled trial date.

Civil Settlement Conference Day of Trial - A settlement conference neutral meets with participants at the courthouse on the day of trial. If the case is not resolved in the conference, the case goes to trial.

Peace Order Mediation - Cases may be referred to a local community mediation center or volunteer mediator prior to, at the time of, or after the second peace order hearing. Cases involving recent or ongoing violence, physical abuse, or weapons are not referred to mediation.

STATE'S ATTORNEY'S OFFICE MEDIATION

Office of the State's Attorney
50 Maryland Avenue
Rockville, MD 20850

Phone: 240-777-7300
Fax: 240-777-7413
E-mail: states.attorney@montgomerycountymd.gov

The Mediation Program identifies cases in which disputes for both a complainant and defendant may be better resolved through mediation rather than the court system. For appropriate cases, the Mediation Program is offered at no charge and, if both parties in the case agree, the mediation is held in an informal setting. Charges and disputes eligible for mediation vary widely and may include neighbor disputes, family disputes not involving domestic violence, telephone harassment, thefts, landlord/tenant problems, contractor/client disputes and credit card fraud. Mediation is scheduled rapidly, takes place in a neutral setting, and is confidential. The mediation service is provided by the State's Attorney's Office at no charge.

PRINCE GEORGE'S COUNTY

CIRCUIT COURT

CIVIL (NON-FAMILY) & SETTLEMENT CONFERENCE (FAMILY) MEDIATION PROGRAMS

County Administration Building
14741 Governor Oden Bowie Drive
Room 1060
Upper Marlboro, MD 20772

Phone: 301-952-4173
Fax: 301-952-3639
E-mail: adrcoordinator@co.pg.md.us

Civil (non-family) cases filed in the circuit court are referred for mediation at the pre-trial conference or at the request of the parties. Complex litigation cases (such as medical malpractice, business, or technology) are ordered to mediation via the scheduling order. Retired judges conduct the mediations, which are scheduled Monday, Tuesday, and Friday through the coordinator.

Civil Family Settlement Conferences also are handled by retired judges. Set up through the Office of Calendar Management at the time of the scheduling conference, these civil case services are free.

FAMILY MEDIATION PROGRAMS

Circuit Court for Prince George's County
14735 Main Street, Room 1420
Upper Marlboro, MD 20772

Phone: 301-952-3024
Fax: 301-780-2057
E-mail: lmiller@co.pg.md.us

Child Access (Custody/Visitation) Mediation - Most cases involving custody and/or visitation issues are ordered to mediation. Participants are referred to court-approved mediators for a minimum of two, two-hour sessions. The fee is \$100 per person per session and fee waivers are available to eligible participants.

Property /Financial /Alimony Mediation - Mediators are on a court-approved panel, and cases are assigned through Family Support Services. The fee is \$100 per person per hour for a minimum three hour session.

Emergency Mediation - The court has mediators to provide emergency mediation.

Dependency Mediation - Dependency mediation is provided in Child in Need of Assistance (CINA) matters at no cost to the participants. Mediators are selected from a court approved panel of qualified mediators and they use a co-mediation model.

PRINCE GEORGE'S COUNTY HUMAN RELATIONS COMMISSION

Human Relations Commission
14741 Governor Oden Bowie Drive, Suite L105
Upper Marlboro, MD 20772

Phone: 301-883-6170
Fax: 301-883-2649
E-mail: HRCStaff@co.pg.md.us
Web site: www.co.pg.md.us

The Mediation Program of the Prince George's County Human Relation Commission offers alternative dispute resolution services for discrimination cases in the following areas: employment, housing, and public accommodations.

COMMUNITY CONFERENCING

Key Bridge Foundation Center for
Conflict Resolution – Prince George’s
9301 Largo Drive West, Suite 205
Largo, MD 20774

Phone: 240-770-0401
Fax: 240-770-0406
E-mail: u.communitymediation@keybridge.org
Web site: www.kbfcenter.org

The KBF Center for Conflict Resolution offers a variety of conflict resolution services, such as mediation, facilitation, community conferencing, and training. Community Conferencing services are free of charge. The program recruits and trains volunteers from the community who serve as mediators and facilitators and represent the diversity of the neighborhoods they serve. The program’s services are voluntary, confidential, and impartial.

Community Conferencing brings together a group of people in conflict, provides a structured process through which they can acknowledge the causes and the consequences of actions and collectively decide on a written agreement.

A trained facilitator ensures everyone has a safe space to express how they feel about the situation and to decide how best to move forward. While court-based litigation emphasizes the differences between two sides, Community Conferencing allows **everyone** affected to collectively understand and resolve the situation, often by acknowledging, understanding and addressing underlying problems.

COMMUNITY MEDIATION

Community Mediation Prince George’s
Prince George’s County Office of Community Relations
14741 Governor Oden Bowie Drive, Room L202
Upper Marlboro, MD 20772

Phone: 301-952-4729
Fax: 301-952-4244
Web site: www.co.pg.md.us

Community Mediation Prince George’s offers free mediation services for a wide variety of interpersonal conflicts and neighborhood-based disputes. It recruits and trains volunteers from the community who serve as mediators and represent the diversity of the neighborhoods they serve. The program also conducts outreach to raise awareness of mediation and its uses in the community.

**Key Bridge Foundation Center for
Conflict Resolution – Prince George’s**
9301 Largo Drive West, Suite 205
Largo, MD 20774

Phone: 240-770-0401
Fax: 240-770-0406
E-mail: u.communitymediation@keybridge.org
Web site: www.kbfcenter.org

The KBF Center for Conflict Resolution offers a variety of conflict resolution services, such as mediation, facilitation, community conferencing, and training. Community Conferencing services are free of charge. The program recruits and trains volunteers from the community who serve as mediators and facilitators and represent the diversity of the neighborhoods they serve. The program’s services are voluntary, confidential, and impartial.

DISTRICT COURT

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676

Fax: 410-260-3536

E-mail: adroffice@mdcourts.gov

Web site: www.mdcourts.gov/district/adr/home.html

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

Civil Mediation Day of Trial - A mediator meets with the participants at the courthouse on the day of trial. If the case is not resolved in the mediation, the case goes forward to trial. *If you want your case to go to mediation, you may ask the courtroom clerk, the bailiff, or the judge if a mediator is available.*

Civil Settlement Conference Day of Trial - A settlement conference neutral meets with participants at the courthouse on the day of trial. If the case is not resolved in the settlement conference, the case goes forward to trial.

