



Program Frequently Asked Questions (FAQs)

How can Community Mediation Windsor-Essex ("CMWE") help me?

CMWE offers confidential and impartial conflict resolution services to two or more people who are having a disagreement in order to help them identify a satisfactory solution.

What is community mediation?

Community Mediation is a process that exists outside the courts to provide safe, voluntary and open conversations for people experiencing conflict an opportunity to reach resolutions that are agreeable to all. In this setting, mediators support people to brainstorm solutions that meets everyone's needs. The people in conflict design the solution – not the mediators. An agreement is only reached when each person in the conflict finds the solution satisfactory.

How is community mediation different from going through a judicial process like the courts?

Community mediation is different because it is not an adversarial process; you do not need a lawyer; and it is not a legally binding process. As well, community mediation does not handle family issues (e.g. divorce, separation, custody or estates) nor commercial disputes involving huge sums of money.

Why use community mediation?

Community mediation not only helps people reach agreements, it also helps with the rebuilding of relationships, empowering parties to resolve future conflicts and transforming the way parties think about conflict and each other. Community Mediation is a process in which people in conflict have the opportunity to tell their story, listen to the other person's story and then, together, try to brainstorm solutions that meet both people's needs in order to resolve the conflict or disagreement.

Who are the mediators?

Our mediators are experienced, trained volunteers who represent a variety of profession and cultures. Two mediators are assigned to each case. The role of the mediators is to facilitate communication between the two parties and to help them come to a resolution. The mediators are not there to judge who is right or wrong or to decide on a solution.

What happens during a mediation?

During the mediation, everyone will have a chance to share their perspective of what has happened – as well as listen to everyone else's perspective. The co-mediators will guide participants to come up with possible solutions and to explore the best options. An agreement is only made if all participants feel that it satisfies their interests.

Who can use CMWE?

Anyone can access our services, including individuals, housing groups, community organizations and non-profits.

Are your services free?

Yes! CMWE does not charge for its services.