

What others have
to say about **ACCORD**
MEDIATION AND CONFLICT
RESOLUTION SERVICES:

"I never thought I would use this service, but now that I have I will recommend it to others. Staff was extremely helpful; they didn't make me feel as though I was wasting their time. They were very understanding."

"Our mediators were very helpful and knowledgeable."

"It was good to be able to sit with the family I had long been in conflict with and come to an agreement rather than going to court."

"Very relevant; great incorporation of our group's ideas and concerns; great job on a hard topic."

COMMUNITY TRAINING PROGRAM

Effective communication and conflict resolution skills are essential tools for any organization. ACCORD offers trainings for any area business or group and will tailor trainings to your agency's specific needs. Effective communication and conflict management skills will build teamwork and increase productivity for your group. Special rates are available for schools and non-profit agencies. ACCORD also offers an overview presentation of any of the agency's services and programs free of charge.

FUNDRAISERS

Since 1982, ACCORD has been empowering our community to use peaceful alternatives to resolve conflict. Our **'Reach for Peace'** campaign includes the **Peaceful Pairings** wine tasting event and **Spring Flower and Veggie Sale** as well as our **Fall Mums Sale**. We welcome your support in the form of attendance or sponsorship or by becoming a volunteer.

MISSION

ACCORD promotes peaceful alternatives to conflict through mediation and other services, training and advocacy.



Out of Conflict Grows Resolution



BROOME COUNTY

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A 501 © (3) Agency

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*"***Courage is what it takes
to stand up and speak.
Courage is also what it takes
to sit down and listen.***"*

-Winston Churchill

What is **MEDIATION**?

Mediation is a process of talking about issues or problems that help people resolve disputes. Instead of avoiding the problem, fighting, or going to court, people involved in a conflict meet with at least one neutral mediator to search for solutions that are acceptable to both sides.

“Peace is not merely a distant goal that we seek, but a means by which we arrive at that goal.”

-Martin Luther King, Jr.

How can **MEDIATION** work for you?

- Both parties agree to meet with neutral mediators to discuss their issues in a judgment-free zone.
- Mediators listen to both/all points of view, while helping to clarify the important issues.
- Mediators help both/all parties discover areas of agreement and disagreement.
- You are empowered to make your own resolution and agreements through the guidance and conflict de-escalation skills of the mediators



Top 5 **ADVANTAGES OF MEDIATION**

1. **Mediation is fair:** no taking sides or placing blame.
2. **Mediation saves you time:** schedule a meeting in days.
3. **Mediation saves you money** in courts costs as well as being free/low cost service.
4. **Mediation is effective** and can be an enforceable contract.
5. **Mediation is empowering:** you are involved in the decisions and resolutions.



What **disputes** do ACCORD's Programs handle?

- Small Claims
- Community
- Family Court (Custody, Visitation, & Child Support
- Parent/Teen
- Special Education & Early Intervention
- VESID (Vocational & Educational Services for Individuals with Disabilities)
- Department of Labor
- Group Facilitation
- Restorative Justice
- Divorce
- Assisted Senior Communication
- Lemon Law Arbitration
- Division of Property Mediation/Arbitration

VOICES FOR CHILDREN/CASA PROGRAM

CASAs are trained volunteers assigned by a Family Court judge providing children at risk of abuse and neglect with advocacy in the court and community. CASA volunteers facilitate permanency and safety for children through researching, reporting, and collaborating with service providers.

CASAs are needed because...

- Over 1000 children in Broome and Tioga Counties receive family services at DSS
- 35% of those children are placed in some level of out of home care
- Children with a CASA spend 20% less time in care than those without a CASA



Why we need **YOU** to help us **MAKE A DIFFERENCE**

Our volunteers are the heart of our not-for-profit agency. In order to continue in our efforts of peaceful resolutions to conflict, we need the help of caring community members to deliver critical services of all our programs: mediation, CASA, and trainings. Volunteers simply need to have the desire to help those struggling and in conflict. They are good listeners who will receive extensive training on how to turn this talent into a much needed service.

If you are interested in learning more about becoming a volunteer, please contact us at **(607) 724-5153**.