QUEEN ANNE'S COUNTY

CIRCUIT COURT

CIVIL MEDIATION PROGRAMS

Alternative Dispute Resolution Coordinator
Circuit Court for Queen Anne's County
Courthouse Basement 100, Court House Square
Centreville, MD 21617

Phone: 410-758-0216
Toll free: 800-987-7591
E-mail: dawn.nock@mdcourts.gov

Civil Mediation Program – In most civil cases, the court requires litigants to participate in mediation. For this purpose, the court maintains a list of qualified mediators who are approved for court assignments and meet the continuing educational qualifications as set out in the Maryland Rules. From this approved list, the court selects and assigns mediators to specific cases. Upon notification to the court, participants may agree on an alternate mediator of their choice. The parties shall participate in one two-hour mediation session. Additional mediation sessions may occur with the consent of the parties and the mediator. Participants pay the mediator directly at the rate of \$200 per party. Mediation under the court supervised program is separate from other mediation services available in the community, although Community Mediation Upper Shore is on the court's approved mediator list and receives appointments for court-assigned mediation.

FAMILY MEDIATION PROGRAMS

Family Support Services Coordinator
Circuit Court for Queen Anne's County
100 Court House Square
Centreville, MD 21617

Phone: 410-758-1773
Toll-free: 800-987-7591
Fax: 410-758-4627
E-mail: Marina.fevola@mdcourts.gov

Child Access (Custody/Visitation) Mediation – In addition to mediation assigned by the Circuit Court for Queen Anne's County, community mediation is provided by Community Mediation Upper Shore (CMUS). When deemed appropriate, the court refers parties to the Queen Anne's County Department of Social Services Mediation Program. Parties attend the necessary sessions with the mediator. The fee for court-ordered mediation is \$125 per hour. Costs are divided between the parties and paid to Queen Anne's County Department of Social Services Custody Evaluation Program. When parties reach an agreement, the mediator prepares a parenting agreement for signature and a copy is submitted to the court.

COMMUNITY MEDIATION

Community Mediation Upper Shore
P.O. Box 692
Chestertown, MD 21620

Phone: 410-810-9188
Fax: 410-810-3105
E-mail: info@cmusmediation.org
Web: www.cmusmediation.org

This mediation program is a free service provided by the State's Attorney's Office for citizen filed and some police-initiated misdemeanor cases as deemed appropriate. Cases typically directed to mediation include certain assault, theft, malicious destruction of property, telephone misuse, and trespass cases. In nearly all mediation cases, the parties to the dispute share an on-going relationship, such as family or extended family involved in domestic difficulties, former friends, associates, customer/vendor, employee/employer, landlord/tenant, roommates, or neighbors. Mediations are scheduled in advance of trial.

COMMUNITY CONFERENCING

Mid-Shore Pro Bono
8 South West Street
Easton, MD 21601

Phone: 410-690-8128
E-mail: info@midshoreprobono.org
Web site: www.midshoreprobono.org

Community Conferencing brings together a group of people in conflict, provides a structured process through which they can acknowledge the causes and the consequences of actions and collectively decide on a written agreement.

Community Conferences include those directly involved in a conflict (e.g. victims and offenders), along with supporters and others who may have insights into contributing factors or ways to keep the incidents from repeating.

A trained facilitator ensures everyone has a safe space to express how they feel about the situation and to decide how best to move forward. While court-based litigation emphasizes the differences between two sides, Community Conferencing allows **everyone** affected to collectively understand and resolve the situation, often by acknowledging, understanding and addressing underlying problems.

Mid-Shore Pro Bono serves Kent, Queen Anne's, Caroline, Talbot & Dorchester Counties. In addition to its role as a nonprofit lawyer referral agency and community resource for civil legal issues, Mid-Shore Pro Bono offers two Alternative Dispute Resolution services, free to eligible individuals:

- Collaborative Practice
- Community Conferencing

STATE'S ATTORNEY'S OFFICE MEDIATION PROGRAM

UPPER SHORE STATE'S ATTORNEY'S MEDIATION PROGRAM

Community Mediation Upper Shores
P.O. Box 692
Chestertown, MD 21620

Phone: 410-810-9188
Fax: 410-810-3105
E-mail: info@cmusmediation.org
Web site: www.cmusmediation.org

State's Attorney's Mediation for Queen Anne's County is served by Upper Shore State's Attorney's Mediation Program. This mediation program is a free service provided by the State's Attorney's Office for citizen filed and some police-initiated misdemeanor cases as deemed appropriate. Cases typically directed to mediation include certain assault, theft, malicious destruction of property, telephone misuse, and trespass cases. In nearly all mediation cases, the parties to the dispute share an on-going relationship, such as family or extended family involved in domestic difficulties, former friends, associates, customer/vendor, employee/employer, landlord/tenant, roommates, or neighbors. Mediations are scheduled in advance of trial. Cases are referred by the State's Attorney's Office to Community Mediation Upper Shore, Inc.

DISTRICT COURT

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676

Fax: 410-260-3536

E-mail: adroffice@mdcourts.gov

Web site: www.mdcourts.gov/district/adr/home.html

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

Civil Mediation Day of Trial - A mediator meets with the participants at the courthouse on the day of trial. If the case is not resolved in the mediation, the case goes forward to trial. *If you want your case to go to mediation, you may ask the courtroom clerk, the bailiff, or the judge if a mediator is available.*

Civil Settlement Conference Day of Trial - A settlement conference neutral meets with participants at the courthouse on the day of trial. If the case is not resolved in the settlement conference, the case goes forward to trial.

SOMERSET COUNTY

CIRCUIT COURT

FAMILY MEDIATION PROGRAMS

Family Support Services Coordinator
Family Services Program /CINA/TPR /Mediation
P.O. Box 279
Princess Anne, MD 21853

Phone: 410-621-7582

Fax: 410-621-7595

E-mail: karen.brimer@mdcourts.gov

Web site: www.mdcourts.gov/circuit/somerset/familyservices.html

Child Access (Custody/Visitation) Mediation - Most cases involving custody and/or visitation issues are ordered to mediation. Court-approved mediators receive cases on a rotating basis. Any parenting agreement reached may be placed on the record at the court proceeding. The cost is \$100 per participant for a two-hour session. Fee waivers are available for eligible participants through the Family Services Program.

Marital Property (Divorce) Mediation - Court-approved, private mediators are available. Agreements reached may be placed on the record at a court proceeding. Fee waivers are available for eligible litigants through the Family Services Program.

