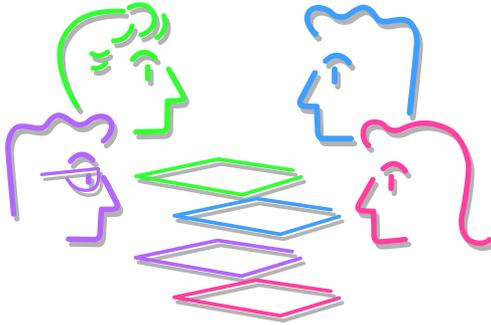


# MEDIATION



**THE MEDIATION CENTER  
OF THE PACIFIC, INC.**

*Helping People Talk, Negotiate and  
Resolve Conflict Creatively*

245 N. Kukui Street, Suite 206

Honolulu, Hawaii 96817

Tel: (808) 521-6767

Fax: (808) 538-1454

Email: [mcp@mediatehawaii.org](mailto:mcp@mediatehawaii.org)

Website: [www.mediatehawaii.org](http://www.mediatehawaii.org)

# What is Mediation?

Mediation is an informal process in which an impartial third party (the mediator) helps people in conflict talk and reach written agreements without going to court or some other formal legal proceeding.

Mediation offers several benefits:

## ▶ IT SAVES MONEY

- No added court costs
- Reduced or no attorney's fees
- Pay only a modest fee on a sliding scale

## ▶ IT SAVES TIME

- Many cases are resolved in one session
- Each session lasts approximately three hours
- Sessions can be quickly scheduled to occur on Monday through Friday in the morning or afternoon, and on Saturday in the morning

## ▶ THE PARTIES DECIDE

- Mediators don't judge, advise, counsel or tell the parties what to do
- The parties come up with their own solutions that meet their particular needs
- Mediators help draft agreements into a written document to be signed
- Communication between the parties can be improved and relationships strengthened

## ▶ IT'S CONFIDENTIAL

- Mediators and staff will not reveal what they've heard or read
- Mediation sessions are private and not open to the public
- Mediation discussions or notes cannot be used in court or administrative hearings

# Who are the Mediators?

Since its founding in 1979, the Mediation Center of the Pacific has grown and evolved to provide a broad range of services. Today, the Mediation Center assists over 7,000 people annually to prevent and resolve conflicts through mediation, facilitation, training and other dispute resolution processes.

The Mediation Center of the Pacific is fortunate to work with a group of trained mediators who come from diverse backgrounds and professions within the community. The mediators volunteer their services to support the Mediation Center's mission of providing high quality mediation and dispute resolution services that are affordable and accessible.

*We believe that every time someone settles a dispute peacefully, everyone benefits. Relationships are improved, and communities are strengthened.*

Comments from mediation participants include:

***“Very pleasant, productive experience – I don’t think my husband and I could have done this on our own.”***  
(Participants from a domestic mediation)

***“We could never have done this any other way. The mediators were fabulous.”***  
(Participants from an employment dispute)

***“The mediation process helped us to come to an agreement on our issues. It also helped us save time and money.”***  
(Participants from a condominium dispute)

# What issues can be Mediated?

Mediation services at the Mediation Center of the Pacific are available in two key areas:

## COMMUNITY

- Neighbor conflicts
- TRO cases (neighbors; co-workers; students)
- Financial disputes
- Employee/ Employer disagreements
- Co-worker/ Co-worker differences
- Consumer/ Merchant disputes
- Client/ Customer complaints
- Family Business disputes
- Landlord/ Tenant problems
- Juvenile Restitution (re-payment plans)
- Parent/ Child differences
- Family matters

## SPECIALIZED

- Divorce (the children; property division)
- Paternity (child custody; visitation; insurance)
- Elder issues & Adult Guardianship (caregiver selection; financing care; transition plans)
- Family Estate issues (financial management; property division)
- Discrimination & Civil Rights matters
- ADA complaints
- Employment termination disputes
- Condominium issues
- Homeowner Association issues
- Real Estate disputes
- Mortgage Foreclosure cases
- Special Education conflicts

# What is The Mediation Center of the Pacific?

The Mediation Center of the Pacific is a 501(c)(3) not-for-profit corporation. The mission is to provide high quality mediation and dispute resolution services that are affordable and accessible.

The Mediation Center of the Pacific offers three main services, including:

## ▶ **COMMUNITY MEDIATION & SPECIALIZED MEDIATION -**

Mediation services are available for a modest fee based on a set sliding scale according to household income, and are charged per party per session.

Staff assigns appropriate mediators to the case according to their training, background, experience and availability.

## ▶ **ACCESS ADR -**

Mediation and facilitation services are available for an hourly fee.

Participants select the mediator or facilitator of their choice from a special panel. Services are available on-site and off-site, anywhere statewide.

## ▶ **TRAINING -**

Interactive courses in Conflict Resolution, Mediation, and Facilitation are offered throughout the year.

Customized courses, workshops, dispute resolution system design, and on-site conflict coaching are also available to meet the specific needs of a business or group. Fees vary.

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Since 1979

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Aloha United Way

Agency # 96380



Hawaii-Pacific Area  
Combined Federal Campaign  
Agency # 26135