

Birth to Three Early Intervention Mediation Program *Mediation Services*

About Mediation Services

Mediation services are available to families participating in the early intervention program who want to resolve differences regarding their early intervention services.

Mediation...

- Is free, voluntary, and confidential.
- Encourages dialogue.
- Ensures concerns are heard.
- Finds common ground.
- Rebuilds family and program relationships.
- Empowers participants to find a mutually agreeable solution.

In mediation, the participants determine the outcome, not the mediator.

Inquiries are free and confidential.

For more information, contact our office.

Conflict Resolution Program
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How does mediation work?

1. A mediator will speak with both parties to listen to concerns, explain the mediation process, and answer questions.
2. If all parties are willing to participate, the mediator will coordinate a time and place for the mediation.
3. The mediator guides the participants through a process that encourages open dialogue, helps clarify the issues, promotes understanding, and works to reach a mutually satisfying agreement that is in the best interest of the child and family.
4. The participants control and create the outcome of the mediation, and the resolutions reached are documented in a mediation agreement, which is legally binding.
5. If the participants do not reach a resolution, the participants may pursue other forms of resolution or exercise their procedural safeguards.

