



## Let Us Help You With:

### NEIGHBOUR DISPUTES

- Noise, Parking, Property Issues
- Nuisance Lighting, Fences, Pets

### LANDLORD AND TENANT ISSUES

- Maintenance
- Privacy, Noise

### INTERPERSONAL PROBLEMS

- Housemates, Roommates
- Friends, Neighbours

### COMMERCIAL ISSUES

- Small Claims
- Contracts

## CONTACT INFORMATION

**Phone:** (905) 629-1873 ext. 311  
**Fax:** (905) 629-0791  
**E-mail:** [crs@dixiebloor.ca](mailto:crs@dixiebloor.ca)  
**Address:** Dixie Bloor Neighbourhood Centre  
 3650 Dixie Road, Suite 103  
 Mississauga, ON  
 L4Y 3V9  
**Website:** [www.dixiebloor.ca](http://www.dixiebloor.ca)

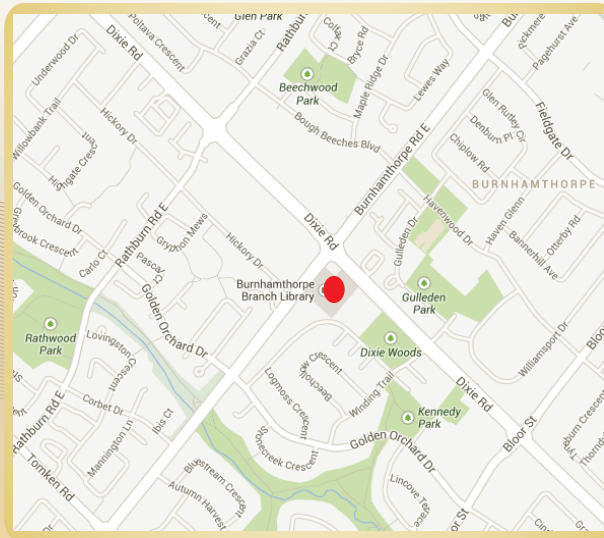
## In Partnership With:



Working closely with:

Peel Regional Police  
 Ontario Community Mediation Coalition  
 Local Schools

**THIS SERVICE IS FREE FOR ALL  
 MISSISSAUGA RESIDENTS**



# Conflict Resolution Service



**HAVING A CONFLICT?  
 FREE MEDIATION SERVICES**

**For More Information Contact:**  
 (905) 629-1873 ext. 311  
[crs@dixiebloor.ca](mailto:crs@dixiebloor.ca)



## What Is Conflict Resolution?

**Conflict Resolution** is a free and confidential service that helps residents resolve conflicts, disagreements, problems and concerns through mediation.

**Community Mediation** is a collaborative and structured process of problem solving, in which neutral mediators help two or more parties discuss their differences and reach a mutually acceptable solution.

### MEDIATION HELPS YOU:

- Explain your perspective
- Understand each other's point of view
- Come to a resolution quickly

### MEDIATION WILL NOT:

- Give you legal advice
- Determine who is right or wrong
- Provide therapy or counselling

## Mediation Is Simple

### HERE IS HOW OUR SERVICE WORKS:

**Call us** at (905) 629-1873 ext.311. We will listen to your concerns and explain the process.

**You make the decision.** If you decide to proceed, we will contact the other party and invite them to participate.

**Meet the mediators.** You will have an individual intake meeting with the mediators to discuss your concerns.

**The mediation:** The mediators will meet with all parties to help them discuss concerns and find a mutually acceptable solution.

## Why Use Mediation?

### IT WORKS

Three out of four mediations reach an agreement.

### IT IS PRIVATE AND CONFIDENTIAL

The mediators will hold all proceedings in strict confidence.

### IT IS QUICK AND FLEXIBLE

Mediation happens at a time and place that is convenient for everyone involved.

### IT IS INFORMAL

The process is comfortable and suited to your needs.

### YOU ARE IN CONTROL

There is no agreement until you are satisfied.