Settlement Conference Program - Settlement conferences are conducted in Master's Court (Scheduling, Settlement Conferences, or Merits hearing) for those litigants who are able to resolve some or all of their domestic issues with the assistance of a family law judge or master for domestic relations. When the parties have reached an agreement, the facilitator drafts the consent agreement that is placed on the record that day. There is no cost to litigants.

Child in Need of Assistance /Termination of Parental Rights (CINA/TPR) Mediation - Referrals are made by the Department of Social Services, and court-approved mediators hold mediations once per month. The cost is \$100 per participant for a two-hour session. Fee waivers are available for eligible participants through the Family Services Program.

COMMUNITY CONFERENCING

Mid-Shore Pro Bono
8 South West Street
Easton, MD 21601

Phone: 410-690-8128

E-mail: info@midshoreprobono.org

Web site: www.midshoreprobono.org

Community Conferencing brings together a group of people in conflict, provides a structured process through which they can acknowledge the causes and the consequences of actions and collectively decide on a written agreement.

Community Conferences include those directly involved in a conflict (e.g. victims and offenders), along with supporters and others who may have insights into contributing factors or ways to keep the incidents from repeating.

A trained facilitator ensures everyone has a safe space to express how they feel about the situation and to decide how best to move forward. While court-based litigation emphasizes the differences between two sides, Community Conferencing allows **everyone** affected to collectively understand and resolve the situation, often by acknowledging, understanding and addressing underlying problems.

In addition to its role as a nonprofit lawyer referral agency and community resource for civil legal issues, Mid-Shore Pro Bono offers two Alternative Dispute Resolution services, free to eligible individuals:

- Collaborative Practice
- Community Conferencing

COMMUNITY MEDIATION

Tri Community Mediation
231 West Main Street
Salisbury, MD 21801

Phone: 410-548-7174
Fax: 443-614-7104
Web site: www.tricommunitymediation.org

Tri Community Mediation offers free mediation services for a wide variety of inter-personal conflicts and neighborhood-based disputes. TCM recruits and trains volunteers from the community who serve as mediators and represent the diversity of the neighborhoods they serve. The program conducts outreach to help raise awareness of mediation and its uses at the community level.

DISTRICT COURT

There currently is no regular ADR program in the District Court in Somerset County. For information on how to try mediation for your case, please contact the District Court ADR Office.

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676
Fax: 410-260-3536
E-mail: adroffice@mdcourts.gov
Web site: www.mdcourts.gov/district/adr/home.html

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

ST. MARY'S COUNTY

CIRCUIT COURT

FAMILY MEDIATION PROGRAMS

Family Support Services Coordinator
St. Mary's County Circuit Court
P.O. Box 859
Leonardtown, MD 20650

Phone: 301-475-4689
Fax: 301-475-4682
E-mail: linda_grove@co.saint-marys.md.us

Child Access (Custody/Visitation) Mediation - Most cases involving custody and/or visitation issues are ordered to mediation. The court offers mediation from a list of court-approved mediators. The mediations start as two sessions lasting two-hours each. The fee is \$100 per person for a two-hour session.

Child in Need of Assistance/Termination of Parental Rights (CINA/TPR) Mediation – Four trained mediators conduct dependency mediation, using both the co-mediation model and single mediation models. Cases are referred at any time during the process from shelter care to permanency planning to termination of parental rights. Cases can be referred by the master for CINA cases and by the judge for TPR. In addition, a party can contact Family Support Services to refer a case for mediation. The Family Support Services Coordinator (FSC) corresponds with all of the parties (typically by-mail) to clear dates for mediation. Once a date is set by e-mail, the FSC sends a letter to all of the parties with the date and location of the mediation. A summary is sent to the FSC, and an agreement can either be prepared by the mediator or by one of the attorneys. The FSC typically does not see the agreement. If an agreement is reached, one of the parties will present it to the court on the next scheduled court date. Fees are paid to the Community Mediation Center through the Family Services jurisdictional grant.

COMMUNITY MEDIATION

Community Mediation Center of St. Mary's County
P.O. Box 853
41620 Court House Drive (Rear Entrance)
Leonardtown, MD 20650

Phone: 301-475-9118
Fax: 301-394-1971
E-mail: st.marys.mediation@gmail.com
Web site: <https://www.communitymediationsmc.org>

The Community Mediation Center of St. Mary's County (CMC) offers free mediation services for a wide variety of inter-personal conflicts and neighborhood-based disputes. The center recruits and trains volunteers from the community who serve as mediators and represent the diversity of the neighborhoods they serve. The program conducts outreach to help raise awareness of mediation and its uses at the community level.

STATE'S ATTORNEY'S MEDIATION PROGRAM

Cases deemed appropriate by the court, such as non-violent misdemeanors to include 2nd degree assault, trespassing, destruction of property, and telephone misuse, are referred by the State's Attorney's Office to the Community Mediation Center of St. Mary's County. Cases are also referred to the center by the St. Mary's Sheriff's Department and include a variety of civil disputes.

DISTRICT COURT

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676

Fax: 410-260-3536

E-mail: adroffice@mdcourts.gov

Web site: www.mdcourts.gov/district/adr/home.html

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

Civil Mediation Pretrial - We refer cases to one of our partner community mediation centers near you for mediation before the trial date. The time and location of the mediation is scheduled for the convenience of all participants. If the case is not resolved at the pretrial mediation, the case goes forward to trial on the scheduled trial date.

Civil Mediation Day of Trial - A mediator meets with the participants at the courthouse on the day of trial. If the case is not resolved in the mediation, the case goes forward to trial. *If you want your case to go to mediation, you may ask the courtroom clerk, the bailiff, or the judge if a mediator is available.*

Peace Order Mediation - Cases may be referred to a local community mediation center or volunteer mediator prior to, at the time of, or after the second peace order hearing. Cases involving recent or ongoing violence, physical abuse, or weapons are not referred to mediation.

TALBOT COUNTY

CIRCUIT COURT

FAMILY MEDIATION PROGRAM

Circuit Court for Talbot County
11 North Washington Street
Easton, MD 21601

Phone: 410-770-6806
Fax: 410-770-6802
E-mail: barbara.mitchell@mdcourts.gov

Child Access (Custody/Visitation) Mediation - Most cases involving custody and/or visitation issues are ordered to mediation. The court offers mediation from a list of court-approved mediators. With the court order, a mediation packet is sent to participants describing the process. The fee is \$100 per session per person for two two-hour sessions. Usually two sessions are ordered. Parties may apply for Family Services Fee Waiver. Fee waivers are available to eligible participants.

