

Do you want to talk about:

Noise?
Neighbours?
Pets?
Cigarette or pot smoke?
Parking?
Difficult conversations?
Ongoing frustrations?

We listen
&
Help people hear each other

COMMUNITY MEDIATION PETERBOROUGH

Turning conflict into connection

FREE Mediation

- You are heard & respected
- It's private & confidential
- It's voluntary – your choice
- You find solutions

John Howard Society of Peterborough
70 Hunter St. W, Peterborough ON

Voice mail: 705-743-8331

Email: mediation@jhsptbo.com

This desk is staffed only 1 day/ week

If it's bigger than mediation:

Emergency: Dial 911

Peterborough Police Services

Front desk: 705-876-1122

www.peterboroughpolice.com

500 Water Street, Peterborough

Crime Stoppers? 705-745-9000

Legal Aid? 705-749-9355

www.ptbo-clc.org

Not sure who to call?

Ontario Social Service Info: Dial 211

Partially funded by the United Way of Peterborough
and John Howard Society of Peterborough. A
volunteer service in partnership between:



Peterborough



What is mediation?



We all want to enjoy our homes but, from time to time, there are problems with neighbours: noise, pets, parking, smoke, garbage, fences...

No wonder things get out of hand now and then. An upset can turn into stress & conflict.

That's where we come in:

- We listen
- We help people hear each other
- We turn conflict into connection

A mediator is a neutral person – we don't take sides. We only make sure everyone has a chance to speak & be heard.

The content and solutions are up to you.

PLEASE NOTE

Community Mediation does not handle:

- Disputes before the court
- Legal disputes or cases involving lawyers
- Policy disputes or Employment Standards
- Family issues (ex. separation, custody)
- Domestic violence

How does it work?

1. You call us to book a private meeting.
2. We listen to you alone to see if it fits.
3. Then we listen to the other person.
4. We are neutral & don't take sides.
5. If it fits, a mediation is set for you both.
6. You each tell your story & are heard.
We help people listen to what matters.
7. You think up solutions together.
8. You choose the best solutions together.
9. We call you later to check in.

*We provide a process.
The content and solutions are up to you.*

We also offer

Supported conversations
Restorative dialogues
Restorative circles
Listening circles
Communication skills training

Our Guarantee

We can't promise every problem will be solved., but here's what we can promise:

- Our mediators are polite and well trained
- Our team is independent
- We are neutral – we don't take sides
- We keep strict confidentiality
- We provide a process for dialogue
- You provide the dialogue content
- You make and choose your own solutions
- It's your choice to be part of this
- You can stop any time

How to start?

Cost

- FREE for individual neighbours
- Businesses, organizations, and groups pay a modest fee to support the free program

Contact

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**This desk is staffed only 1 day/ week
Our mediators are unpaid skilled volunteers.**

Donate

If you value our service, please support it.

www.canadahelps.org

Search: John Howard Society of Peterborough
Add a note specifying Community Mediation



**Mediators are neutral
We don't take sides or judge**

**We provide a process
You provide content
We help you hear each other**

You find your own solutions together