

Community Mediation - We offer a FREE service that helps individuals and families resolve conflicts or disagreements. Through a collaborative process our volunteer Community Mediators help people resolve difficult situations. Community mediation can be an effective alternative to resolving issues or disputes without going through the formal court/legal system.

Community Mediators - Our Community Mediators are trained volunteers from a wide variety of backgrounds, cultures and professions (social workers, counselors, lawyers, paralegals, etc.). This broad group of volunteers allows us to provide the community with mediators who understand the diversity of people's lives and problems.

Our Process - Our mediation process is grounded in diversity, equity and inclusion. Our mediators coordinate a safe and effective process to resolve any issues, without making judgments or offering opinions about the conflict. It is the job of the mediators to play a neutral role throughout every step of the process, supporting everyone involved to come to their own solutions. Our process is simple and quick. If you or someone you know is experiencing a conflict then please call or email us so we can determine if community mediation is appropriate. If so, we will conduct a brief intake with each party and the case will be assigned to a team of two Community Mediators. The Community Mediators will connect with all parties to set up a mediation meeting date, time and location that works for everyone involved. At this meeting, the mediators will work with everyone involved through shared, open conversations that respect all parties to reach an agreement and resolve the conflict.

Types of cases we can help with:

- Neighbor disputes (fences, property lines, noise, pollution, etc.)
- Family disputes (children, parents, spouses, siblings, etc.)
- Housing disputes (roommates, tenants, landlords, etc.)
- Work disputes (employees, employers, co-workers, colleagues, etc.)
- School disputes (students, teachers, parents, etc.)
- Other disputes (association members, union members, service providers, etc.)

Types of cases we can NOT help with:

- Domestic violence
- Divorce, support or custody issues
- Criminal activity is alleged or involved

Eligibility Criteria - Community Mediation is available to all adults 18 years and older. A signed consent form by a parent or guardian is required for those 17 years old and younger.

Referrals - Referrals are not required but are welcomed from family, friends, advocates and agencies.

Voluntary - This is a voluntary program. Participants can withdraw from the program at any time.

Mediation is available in English and French. Interpreter services are available upon request.

Community Mediation Windsor-Essex (CMWE) is a partnership between:
Family Services Windsor-Essex, Windsor-Essex Bilingual Legal Clinic and St Clair College of Applied Arts and Technology.

Community Mediation Windsor-Essex Frequently Asked Questions (FAQs)

How can Community Mediation Windsor-Essex (“CMWE”) help me?	CMWE offers confidential and impartial conflict resolution services to two or more people who are having a disagreement in order to help them identify a satisfactory solution.
What is community mediation?	Community Mediation is a process that exists outside the courts to provide safe, voluntary and open conversations for people experiencing conflict an opportunity to reach resolutions that are agreeable to all. In this setting, mediators support people to brainstorm solutions that meets everyone’s needs. The people in conflict design the solution – not the mediators. An agreement is only reached when each person in the conflict finds the solution satisfactory.
How is community mediation different from going through a judicial process like the courts?	Community mediation is different because it is not an adversarial process; you do not need a lawyer; and it is not a legally binding process. As well, community mediation does not handle family issues (e.g. divorce, separation, custody or estates), or commercial disputes involving huge sums of money.
Why use community mediation?	Community mediation not only helps people reach agreements, it also helps with the rebuilding of relationships, empowering parties to resolve future conflicts and transforming the way parties think about conflict and each other. Community Mediation is a process in which people in conflict have the opportunity to tell their story, listen to the other person’s story and then, together, try to brainstorm solutions that meet both people’s needs in order to resolve the conflict or disagreement.
Who are the mediators?	Our mediators are experienced, trained volunteers who represent a variety of profession and cultures. Two mediators are assigned to each case. The role of the mediators is to facilitate communication between the two parties and to help them come to a resolution. The mediators are not there to judge who is right or wrong or to decide on a solution.
What happens during a mediation?	During the mediation, everyone will have a chance to share their perspective of what has happened – as well as listen to everyone else’s perspective. The co-mediators will guide participants to come up with possible solutions and to explore the best options. An agreement is only made if all participants feel that it satisfies their interests.
Who can use CMWE?	Anyone can access our services, including individuals, housing groups, community organizations and non-profits.
Are your services free?	Yes! CMWE does not charge for its services.
How do I get more information?	Call: 519-966-5010 Email: info@cmwe.ca Website: www.cmwe.ca