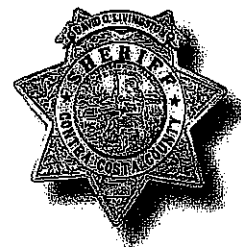


All Points Bulletin

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Turning Down the Heat: Conflicts in the County Can be Cooled Down

Barking dogs, loud music, no parking in front of your home... does any of this sound familiar? We all expect an occasional annoyance in the quiet enjoyment of our home, but what is too much and what can you do about too much intrusion?

What To Do?

You could call Animal Services about the barking dog, but you've already tried that. The officer said that the dog owner is within his rights. You could call law enforcement about the loud music, but you've already called them. The officer talked with the neighbor who briefly turned down his music!

Although these incidents seem small in the face of local and national news events, they can create stress and affect our health and that of our families. They prevent us from sleeping well and jeopardize our job. Such incidents build up anger, possibly leading to physical aggression. We start to get irritable just thinking about going home or turning down our street.

There is a way to turn down the heat. You can take control and change the situation with

a call to Conflict Resolution Programs.

Who We Are

Conflict Resolution Programs (CRP), a program of the Center for Human Development (CHD), is the only community mediation center in Contra Costa. For 30 years we have provided mediation services to residents and organizations in conflict. We are volunteer-driven with well-trained and highly-experienced volunteer mediators. Our staff and volunteers are culturally sensitive and reflective of parties' heritage and diversity. Our fees are decided on a sliding scale and no one is ever turned away for lack of funds.

We believe that practically any dispute can be mediated. Once people have agreed to mediate and are sitting at the mediation table, nearly 90% of disputes get resolved. Because everyone in the dispute has agreed on all aspects of the agreement, there is a much greater chance of a long-lasting solution.

Compare this with ongoing calls to law enforcement, taking matters into your own hands, or filing a law suit — mediation comes way out on top of the alternatives.

Where Do I Start?

Call us. We will contact the other party and start steps to schedule a mediation. It's as easy as that. Mediation is always volun-

tary, confidential, and facilitated by neutral mediators.

We can schedule a mediation at a convenient time and practically anywhere in the County.

Conflict Resolution Programs

- Confidential and direct phone line (925) 349-7344.
- Main phone number (925) 687-8844.
- Email: lark@chd-prevention.org
- Website: www.chd-prevention.org

Types of disputes we have mediated: tenants and landlords, home owners associations (HOAs), transitions in families—elder issues, inheritances, families separating, etc., real estate, property lines, customers and businesses, workplace conflict.

How Can I Help?

Refer individuals, groups, organizations, businesses, HOAs, and others in conflict to our services. You can be assured that all calls are confidential and handled with compassion and respect.

Does conflict resolution sound like something you would like to do? Ask about our training and volunteer opportunities in outreach, fundraising, and office assistance.

Join a great program that promotes peaceful, productive, and positive outcomes for and by Contra Costa community members, like you!