Marital Property (Divorce) Mediation - Some cases are referred to court-approved mediators for issues of property, alimony, pension, etc. The fees are set by the court and are the same as for Child Access Mediation.

CIVIL NON-DOMESTIC MEDIATION PROGRAM

ADR Coordinator
Circuit Court for Talbot County
11 North Washington Street
Easton, MD 21601

Phone: 410-822-9468
Fax: 410-822-7790
E-mail: maumenee@goeaston.net

Civil Mediation Program – All contested civil, non-domestic cases, with the exception of foreclosure and medical malpractice, are ordered to mediation when an answer has been filed in the case or when the court determines that mediation is appropriate during the course of the litigation. Two two-hour mediation sessions must be completed within 75 days of the mediation order, unless the court grants additional time.

The court assigns a mediator to the case from the court's approved roster; however, the parties may choose a different mediator by agreement. The fee is generally \$200 per hour to be apportioned among the parties, but may be higher in complex cases. If one or more parties are not represented by counsel, the case is sent to Mid Shore Community Mediation, which does not charge a fee.

COMMUNITY MEDIATION

Mid Shore Community Mediation Center
300 Talbot Street, Suite 206
Easton, MD 21601

Phone: 410-820-5553
Fax: 410-819-3682
E-mail: mscmc@goeaston.com
Web site: www.midshoremiation.org

The Mid Shore Community Mediation Center provides free mediation service for Caroline, Dorchester, and Talbot Counties. Issues concerning family matters, neighborhood disputes, workplace disagreements, landlord/tenant disputes, consumer's issues, business disputes, and school issues are addressed.

COMMUNITY CONFERENCING

Mid-Shore Pro Bono
8 South West Street
Easton, MD 21601

Phone: 410-690-8128
E-mail: info@midshoreprobono.org
Web site: www.midshoreprobono.org

Community Conferencing brings together a group of people in conflict, provides a structured process through which they can acknowledge the causes and the consequences of actions and collectively decide on a written agreement.

Community Conferences include those directly involved in a conflict (e.g. victims and offenders), along with supporters and others who may have insights into contributing factors or ways to keep the incidents from repeating.

A trained facilitator ensures everyone has a safe space to express how they feel about the situation and to decide how best to move forward. While court-based litigation emphasizes the differences between two sides, Community Conferencing allows **everyone** affected to collectively understand and resolve the situation, often by acknowledging, understanding and addressing underlying problems.

Mid-Shore Pro Bono serves Kent, Queen Anne's, Caroline, Talbot & Dorchester Counties. In addition to its role as a nonprofit lawyer referral agency and community resource for civil legal issues, Mid-Shore Pro Bono offers two Alternative Dispute Resolution services, free to eligible individuals:

- Collaborative Practice
- Community Conferencing

DISTRICT COURT

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676

Fax: 410-260-3536

E-mail: adroffice@mdcourts.gov

Web site: www.mdcourts.gov/district/adr/home.html

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

Civil Mediation Pretrial - We refer cases to one of our partner community mediation centers near you for mediation before the trial date. The time and location of the mediation is scheduled for the convenience of all participants. If the case is not resolved at the pretrial mediation, the case goes forward to trial on the scheduled trial date.

WASHINGTON COUNTY

CIRCUIT COURT

FAMILY MEDIATION PROGRAM

Family Support Services Coordinator
Circuit Court for Washington County
24 Summit Avenue, Room 111
Hagerstown, MD 21704

Phone: 240-313-2580
Fax: 240-313-2541
E-mail: Amie.spigler@mdcourts.gov
Web site: www.mdcourts.gov/family/washington.html

Child Access (Custody/Visitation) Mediation—All cases involving custody and visitation are reviewed, and some are ordered to mediation. The court offers mediation from a list of court-approved mediators, and that list is available to the public if they choose mediation on their own. The participants pay \$200 per hour for the mediator to whom the case is assigned, for one two-hour session; however, fee waivers are available to eligible participants through the Family Law Fund.

Property Mediation—The participants pay \$200 per hour for one two-hour session with a court-appointed mediator.

COMMUNITY MEDIATION

Washington County Community Mediation Center, Inc.
5 Public Square, Suite 204
Hagerstown, MD 21740

Phone: 301-665-9262
Fax: 240-625-9220
E-mail: wccmced@gmail.com
Web site: www.wccmc.org

The Washington County Community Mediation Center (WCCMC) offers free mediation services to anyone in the community for a wide variety of interpersonal conflicts, neighborhood-based disputes, and court-related matters. WCCMC recruits and trains volunteers from the community who serve as mediators and represent the diversity of the neighborhoods they serve. The program conducts outreach to help raise awareness of mediation and its uses at the court and community level.

DISTRICT COURT

There currently is no regular ADR program in the District Court in Washington County. For information on how to try mediation for your case, please contact the District Court ADR Office.

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676
Fax: 410-260-3536
E-mail: adroffice@mdcourts.gov
Web site: www.mdcourts.gov/district/adr/home.htm

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

STATE'S ATTORNEY'S OFFICE

Director of Alternative Sanctions
35 W. Washington Street, Suite 103
Hagerstown, MD 21740

Phone: 240-313-2027
Fax: 240-313-2026
E-mail: scunningham@washco-md.net

The Office of the State's Attorney refers cases to mediation that are non-violent in nature, such as interpersonal or neighbor disputes. The cases are screened by the State's Attorney before being referred to the Washington County Community Mediation Center.

WICOMICO COUNTY

CIRCUIT COURT

FAMILY MEDIATION PROGRAMS

Family Support Services Coordinator
Circuit Court for Wicomico County
Court Street, Courts Building, 4th Floor
P.O. Box 886
Salisbury, MD 21803

Phone: 410-548-1978
Fax: 410-334-3177
E-mail: shelly.fitzgerald@mdcourts.gov

Child Access (Custody/Visitation) Mediation - Most cases involving custody and/or visitation issues are ordered to mediation. The court keeps a list of approved mediators. Participants are ordered to attend a minimum of two, two-hour sessions (after taking a parenting seminar). The fee is \$75.00 per session per person – \$150.00 per party for two sessions – and is divided between the parties. A fee waiver program is available. The mediator prepares any Parenting Agreement that is reached for each participant to share with their counsel.

Volunteer Attorney Settlement Panel for Property ADR - The court provides mediation for property and financial issues through volunteer attorneys. This service is free.

Facilitator Program - Facilitators, who are private family law attorneys, try to assist *pro se* parties (those who do not have lawyers) in reaching a settlement. The cases are screened prior to the scheduling conference to make sure they are appropriate for facilitation. There is no charge to the participants in this program.

