

# ARROWSMITH COMMUNITY JUSTICE SOCIETY

## Conference Models

# Community Dispute Resolution Model



Adopted: 14 Oct 2014

### **Community Dispute Resolution**

Disputes referred include any conflict between community and/or family members who do not qualify for or do not request police intervention. These can include but are not limited to: neighbour to neighbour conflicts; family conflicts; organizational conflicts. The object of Community Dispute Resolution (CDR) is to facilitate open dialogues between the parties involved.

Any community conflict situation will be considered, upon presentation to the program. All parties involved will be contacted by the program coordinator who will then determine their eligibility according to the program criteria.

The process requires open dialogue in order to be successful. Therefore, all parties to the dispute must be willing to participate in order to proceed.

### **The Criteria**

- Must be willing to participate in process
- No litigation may be in progress.
- Financial issues (e.g. debt collection, rental collection, court directed payments) will not be considered.
- No age restrictions

### **The Referral Process**

One or more parties in the conflict will contact the Arrowsmith Community Justice Society (ACJS) Coordinator. A meeting or phone conversation will be arranged to discuss the particulars. The coordinator will contact the other parties involved by either a phone call or letter requesting participation (see Attachment 1).

All parties wishing to participate will sign the “Agreement to Participate” form (See Attachment II). The program coordinator will then set the facilitation process into motion and assign a conference team.

### **The Community Dispute Resolution Process:**

The coordinator identifies a team of trained volunteers. This team determines roles and responsibilities to best meet the needs of those involved. A volunteer to liaise with the coordinator is designated. The conference team organizes the community dialogue .

### **Pre-Conference:**

Designated member(s):

- Contact the participants to arrange individual pre-conference meetings at which they:
  - review the community dispute resolution process,
  - hear the participant's account of the situation and clarify the issues,
  - encourage participation
- More than one meeting may be required.
- Notify all participants of the conference date/time/place.

### **The Conference:**

The conference, facilitated by the designated member(s), evolves approximately as follows:

- Prepare seating plan
- Introduce participants and review the process and its guidelines.
- Facilitator to state the incident, including relevant circumstances.
- In turn the participants are asked to describe the incident and how it affects them.
- When all participants have had a chance to speak, the facilitator(s) initiate the discussion about what is required to resolve the conflict. This may require the facilitator(s) to take an active role in questioning the participants and in reframing the issues.
- If it becomes clear that progress is not possible, the process will not proceed.
- When agreement is reached, the facilitator(s) restates the decision for clarification and confirmation. A written summary will be prepared.
- The facilitator(s) brings closure to the conference, which includes the opportunity for any last words and an invitation to all involved to stay behind for refreshments.

### **Post-Conference:**

Team member(s) are designated to follow up with participants after the conference.

Designated team member(s):

- When requested make the participants aware of appropriate community resources.
- Team members to be debriefed
- Report to the coordinator at completion of conference.

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Attachments:

1. Letter Requesting Participation
2. Agreement to Participate Form



# Arrowsmith Community Justice Society

Community Dispute Resolution  
727 West Island Highway  
Parksville, BC., V9P 1B9  
250-954-2968

## Date - fill in date

Name

Address

Of participant

Dear Neighbour;

RE: Invitation to contact Arrowsmith Community Justice Society – Community Dispute Resolution

The Arrowsmith Community Justice Society (ACJS) and its community dispute resolution process has been contacted by \_\_\_\_\_<sup>1</sup> regarding a problem that has arisen between you.

We are a volunteer based organization of trained facilitators and mediators working within the community to help resolve disputes between individuals and groups. The program's volunteer facilitators help people manage their differences and work towards developing mutually agreed upon solutions.

In an effort to decide whether the ACJS - Community Dispute Resolution process could assist in this matter, we would appreciate it if you would contact us at your earliest convenience. Please understand that mediation is a voluntary process. You are under no obligation to participate if you conclude that our services would not help in your situation.

We would be happy to answer any questions you may have about our services. We look forward to hearing from you. When you call, please quote the reference number \_\_\_\_\_<sup>2</sup>. Thank you.

Sincerely,

Linda Cherewyk  
Community Dispute Resolution Coordinator



## Arrowsmith Community Justice Society

727 West Island Highway  
Parksville, BC., V9P 1B9  
250-954-2968

### **Community Dispute Resolution** **AGREEMENT TO PARTICIPATE**

*Arrowsmith Community Justice Society will be referred to as ACJS. .*

1. ACJS Volunteers are trained facilitators and impartial third parties. Their role is to assist the participants to work toward resolution of the shared issues.
2. Participants agree to the following:
  - They will not call ACJS facilitators as witnesses in any future legal proceeding related to the issue in dispute.
  - To the best of their knowledge, there is no civil litigation or active investigation concerning these issues at this time.
  - Participation is voluntary; therefore, any party may stop the proceedings at any time.
3. During the Community Dispute Resolution Conference:
  - Information pertinent to the shared issues will be disclosed.
  - Negotiations will be conducted in good faith
  - ACJS volunteers will honour participants' confidentiality
4. The resolution Agreement is not a legally binding document. It is a summary of the intentions of the parties as agreed to in the facilitated discussions.
5. ACJS may use non-identifying information about the proceedings for the purpose of statistics, training and/or promoting ACJS services.
6. The participants acknowledge that, by signing this Participation Agreement, they give up the right to bring a court action against ACJS, its volunteers, members, officers, agents, employees, directors and independent contractors to recover compensation for any loss or injury arising as a direct or indirect result of involvement with ACJS.

By signing this agreement, the participants below acknowledge that they have read and understand and agree to be bound by the terms of this Agreement.

Dated the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,  
at \_\_\_\_\_, BC

Party: \_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Witness:

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Party: \_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Witness:

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Party: \_\_\_\_\_  
Printed Name

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Signature

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Witness:

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Party: \_\_\_\_\_  
Printed Name

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Signature

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Witness:

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