

## Winter Edition: Newsletter

### Community Dispute Resolution Center

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Dear Volunteer Mediators,

As we approach a new year, we want to emphasize again that the Community Dispute Resolution Center staff considers it a privilege to continue to administer multiple programs for our volunteers. We have all had to adapt to new processes and procedures, and we are grateful for your continued dedication and support. We would not be able to do it without you!

As a volunteer organization, we count on the generosity of our volunteers to help us grow and attain our goal of providing the best ADR services for residents and courts of Tompkins, Schuyler, and Chemung counties.

It is our hope that you will gain valuable mediation experience and have an opportunity to associate with other mediators and potential clients.

Thank you, again, and with our amazing volunteers, we look forward to continued success in the coming year!

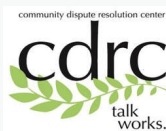
Warmly,

Ryan Harriott

CDRC Volunteer Coordinator

#### Community Dispute Resolution Center

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*"Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around." – Leo Buscaglia*

## AGENCY UPDATES

In October, CDRC closed the Schuyler County office. We will continue to use the Human Service room for ALL in-person mediations. Andrea is now located at the Elmira office.

The Elmira office space has moved from the second floor to the first floor of Catholic Charities building. Many of you are familiar with this space as we occupy this space a few years ago.

In March CDRC staff will begin the process of a soft opening for the staff to return to their destined offices. Gina, Tina and Andrea will be located in Elmira.

Rita and Ryan will be located in Ithaca. All staff will be working a hybrid schedule with 2 days in office and two days home. Our offices will be open Monday through Thursday 9-4 as we were prior to the pandemic.

### “NEW” MEDIATION PROGRAM SURROGATE MEDIATION”

Let’s give a round of applause to our two mediators and one staff member, Vin, Kim, and Gina, who completed the Surrogate Mediation Training. We are happy to start this new journey to offer this PILOT program to the community.

CDRC is in the initial stages of creating this brand new program for Chemung, Schuyler and Tompkins Counties. Gina will be reaching out to Surrogates Court Judges in all three counties to approach them about making referrals to this new program. In Surrogates Mediation Training our three mediators learned psycho-social family dynamics and required skills to be more comfortable with Surrogate Mediation cases.

Mediations may occur in the courthouse, or they may take place virtually through video conferencing platforms or even by telephone. Mediations involve multiple parties, including attorneys and can take several mediation sessions to complete the process.

Some topics that can be discussed in Surrogates Court Mediation include, but are not limited to:

- Disputes between family members over the appointment of a fiduciary for the decedent’s estate.
- Disputes among the estate, family members or friends over the distribution or ownership of the decedent’s property.
- Disputes between the decedent’s children and a non-parent surviving spouse concerning their rights to and/or the amount of their respective interests in the estate
- Disputes between the beneficiaries and the fiduciary of an estate over the management and distribution of the estate’s assets or the payment of creditor’s claims

### MEDIATOR UPDATE’S

In November, we completed our annual file clean up. I had sent out a form to emails requesting any changes to your contact information. If we have not spoken about any other recent changes to mailing address, phone numbers and email. Please send me new updates to [harriott@cdrc.org](mailto:harriott@cdrc.org)

#### Future In-Person Mediation:

Mediators will continue to conduct mediations by telephone or video (Zoom) and over the next few months we will begin to offer in-person format as well.

**Any mediations offered in the:** Evenings, Friday’s, and Saturday’s will continue to use video-conference as well.

CDRC will follow the CDC guidelines to assist with slowing the spread of COVID-19 once while we begin resuming in-person services.

### Elmira Court In-Person Mediators

**If you have an interest and the availability to help mediate IN-PERSON at the Elmira City Court for Small Claim Cases on Thursday’s as needed.**

**Please send me an email**

**at [harriott@cdrc.org](mailto:harriott@cdrc.org) I will add you to the list.**

Is the intentional accepting and non-judgmental focus of one's attention on the emotions, thoughts and sensations occurring in the present moment....