COMMUNITY CONFERENCING

Mid-Shore Pro Bono
8 South West Street
Easton, MD 21601

Phone: 410-690-8128
E-mail: info@midshoreprobono.org
Web site: www.midshoreprobono.org

Community Conferencing brings together a group of people in conflict, provides a structured process through which they can acknowledge the causes and the consequences of actions and collectively decide on a written agreement.

Community Conferences include those directly involved in a conflict (e.g. victims and offenders), along with supporters and others who may have insights into contributing factors or ways to keep the incidents from repeating.

A trained facilitator ensures everyone has a safe space to express how they feel about the situation and to decide how best to move forward. While court-based litigation emphasizes the differences between two sides, Community Conferencing allows **everyone** affected to collectively understand and resolve the situation, often by acknowledging, understanding and addressing underlying problems.

In addition to its role as a nonprofit lawyer referral agency and community resource for civil legal issues, Mid-

Shore Pro Bono offers two Alternative Dispute Resolution services, free to eligible individuals:

- Collaborative Practice
- Community Conferencing

COMMUNITY MEDIATION

Tri Community Mediation
231 West Main Street
Salisbury, MD 21801

Phone: 410-548-7174
Fax: 443-614-7104
Web site: www.tricommunitymediation.org

Tri Community Mediation offers free mediation services for a wide variety of inter-personal conflicts and neighborhood-based disputes. TCM recruits and trains volunteers from the community who serve as mediators and represent the diversity of the neighborhoods they serve. The program conducts outreach to help raise awareness of mediation and its uses at the community level.

DISTRICT COURT

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676
Fax: 410-260-3536
E-mail: adroffice@mdcourts.gov
Web site: www.mdcourts.gov/district/adr/home.html

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

Civil Mediation Pretrial - We refer cases to one of our partner community mediation centers near you for mediation before the trial date. The time and location of the mediation is scheduled for the convenience of all participants. If the case is not resolved at the pretrial mediation, the case goes forward to trial on the scheduled trial date.

Civil Mediation Day of Trial - A mediator meets with the participants at the courthouse on the day of trial. If the case is not resolved in the mediation, the case goes forward to trial. *If you want your case to go to mediation, you may ask the courtroom clerk, the bailiff, or the judge if a mediator is available.*

WORCESTER COUNTY

CIRCUIT COURT

CIVIL (NON-FAMILY) & FAMILY MEDIATION PROGRAMS

Family Support Services Coordinator
Circuit Court for Worcester County
1 West Market Street, Courthouse Room 101
Snow Hill, MD 21863

Phone: 410-632-5638
Fax: 410-632-5603
E-mail: anne.turner@mdcourts.gov

CIVIL (NON-FAMILY)

Civil Mediation & Settlement Conferencing Program—The court assigns all pending civil cases to a civil assignment track, which includes discovery deadlines, mediation, a settlement conference, and trial date. Civil mediations are conducted for the court by a panel of court-approved civil mediators, and the fee is \$100 per two-hour session. Settlement conferences are facilitated by a panel of experienced civil law attorneys, and there is no fee for this service.

FAMILY

Child Access (Custody/Visitation) Mediation—Cases involving custody and/or visitation issues are ordered to mediation offered by a list of court-approved mediators. The fee is \$100 per person per two-hour session, and a sliding-scale fee is available.

Marital Property/Alimony (Divorce) Mediation—Cases involving marital property issues are ordered to mediation, often done in conjunction with custody issues. The fee is \$100 per person per two-hour session, and a sliding scale fee is available.

Pro Se Family Mediation—For cases where participants do not have attorneys, the mediation fee is \$25 per person per two-hour session, and a sliding-scale fee is available.

Settlement Conferences—All domestic cases are scheduled for a settlement conference 15 to 30 days prior to trial. A panel of experienced family law attorneys facilitate settlement conferences. There is no fee.

COMMUNITY MEDIATION

Tri Community Mediation
231 West Main Street
Salisbury, MD 21801

Phone: 410-548-7174
Fax: 443-614-7104
Web site: www.tricommunitymediation.org

Tri Community Mediation offers free mediation services for a wide variety of inter-personal conflicts and neighborhood-based disputes. TCM recruits and trains volunteers from the community who serve as mediators and represent the diversity of the neighborhoods they serve. The program conducts outreach to help raise awareness of mediation and its uses at the community level.

DISTRICT COURT

There currently is no regular ADR Program in the District Court in Worcester County. For information on how to try mediation for your case, please contact the District Court ADR Office.

District Court ADR Office
251 Rowe Boulevard, Suite 307
Annapolis, MD 21401

Phone: 410-260-1676
Fax: 410-260-3536
E-mail: adroffice@mdcourts.gov
Web site: www.mdcourts.gov/district/adr/home.html

All mediation and settlement conference services within the District Court ADR Program are provided free of charge. For more information about the services available from the District Court of Maryland ADR Program, please go to page 12.

STATE'S ATTORNEY'S OFFICE MEDIATION

Director of Mediation
1 West Market Street Courthouse, Suite 208
Snow Hill, MD 21863

Phone: 410-632-2761
Fax: 410-632-3250
E-mail: katcropper@yahoo.com

Referrals are made to mediation from citizens' complaints. The State's Attorney's Office will refer misdemeanor cases, such as 2nd degree assault, neighbor versus neighbor, family, or property damage disputes to mediation. If both parties agree to mediation, the mediator will set up a time that is convenient for all participants before a trial date. This is a free service.

