

Who are the mediators?

Mediators are professionally trained individuals from the community who volunteer their time to work with people in conflict. They come from all walks of life and have diverse backgrounds. All mediators have completed an intensive training program in mediation techniques.



What do the mediators do?

- Listen to both sides carefully and objectively
- Ask questions of all parties to clarify the issues
- Remain neutral and do not take sides or make judgments
- Assist the parties in generating options
- Facilitate communication so the parties can develop their own solution
- Help the parties clarify and document their agreement

Why should the "other side" come to mediation?

Mediation provides both parties in a dispute with the opportunity to contribute to the resolution of their problem. If the problem goes to court, the outcome is no longer determined by the parties, but rather by a judge. If the parties take the law into their own hands, everyone loses.



Bexar County Dispute Resolution Center

300 Dolorosa, First Floor
210.335.2128



After 5:00 pm, use the building entrance on Dolorosa Street. After entering the first set of doors, the BCDRC night entrance is on the immediate left.



website: www.bexar.org/drc
email: bcdrc@bexar.org



BEXAR COUNTY DISPUTE RESOLUTION CENTER

Cadena-Reeves Justice Center
300 Dolorosa, Suite 1102
San Antonio, Texas 78205-2009

Marlene Labenz-Hough
Director

Office Hours
Monday - Thursday • 8:00 am to 8:00 pm
Friday • 8:00 am to 5:00 pm

210.335.2128



Resolving conflicts, rebuilding relationships

Goals

- ★ To serve the community as a resource for resolving disputes of all kinds
- ★ To decrease the “runaround” individuals experience in seeking a resolution to their problems
- ★ To prevent disputes from escalating into more serious civil or criminal matters
- ★ To provide an alternative means of resolving conflicts outside the court system
- ★ To provide an opportunity for individuals to resolve their problems themselves through mediation

Types of Disputes Appropriate for Mediation

Consumer Problems	Child Visitation
Neighbor Complaints	Workplace Issues
Property Damage	Money Owed
Landlord & Tenant	Real Estate & Property
Animal Nuisance	Family Matters
Auto Repair	Small Claims

MEDIATION

Mediation is an alternative approach to the traditional methods of resolving disputes. Mediation brings the parties in a dispute together with a neutral third party, a mediator, who listens to both sides and helps them work toward a mutually agreeable solution. Mediation allows the persons involved in the dispute to take active roles in settling their problem. Each side is given the opportunity to examine feelings, explore facts and discuss possible solutions.

Mediation Steps

- A person with a dispute initiates a mediation by coming to the BCDRC office or by completing intake forms available on the website.
- A mediation is scheduled and the disputing parties are notified of the date and time.
- At the mediation session, a trained mediator explains the mediation process to both individuals.
- Each person in the dispute has the opportunity to present his or her side of the situation and to suggest possible solutions.
- When the parties arrive at a mutual understanding, their agreement is put into writing.

Advantages of Using Mediation

- There is no cost to participants.
- Matters are confidential.
- Mediations are held in a secure, neutral setting.
- Mediations are scheduled in a timely manner.
- Mediations may be scheduled daytime or evening.
- Mediations can be conducted in English or Spanish.
- Parties achieve win-win solutions.

Information & Referral Services

In addition to mediation, the BCDRC provides information and referrals to other community resources that offer various types of assistance to individuals and businesses. In the event that mediation is not an appropriate means of resolving a problem or dispute, these legal, governmental, community and social service agencies may provide services that will resolve the issue.