### RESOURCES:

Mediation and mindfully getting in the middle: Brad Heckman at [TEDxTeachersCollege](https://youtu.be/UUVmPVKaJzk)  
<https://youtu.be/UUVmPVKaJzk>

Check out The Association for Conflict Resolution Greater New York Chapter, Inc  
<https://www.acrgny.org/>

Watch today's recorded session on  
[ROUNDTABLE BREAKFAST: OMBUDS CONFIDENTIAL](#) .

These are all free and offered virtually You just have to sign up.

## FOCUS THE MIND



### Winnie the Pooh Lesson on Mindfulness:

The rewards of mediation are well recognized: it promotes tranquility, encouraging us to embrace the challenges and issues that life brings. It improves mental peace, reduction of stress, and the capacity to work with and transform thoughts, experiences, and emotions.

In our fast-paced world, who better to guide us through such a transformative practice than a long-loved bear who has grasped the concept of simply being?

"While Eeyore worries, Piglet speculates, Rabbit analyzes, and Owl blabbers, Pooh is. Although he considers himself a "bear of small intellect," his simple attitude to life, natural tranquility, and power to stay in the moment can teach us a valuable lesson as mediators.

Unlike Rabbit or Owl, Pooh relies on his natural sense to guide him to discover honey and eventually makes his way home. We know that Pooh frequently appears to be naive, with no alternative but to rely on his intuitive impulses due to his complete and utter lack of higher intelligence, which has generally always worked out to be a positive development for him.

We may all benefit from this lesson to strengthen our skills in the same manner that Pooh did. Rather than relying on logic, reason, and the "should," We could use our intuition to establish conversational trust and listen to that compelling voice and inner knowledge.

### MARK YOUR CALENDARS

April 26th 12:00 pm– 1:30pm: Transformative Basic Training Refresher click link to join  
<https://us02web.zoom.us/j/4664879717?pwd=VEc0Nzh5Q2VNS2tZS3ZGdWNBdG1DQT09>  
<https://us02web.zoom.us/j/4664879717?pwd=VEc0Nzh5Q2VNS2tZS3ZGdWNBdG1DQT09>

April 28th 5:00– 6:30 pm: Transformative Basic Training Refresher click link to join  
<https://us02web.zoom.us/j/4664879717?pwd=VEc0Nzh5Q2VNS2tZS3ZGdWNBdG1DQT09>

May 11th 12:00-1:30pm: Basic Mediation Orientation <https://us02web.zoom.us/j/4664879717?pwd=VEc0Nzh5Q2VNS2tZS3ZGdWNBdG1DQT09>

June Book Read: [https://docs.google.com/forms/d/e/1FAIpQLScrnWaH9B5ff7QqzXT-LD8-k2ROzAwi6j0mq28C-Opf3YFcTw/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLScrnWaH9B5ff7QqzXT-LD8-k2ROzAwi6j0mq28C-Opf3YFcTw/viewform?usp=sf_link)



# BUILDING CONNECTION

## The Impact of Case Coordination

The cycle of communication begins with the CDRC case coordinators Andrea, Tina and Rita they are constantly striving to give a consistent and high-quality mediation experience. Outlining "best practices" for case management is an essential aspect of reaching that excellent experience that goes hand in hand.

Because of its versatility and complexity, mediation does not begin and end at the table; instead, case coordination starts well before the mediation session and continues after it. Managing a case from start to finish may be a complex and time-consuming process; these best practices are intended to guide prospective case coordinators through the process while also guiding skilled case coordinators in developing and sharpening their skills.

"Case Coordination is the glue that holds the rest of the pieces together in the day-to-day operation of a community mediation program. With a friendly, reliable, and empathetic case coordinator and a well organized case coordination system, a mediation center will create and maintain a good reputation in the community.

# COLLABORATION

# TRUST

SATISFACTION  
TRUST  
ASSISTANCE  
LOYALTY  
SUPPORT  
COMMUNICATION  
FEEDBACK  
SERVICE

*Isn't it a wonderful thing that we're all different? Each of us has strengths and skills to share. And when we link our individual strengths together, we're invincible.*

