

## Why Mediation?

- ◇ Mediation is confidential and informal.
- ◇ Mediation allows people to retain control over the decision-making process.
- ◇ Mediation usually costs less than going to court, both financially and emotionally.
- ◇ Mediation helps reduce hostility and offers results that work for all people.
- ◇ Studies have shown that mediation generally results in high level of participant satisfaction.

## What does it cost?

FSCM uses a Sliding Fee Scale based on individual income, which makes mediation affordable. Please contact us for specific information on rates.

FSCM provides a 10% discount to all Active Military, Veteran, Law Enforcement, and Fire Fighters using our Sliding Fee Scale. Copy of DD214 or other verification required.

## *We believe* ... Mediation

has the power to be very special. We see it everyday. Mediation brings light where there is dark; hope where there is fear; and assurance where there is doubt. Mediation does this because, like the Constitution itself, Mediation returns the power to the people.



Mediation  
Counseling  
EAP  
Home Care  
Senior Companion  
Center for Childcare Careers  
RSVP Worcester Area Volunteers

Family Services of Central  
Massachusetts

210 Lincoln Street  
Worcester, MA 01609



Phone: 508-796-1971

Working in cooperation with the Office of the Attorney General, the Massachusetts Office of Public Collaboration, and the Massachusetts Trial Court.

Special accommodations may be arranged with advanced notice.

Updated 06/2022

# Mediation

## Services

Empowering People ∞ Promoting Peace

 **Family Services**  
OF CENTRAL MASSACHUSETTS  
An Affiliate of Seven Hills Foundation

## MEDIATION PROGRAM

210 Lincoln Street Worcester, MA 01609

508-796-1971 [Mediation@fscm.org](mailto:Mediation@fscm.org)

[www.sevenhills.org/programs/mediation](http://www.sevenhills.org/programs/mediation)



## What is Mediation?

Mediation creates the opportunity for people to have a conversation about what brought them to the mediation table. Mediation is a *Voluntary, Confidential* process in which a *Neutral* Mediator assists in the disputes to see if people are able to reach a mutual agreement in a safe and cooperative environment.

## When is Mediation Used?

- ◇ Cases in Probate, District, Juvenile, and Superior Court
- ◇ Divorce/Parenting Plans
- ◇ Family/ Teen Conflicts
- ◇ Landlord/Tenant Issues
- ◇ Conflicts in our Community

*We Believe*

## What is FSCM's Mediation Approach?

Two Mediators act as neutral supports for each case. Advantages of co-mediation include teamwork and effective communication. Trained Mediators facilitate rather than direct the mediation. Mediators assist people to identify their needs and interests. Mediators help people clarify issues, consider their options, and reach workable settlements that fit individual needs. Mediated agreements are generally more acceptable and sustainable since people make their own solutions.

Our diverse Mediators are well trained and hold, at least a 30-hour Certificate in Basic Mediation in compliance with MGL Ch. 233 § 23C. Mediations are held at our office, in the courts, and at other locations as needed.



*Small Moves*



*"The Heart of the Commonwealth"*

## Who We Are:

- ◇ We are a Non-Profit organization that has been helping families in the Greater Worcester area since 1889. The Mediation Department joined FSCM in 2009.
- ◇ We are Volunteer Mediators and Staff who are committed to ensuring our community has access to high quality, affordable mediation services.
- ◇ We as an organization embrace our diversity, and respect the diversity in others ,celebrating all things are possible when we work together.
- ◇ We understand that conflict is a starting point for new growth and that it brings change to the landscapes of peoples' lives.
- ◇ We have a passion for our community to exist in peace and have access to resources to help resolve their disputes.

*Make Big Changes*