WEB SITES FOR ADR / MEDIATOR ORGANIZATIONS

MARYLAND:

Center for Alternative Dispute Resolution www.natlctr4adr.org

Community Mediation Maryland
www.mdmediation.org

District Court of Maryland - ADR Programs
www.mdcourts.gov/district/adr/home.html

Maryland Chapter, Association for Conflict Resolution
www.mediate.com/MarylandACR

Maryland Council for Dispute Resolution www.mcdr.org

Maryland Courts of Special Appeals (COSA)
<http://www.courts.state.md.us/cosappeals/mediation/index.html>

Maryland Program for Mediator Excellence www.MPMEonline.org

Maryland State Bar Association, Alternative Dispute Resolution Section
www.msba.org/sections/adr/

Mediation and Conflict Resolution Office (MACRO)
www.mdcourts.gov/macro

Peoples Law Library
www.peoples-law.org

NATIONAL:

American Arbitration Association www.adr.org

American Bar Association, Dispute Resolution Section
www.abanet.org/dispute/home.html

American College of Civil Trial Mediators
www.acctm.org

Association for Conflict Resolution www.acrnet.org

Association of Family and Conciliation Courts www.afccnet.org

CPR International Institute for Conflict Prevention & Resolution www.cpradr.org

Institute for the Study of Conflict Transformation
www.transformativemediation.org

International Academy of Mediators www.iamed.org

Mediate.com www.mediate.com

National Association for Community Mediation www.nafcm.org

Resolution Systems Institute
www.aboutrsi.org

ADR DEFINITIONS AND DESCRIPTIONS

CONFLICT RESOLUTION TERMS AND PROCESSES

ALTERNATIVE DISPUTE RESOLUTION (ADR) - Generally, alternative dispute resolution (ADR) refers to any process or collection of processes established to resolve disputes without trial or violence. The term “ADR” is often used to refer to a broad category of ADR processes such as negotiation, conciliation, mediation, settlement conferences, arbitration, consensus building, and community conferencing. In addition, ADR includes conflict management and prevention systems, such as an ombuds office, which can help people decide what dispute resolution process they want to use. Often, one or more ADR processes may be appropriate for resolving certain kinds of disputes. Generally, ADR is not appropriate if someone wants to prosecute serious crime, create a legal precedent, or air an issue publicly.

ARBITRATION - A process in which (1) the people in a dispute appear before one or more impartial arbitrators and present evidence and arguments supporting their respective positions, and (2) the arbitrators render a decision in the form of an “arbitration award.” Arbitration is generally binding, which means that the participants must abide by the arbitrator’s decision; however, the participants can agree prior to the hearing that the decision will be non-binding. Binding arbitration is more binding than the judgement of a court because binding arbitration is generally not appealable. Courts can only order arbitration at the request of all parties.

COMMUNITY CONFERENCING - A multi-party process in which all of the people affected by a behavior or a conflict that has caused them harm are convened for a meeting to have a conversation about that situation. The goal of the conference is to create an agreement that will repair the harm. During the conference, all participants have an opportunity to discuss what happened, how they were personally affected, and how the harm can best be repaired. This process may be used in conflicts involving large numbers of people and is often used as an alternative to juvenile court.

CONSENSUS BUILDING - A process generally used to prevent or resolve disputes and/or to facilitate decision making, often within a multi-party dispute, group process, or public policy-making process. In consensus building processes, one or more neutral facilitators may identify and convene all stakeholders or their representatives and use techniques to build trust, open communication, and enable all parties to develop options and determine mutually acceptable solutions. Consensus building resembles mediation because the process is about people making their own decisions, opening lines of communication, and developing agreements that everyone can support. Consensus building differs from mediation because it usually involves a larger group of people and is generally used to prevent or resolve disputes about public policy or other complex issues involving several parties, and it may involve active facilitator engagement with one or more parties in between formal sessions.

MEDIATION - A process in which the people in a dispute work with one or more impartial mediators who, without providing legal advice, assist the parties in reaching their own voluntary agreement for the resolution of the dispute or issues in the dispute. A mediator may help the parties identify issues and options, assist the parties and possibly their attorneys in exploring the needs underlying their respective positions, and, upon request, record points of agreement reached by the parties. Mediation helps people speak for themselves, and if possible, rebuild their relationships and find lasting solutions to their disputes.

NEGOTIATION - A process where two or more people confer on a matter in an attempt to reach an agreement about a particular issue or issues. In interest-based negotiations, the participants work to understand each other's needs and reach an agreement that, to the degree possible, meets the interests of all.

NEUTRAL CASE EVALUATION - A process in which (1) people in a dispute appear before an impartial person and present in summary fashion the evidence and arguments supporting their respective positions, and (2) the impartial person renders an evaluation of their positions and an opinion as to the likely outcome of the dispute or issues in the dispute if the action were tried. The impartial person usually has substantial knowledge or experience with issues involved in the dispute. This person's opinion about how the court might decide the dispute helps people determine appropriate out-of-court settlements.

OMBUDS OFFICES - Provide a confidential, impartial, and informal process for people in conflict. The ombudsperson may provide advice about resolving the conflict and may help arrange for the people in conflict to use any of the above-mentioned ADR services. The ombuds usually reports to the highest ranking official in an organization, provides statistical data on service delivery, and makes recommendations for systemic changes aimed at preventing and managing conflict.

SETTLEMENT CONFERENCE - A conference at which the people in a dispute in court and/or their attorneys appear before an impartial person in an attempt to resolve the dispute or issues in the dispute by agreement or by means other than trial. A settlement conference may include neutral case evaluation and neutral fact-finding, and the impartial person may recommend the terms of an agreement. The settlement conference facilitator is usually a judge or experienced lawyer who can give informed opinions about how the court might decide the case, discuss how similar cases have been settled, provide advice, and suggest agreements.

STANDARDS OF CONDUCT FOR MEDIATORS

MARYLAND PROGRAM FOR MEDIATOR EXCELLENCE

In 2006, the Maryland Program for Mediator Excellence (MPME) adopted Standards of Conduct for Mediators. There are also Standards of Conduct for Mediation, Arbitrators and Other ADR Practitioners that have been adopted by the Circuit Courts. Both of these standards are intended to perform three major functions: to serve as a guide for the conduct of ADR practitioners, to inform the participants involved in ADR processes, and to promote public confidence in ADR processes as a means for resolving disputes or addressing issues. For a copy of the Circuit Court Standards, Contact the Maryland Judiciary's Mediation and Conflict Resolution Office at 410-260-3540 or download them online at www.courts.state.md.us/macro/rules_standards.html.

The MPME Standards of Conduct for Mediators follows, with some changes, the *Standards of Conduct for Mediators* prepared in 1994 by the American Arbitration Association, the American Bar Association's Section of Dispute Resolution, and the Association for Conflict Resolution.¹ A joint committee consisting of representatives from the same successor organizations revised the Model Standards in 2005.² Both the original 1994 version and the 2005 revision have been approved by each participating organization.³

Preamble

Mediation is used to resolve a broad range of conflicts within a variety of settings. These Standards are designed to serve as fundamental ethical guidelines for persons mediating in all practice contexts. They serve three primary goals: to guide the conduct of mediators; to inform the mediating parties; and to promote public confidence in mediation as a process for resolving disputes.

Mediation is a process in which an impartial third party facilitates communication and negotiation and promotes voluntary decision making by the parties to the dispute.

