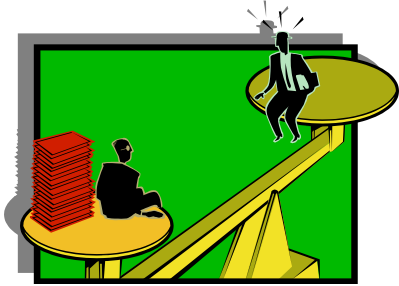


WHAT IS MEDIATION?

Mediation is an informal private process in which a trained neutral party help the parties discuss, define, and resolve their dispute without going to court. In mediation the mediator does not make the decisions for the parties in dispute.



Benefits of Mediation?

- A Mediation Session is a private & informal process.
- Mediation discussions are not open to the public.
- Pay a nominal filing fee.
- Many cases are resolved in one (1) session.
- Each session last approximately three (3) hours.
- Parties in dispute are empowered to identify and explore ideas to find a solution that best meets their needs.
- Mediators help create a written agreement that both parties can work with.

WHAT TYPES OF CONFLICTS CAN BE MEDIATED?

American Disability Association

Adult Diversion Restitution –
(First time offenders) Assault, Harassment, Criminal Property Damage & Terroristic Threatening

Civil Rights Complaints

- **Consumer / Merchant –** Faulty Merchandise, Refunds, Exchanges, and Outstanding Debts.
- **Divorce –** Visitation (Time Sharing), Children, Property Division.

Domestic – Problems involving Family members.

Juvenile – Fights, Vandalism.

Landlord / Tenant – Security Deposits, Repairs, Damages.

Neighbor – Noise, Pets, and Other Nuisances

Schools – Peer disputes Special Education etc...

- **Small Claims –** Money, Personal Property, Credit Card
- **Real Estate / Condominium –**
- Association conflicts e.g., Contract interpretation; C.C. & R, or By-Laws



HOW TO SET UP MEDIATION?

Contact the KEO Mediation Program (808) 245-4077 Extension # 237

We will coordinate the Mediation Session. Contact the other party and Schedule a convenient time to meet.

Prior to the first meeting, parties are encouraged to have possible solutions and or written information that may help to achieve a resolution that may meet their needs related to the dispute.

Each session may last no more than approximately three (3) hours.

Mediators do not give advice.

If the parties agree on a resolution, the agreement is put into writing and signed by all the parties.

HOW DO I PREPARE FOR A MEDIATION?

- An effective Mediation requires communication & participation.
- Be respectful, cooperative & flexible.
- Seek an agreement, don't lay blame or revenge.
- Listen carefully to others to understand their needs.
- If relevant bring the necessary documents to the mediation.
- Mediation will help the parties identify their interest and think about solutions.

WHO ARE THE MEDIATORS?

Kaua'i Economic Opportunity, Inc. Mediation Program is fortunate to have a group of trained mediators who come from different backgrounds and professions.

They are trained to help guide individuals who are in a dispute by using the mediation process.

The mediators volunteer their services in support of KEO's Mediation Program.



NOTES:

- Majority of cases consists of one (1) Mediation Session only.
- A nominal administration fee is assessed per party, based on the each parties annual income.
- A Mediation Session may be waived. To be considered for an Administration Fee Waiver an application must be completed and approved by the KEO Administration Officer.



Alexander & Baldwin Foundation Aloha Care* Combined Federal Campaign* Community Services Block Grant* County of Kaua'i- CDBG, HOME, Agency on Elderly Affairs* Dept. of Housing & Urban Development* Gwenfread Allen Fund* Hawai'i Community Foundation* State of Hawai'i- Dept. of Human Services, Dept. of Health Alcohol & Drug Abuse Division, Dept. of Labor Office of Community Services, Housing & Community Development Corporation of Hawai'i, Judiciary* Hawai'i Hotel Association Kaua'i Chapter* Teresa F. Hughes Trust Estate* Kaua'i United Way* Mutual Housing Corporation of Hawai'i* Irving Singer Fund* Alice Soper Fund* Kitaro Watanabe Fund* Elsie Wilcox Foundation* G.N. Wilcox Foundation* Mabel Wilcox Foundation* S.W. Wilcox Foundation* United Way* USDA* and other private funding sources.*



MEDIATION SERVICES

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