



Loyola Center for Conflict Resolution (LCCR) is a bilingual (English/Spanish) community mediation program that seeks to help people to resolve their conflicts. We serve all Los Angeles County residents, especially those in under-served communities and those involved in conflicts with them. Bilingual services are provided by supervising professional mediators alongside highly trained Loyola Law School students and community volunteers. Our office hours are 9 a.m. to 6 p.m. Monday through Thursday, on evenings and weekends by appointment, and on Friday from 8 a.m. to 5 p.m.\*

## Helping Communities Resolve Conflict Since 1993

### LANDLORD-TENANT

- Evictions
- Fees
- Conditions

### WORKPLACE/ EMPLOYMENT

- Wages
- Hours
- Benefits
- Discrimination
- Work Environment

### NEIGHBOR-NEIGHBOR

- Fences
- Property Lines
- Noise

### BUSINESS/AGENCIES/ ORGANIZATIONS

- Board Members
- Staff
- Volunteers
- Consumers
- Clients

### FAMILY-DOMESTIC- DEPENDENCY

- Divorce
- Partners
- Children
- Parent Care

### CONSUMER-DEBT

- Credit Cards
- Student Loans
- Health Care
- Mortgages

### MEDIATION

In mediation, a neutral person (the mediator) helps the parties discuss ways to resolve their conflicts either in person in a face-to-face mediation or over the telephone (conciliation). Your mediators will not take sides, give legal advice or represent you. The mediators are there to make sure that each of you understands the other person's viewpoint and concerns, and to help you work out a solution to each issue that is acceptable to all parties. Your participation is voluntary and you may withdraw at any time. If you allow us to assist you by choosing mediation, statistics indicate that we will be able to help you resolve your dispute more than 80% of the time.

#### CLASSIC & COLLABORATIVE DIVORCE MEDIATION:

LCCR offers two types of divorce mediation. Classic mediation is described above where you and your spouse meet in person with the mediator(s) who will help you and your spouse decide if you want to end your marriage and on what basis. Collaborative mediation offers a team approach and is provided in conjunction with volunteer professionals from the Los Angeles Collaborative Family Law Association. In this type of mediation, you and your spouse work with a mediator and with a Collaborative Team of Professionals, who provide limited scope counseling and information that you may need to make decisions about what to do in your divorce.

### CONCILIATION

Conciliation is mediation that takes place over the telephone. A neutral person (the conciliator) speaks with each disputing party separately when assisting the parties to reach an agreement or a new understanding.

### FACILITATION

Facilitation is used to assist larger groups of people to communicate, to understand each other, and to find agreed-upon solutions to their issues. It can be used before a conflict fully develops.

### CONSUMER-DEBT & LANDLORD-TENANT OPTIONS COUNSELING

When consumer-debtors and/or landlord-tenants contact us for dispute resolution services, parties are offered the opportunity to speak with a counselor to learn about options for resolving their consumer debt and/or landlord-tenant issues.

### DEPENDENCY COURT MEDIATION:

PROVIDED AT THE  
EDMUND D. EDELMAN  
CHILDREN'S COURT ON  
MONDAY AND TUESDAY

Parents in Dependency Court, who would prefer to decide their own custody arrangement, and visitation schedule, rather than have a Judge decide for them, are free to reserve mediation appointments, in conjunction with their attorneys, at [ccadr.org](http://ccadr.org). When confirmed by the Court, the parents' mediation agreement may serve as the Exit Order from Dependency Court.

### BEVERLY HILLS MEDIATION PROGRAM

Please Call 213.736.8387 for a Mediation Appointment. Thank you.

### MEDIATOR IN RESIDENCE PROGRAM

LCCR brings services directly to your community by providing a mediator at your legal, social or community service agency.

### TRAINING

LCCR is a training facility for Loyola Law School students and community mediators. We also provide training to the general public on mediation, conciliation, and communication skills that are offered at your location or at our offices.

### REFERRAL

LCCR provides referrals to attorneys, legal service providers and government agencies because we do not provide legal advice.

Loyola Center for Conflict Resolution (LCCR) sees a wide variety of cases.

### **LANDLORD/TENANT & NEIGHBOR DISPUTES**

- The tenant who fell behind in rent payments and wanted to negotiate a repayment schedule.
- The property manager who agreed to relocate the noisy upstairs tenant to another unit.
- The long-term tenant who needed their refrigerator repaired and the carpet replaced.
- The neighbor who learned and understood that the upstairs neighbor, a veteran, was accustomed to doing chores at night due to his night schedule while deployed.

### **FAMILY DISPUTES**

- The couple who came in for a divorce mediation and decided to reconcile after two sessions.
- The spouses who called seeking help negotiating their marital settlement agreement in order to complete their divorce proceedings in court
- The Jewish couple that needed to resolve their child custody and support issues to proceed with a religious divorce (Get).
- The parents who were able to agree upon a visitation plan and holiday schedule which allowed them to conclude their case in Dependency Court.

### **CREDITOR/DEBTOR MATTERS**

- The consumer who needed verification from the creditor that his debt had been paid in full.
- The debtor who was able to remove a wage garnishment by agreeing to a lump sum payment.
- The unemployed person who was able to negotiate a re-payment plan with the creditor.
- The creditor who agreed to a forbearance of payments due to COVID – 19.

### **SOCIAL SERVICES**

- The applicant who needed assistance correcting a 10-year-old clerical error on a government form that had prevented his change in immigration status.
- The veteran who needed clarification on the appeal process to recover her service animal.
- The party who was able to have their government benefits reinstated with arrears.

### **ESTATES**

- The beneficiary who avoided costly litigation and received the trust funds after LCCR opened communications with the Trustee.
- The siblings who needed help deciding what to do with the property they inherited from their mother.

### **CONSUMER/MERCHANT MATTERS**

- The client having difficulty communicating with his attorney about the terms of the settlement agreement and the attorney fees.
- The wedding planner who wanted to be paid for their services.
- The parent who lost their child and had trouble collecting insurance benefits for burial services.
- The dental patient who was able to receive a refund for improper dental work.

### **AUTOMOBILE ACCIDENTS**

- The parties who wanted their vehicle repaired and medical bills paid following an automobile accident.
- The owner who needed to retrieve personal belongings from their damaged vehicle.

### **EMPLOYMENT ISSUES**

- The supervisor who decided not to terminate the employee after hearing how difficult it had been for the employee to return to work after 20 years.
- The employee who decided not to sue his employer when he understood that the employer's actions were not the result of discrimination.

Because confidentiality is important to us, some facts were altered to maintain confidentiality.