Mediation serves various purposes, including providing the opportunity for parties to define and clarify issues, understand different perspectives, identify interests, explore and assess possible solutions, and reach mutually satisfactory agreements, when desired.

¹The Association for Conflict Resolution is a merged organization of the Academy of Family Mediators, the Conflict Resolution Education Network, and the Society of Professionals in Dispute Resolution (SPIDR). SPIDR was the third participating organization in the development of the 1994 Standards.

²Reporter's Notes, which are not part of these Standards and therefore have not been specifically approved by any organizations, provide commentary regarding these revisions.

³Proposed language. No organization as of April 10, 2005 has reviewed or approved the 2005 Revision.

Note on Construction

These Standards are to be read and construed in their entirety. There is no priority significance attached to the sequence in which the Standards appear.

The use of the term “shall” in a Standard indicates that the mediator must follow the practice described. The use of the term “should” indicates that the practice described in the standard is highly desirable, but not required, and is to be departed from only for very strong reasons and requires careful use of judgment and discretion.

The use of the term “mediator” is understood to be inclusive so that it applies to co-mediator models.

These Standards do not include specific temporal parameters when referencing a mediation, and therefore, do not define the exact beginning or ending of a mediation.

Various aspects of a mediation, including some matters covered by these Standards, may also be affected by applicable law, court rules, regulations, other applicable professional rules, mediation rules to which the parties and mediators have agreed, and other agreements of the parties. These sources may create conflicts with, and may take precedence over, these Standards. However, a mediator should make every effort to comply with the spirit and intent of these Standards in resolving such conflicts. This effort should include honoring all remaining Standards not in conflict with these other sources.

These Standards do not have the force of law until adopted by a regulatory authority.

STANDARD I. SELF-DETERMINATION

- A. A mediator shall conduct a mediation based on the principle of party self-determination. Self-determination is the act of coming to a voluntary, uncoerced decision in which each party makes free and informed choices as to process and outcome. Parties may exercise self-determination at any stage of a mediation, including mediator selection, process design, participation in or withdrawal from the process, and outcomes.
1. Although party self-determination for process design is a fundamental principle of mediation practice, a mediator may need to balance such party self-determination with a mediator’s duty to conduct a quality process in accordance with these Standards.
 2. A mediator cannot personally ensure that each party has made free and informed choices to reach particular decisions, but, where appropriate, a mediator should make the parties aware of the importance of consulting other professionals to help them make informed choices.⁴

⁴This section does not intend that the mediator is responsible for making an assessment of the parties' needs and recommendations regarding professional services that should be consulted. Nor does the section place an affirmative duty on the mediator to insist that parties consult other professionals.

B. A mediator shall not undermine party self-determination by any party for reasons such as higher settlement rates, egos, increased fees, or outside pressures from court personnel, program administrators, provider organizations, the media or others.

STANDARD II. IMPARTIALITY

- A. A mediator shall decline a mediation if the mediator cannot conduct it in an impartial manner. Impartiality means freedom from favoritism, bias or prejudice.
- B. A mediator shall conduct a mediation in an impartial manner and avoid conduct that gives the appearance of partiality.
1. A mediator should not act with partiality or prejudice based on any participant's personal characteristics, background, values and beliefs, or performance at a mediation, or any other reason.
 2. A mediator should neither give nor accept a gift, favor, loan or other item of value that raises a question as to the mediator's actual or perceived impartiality.
 3. A mediator may accept or give de minimis gifts or incidental items or services that are provided to facilitate a mediation or respect cultural norms so long as such practices do not raise questions as to a mediator's actual or perceived impartiality.
- C. If at any time a mediator is unable to conduct a mediation in an impartial manner, the mediator shall withdraw.

STANDARD III. CONFLICTS OF INTEREST

- A. A mediator shall avoid a conflict of interest or the appearance of a conflict of interest during and after a mediation. A conflict of interest can arise from involvement by a mediator with the subject matter of the dispute or from any relationship between a mediator and any mediation participant, whether past or present, personal or professional, that reasonably raises a question of a mediator's impartiality.
- B. A mediator shall make a reasonable inquiry to determine whether there are any facts that a reasonable individual would consider likely to create a potential or actual conflict of interest for a mediator. A mediator's actions necessary to accomplish a reasonable inquiry into potential conflicts of interest may vary based on practice context.
- C. If a mediator learns or knows of any fact or circumstance that reasonably could be seen as creating a potential or actual conflict of interest, the mediator shall, as quickly as possible: (1) decline to accept the mediation, either with or without disclosure if the mediation has not begun; or (2) withdraw from the mediation, either with or without disclosure, if the mediation has begun, or (3) disclose the conflict to the parties and if all parties and the mediator agree, proceed with the mediation.
- D. If a mediator's conflict of interest might reasonably be viewed as undermining the integrity of the mediation, a mediator shall withdraw from or decline to proceed with the mediation regardless of the expressed desire or agreement of the parties to the contrary.

- A. Subsequent to a mediation, a mediator shall not establish another relationship with any of the participants in any matter that would raise questions about the integrity of the mediation. When a mediator develops personal or professional relationships with parties, other individuals or organizations following a mediation in which they were involved, the mediator should consider factors such as time elapsed following the mediation, the nature of the relationships established, and services offered when determining whether the relationships might create a perceived or actual conflict of interest.

STANDARD IV. COMPETENCE

- A. A mediator shall mediate only when the mediator has the necessary competence to satisfy the reasonable expectations of the parties.
1. Any person may be selected as a mediator, provided that the parties are satisfied with the mediator's competence and qualifications. Training, experience in mediation, skills, cultural understandings and other qualities are often necessary for mediator competence. A person who offers to serve as a mediator creates the expectation that the person is competent to mediate effectively.
 2. A mediator should attend educational programs and related activities to maintain and enhance the mediator's knowledge and skills related to mediation.
 3. A mediator should have available for the parties, information relevant to the mediator's training, education, experience and approach to conducting a mediation.
- B. If a mediator, during the course of a mediation, determines that he or she cannot conduct the mediation competently, the mediator shall, as soon as is practicable, do one of the following:
(1) discuss that determination with the parties and take appropriate steps to address the situation, including, but not limited to, withdrawing or requesting appropriate assistance; or (2) withdraw from the mediation without disclosing the reason.
- C. If a mediator's ability to conduct a mediation is impaired by drugs, alcohol, medication or otherwise, the mediator shall not conduct the mediation.

