

ARE MEDIATORS CERTIFIED?

Mediators are trained and certified by the Center for Alternative Dispute Resolution, with practical experience in the field of mediation.

The Office of Human Rights has found that mediation is effective in resolving complaints, including, but are not limited to the following:

- **employer/employee**
- **consumer/merchants**
- **landlord/tenant**

If the parties choose mediation as a method to resolve a complaint of discrimination, there is no finding of wrongdoing by either party. The parties participate equally in reaching a final settlement.

The Office of Human Rights provides mediators free of charge, for any open Employment, Housing or Public Accommodation discrimination case in our office.



Calvin Ball, County Executive

Yolanda F. Sonnier, Administrator

OFFICE OF HUMAN RIGHTS

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<https://www.howardcountymd.gov/Departments/County-Administration/Human-Rights>

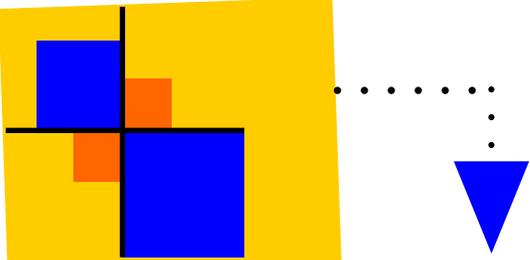
Office Hours:

8:00 a.m.-5:00 p.m.

Monday-Friday

(Upon request, this brochure can be produced in an alternative format.)

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MEDIATION PROCEDURES

*Office of Human Rights
Howard County, Maryland*

WHAT IS MEDIATION?

Mediation is an informal meeting where mediators in the Office of Human Rights will assist opposing parties to a discrimination complaint in reaching a satisfactory conclusion. If no settlement is reached, the case returns to the normal investigative process.

- **Manage Conflict** (mediation teaches you how to manage conflict effectively)
- **Define Issues** (mediation clearly defines the issues in conflict)
- **Two-way Exchange** (mediation provides an opportunity for two-way exchange between the parties)
- **Settles Complaints** (mediation provides an atmosphere for settlement of complaints)

WHAT ARE THE BENEFITS OF MEDIATION?

Mediation can resolve discrimination complaints in the areas of employment, housing, public accommodation and finance and law enforcement.

Mediation is:

Voluntary

Timely

Convenient

Confidential

Effective

EVERYBODY WINS!

WHAT MEDIATORS ARE TRAINED TO DO?

Mediators are trained to listen to the parties and assist them in clarifying the issue(s) in disputes.

The mediator will assist the parties in deciding what changes are needed and in generating options.

The mediators are trained to assist the parties in clarifying those options and guiding them in reality checking the points of agreement.

The mediator will assist the parties in creating a final written agreement.

Neither party needs an attorney to participate in mediation.