STANDARD V. CONFIDENTIALITY

- A. A mediator shall maintain the confidentiality of all information obtained by the mediator in mediation, unless otherwise agreed to by the parties and the mediator or required by applicable law.
1. If the parties to a mediation and the mediator all agree that the mediator may disclose information obtained during the mediation, the mediator may do so.
 2. A mediator should not communicate to any non-participant information about how the parties acted in the mediation. A mediator may report, if required, whether parties appeared at a scheduled mediation and whether or not the parties reached a resolution.
 3. If a mediator participates in teaching, research or evaluation of mediation, the mediator should protect the anonymity of the parties and abide by their reasonable expectations regarding confidentiality.

B. A mediator who meets with any persons in private session during a mediation shall not convey directly or indirectly to any other person, any information that was obtained during that private session without the consent of the disclosing person.

C. A mediator shall promote understanding among the parties of the extent to which the parties will maintain confidentiality of information they obtain in a mediation.

D. Depending on the circumstance of a mediation, the parties may have varying expectations regarding confidentiality that a mediator should address. The parties and the mediator may make their own rules with respect to confidentiality, or the accepted practice of an individual mediator or institution may dictate a particular set of expectations.

STANDARD VI. QUALITY OF THE PROCESS

A. A mediator shall conduct a mediation in accordance with these Standards.

1. A mediator should agree to mediate only when the mediator is prepared to commit the attention essential to an effective mediation.
2. A mediator should only accept cases when the mediator can satisfy the reasonable expectation of the parties concerning the timing of a mediation.
3. The presence or absence of persons at a mediation depends on the agreement of the parties and the mediator. The parties and mediator may agree that others may be excluded from particular session or from all sessions.
4. A mediator should promote honesty and candor between and among all participants, and a mediator shall not knowingly misrepresent any material fact or circumstance in the course of a mediation.
5. The role of a mediator differs substantially from other professional roles. Mixing the role of a mediator and the role of another profession is problematic and thus, a mediator shall distinguish between the roles. A mediator may provide information that the mediator is qualified by training or experience to provide, only if the mediator can do so consistent with these Standards.
6. A mediator shall not conduct a dispute resolution procedure other than mediation and label it mediation.
7. A mediator may recommend, when appropriate, that parties consider resolving their dispute through arbitration, counseling, neutral evaluation or other processes.
8. A mediator shall not undertake an additional dispute resolution role in the same matter without the consent of the parties. Before providing such service, a mediator shall inform the parties of the implications of the change in process and obtain their consent to the change. A mediator who undertakes such role assumes different duties and responsibilities that may be governed by other standards.

9. If a mediation is being used to further criminal conduct, a mediator should take appropriate steps, if necessary, including postponing, withdrawing from or terminating the mediation.⁵
 10. If a party appears to have difficulty comprehending the process, issues, or settlement options, or difficulty participating in a mediation, the mediator should explore the circumstances and potential accommodations, modifications or adjustments that would make possible the party's capacity to comprehend, participate and exercise self- determination.
- B. If a mediator is made aware of domestic abuse or violence among the parties, the mediator shall, if necessary, take appropriate steps including postponing, withdrawing from or terminating the mediation.⁶
 - C. If a mediator believes that participant conduct, including that of the mediator, jeopardizes conducting a mediation consistent with these Standards, a mediator shall take appropriate steps including, if necessary, postponing, and withdrawing from or terminating the mediation.

STANDARD VII. ADVERTISING AND SOLICITATION

- A. A mediator shall be truthful and not misleading when advertising, soliciting or otherwise communicating the mediator's qualifications, experience, services and fees.
 1. A mediator should not include any promises as to outcome in communications, including business cards, stationery, or computer-based communications.
 2. A mediator should only claim to meet the mediator qualifications of a governmental entity or private organization if that entity or organization has a recognized procedure for qualifying mediators and it grants such status to the mediator.
- B. A mediator shall not solicit in a manner that gives an appearance of partiality for or against a party or otherwise undermines the integrity of the process.
- C. A mediator shall not communicate to others, in promotional materials or through other forms of communication, the names of persons served without their permission.

5

As set out in the Note on Construction, mediators should be mindful that "some matters covered by these Standards may also be affected by applicable law, court rules, regulations, other applicable professional rules, mediation rules to which the parties and the mediator have agreed, and other agreements of the parties."

⁶ Domestic abuse or violence includes child, spousal, and elder abuse and violence. ADR professionals should be sensitive to child maltreatment issues and domestic violence abuse and violence issues, and know how to respond appropriately. *See also* the Maryland Judiciary's Family Court ADR Program Best Practices.

STANDARD VIII. FEES AND OTHER CHARGES

- A. A mediator shall provide each party or each party's representative true and complete information about mediation fees, expenses and any other actual or potential charges that may be incurred in connection with a mediation.
 - 1. If a mediator charges fees, the mediator should develop them in light of all relevant factors, including the type and complexity of the matter, the qualifications of the mediator, the time required and the rates customary for such mediation services.
 - 2. A mediator's fee arrangement should be in writing unless the parties request otherwise.
- B. A mediator shall not charge fees in a manner that impairs a mediator's impartiality.
 - 1. A mediator should not enter into a fee agreement which is contingent upon the result of the mediation or amount of the settlement.
 - 2. While a mediator may accept unequal fee payments from the parties, a mediator should not allow such a fee arrangement to adversely impact the mediator's ability to conduct a mediation in an impartial manner.

STANDARD IX. ADVANCEMENT OF MEDIATION PRACTICE

- A. A mediator should act in a manner that advances the practice of mediation. A mediator promotes this Standard by engaging in some or all of the following:
 - 1. Fostering diversity within the field of mediation.
 - 2. Striving to make mediation accessible to those who elect to use it, including providing services at a reduced rate or on a pro bono basis as appropriate.
 - 3. Participating in research when given the opportunity, including obtaining participant feedback when appropriate.
 - 4. Participating in outreach and education efforts to assist the public in developing an improved understanding of, and appreciation for, mediation.
 - 5. Assisting newer mediators through training, mentoring and networking.
- B. A mediator should demonstrate respect for differing points of view within the field, seek to learn from other mediators and work together with other mediators to improve the profession and better serve people in conflict.

Mediation and Conflict Resolution Office

2001-C Commerce Park Drive
Annapolis, MD
21401

410-260-3540

macro@mdcourts.gov

Web site: www.mdcourts.gov/macro

This guide is published by the Maryland Judiciary's Mediation and Conflict Resolution Office (MACRO). It will be updated periodically. If you know of any ADR services that should be listed in this Guide but are not or see errors in any listings, please call MACRO at 410-260-3540, so that we can update and correct the guide.