



## Conflict is a natural part of life.

Whether it takes place in a family, workplace, school, or community, conflict is something that everyone goes through. At the Center for Dispute Settlement, we work with people every day to resolve conflicts quickly, informally, and peacefully. We believe conflict is an opportunity for personal growth and empowerment. Our Transformative Approach ensures that everyone involved has an opportunity to say what's on their mind and to understand the other person's perspective.

## Our goal is simple: to get people to talk it out before they fight it out.

Our expert mediators and dispute resolution specialists can help you talk it out before a conflict gets worse. This can de-escalate a conflict, often preventing litigation, justice system involvement, or violence. Over 90% of our clients report a high level of satisfaction with our services.

From cyberbullying and other ill effects of social media to increased school and workplace violence, the Center keeps pace with today's ever-changing world while taking a holistic view of each person, addressing the mental, emotional, and interpersonal aspects of dispute resolution.

## Offices

Founded in 1973, the Center for Dispute Settlement was New York State's first community program of its kind, and one of the first three in the country. Headquartered in downtown Rochester, we have convenient office locations in eight counties.

County	City	Phone
Cayuga	Auburn	(315) 252-4260
Livingston	Geneseo	(585) 243-7007
Monroe	Rochester	(585) 546-5110
Ontario	Canandaigua	(585) 396-0840
Seneca	Waterloo	(315) 539-4570
Steuben	Bath	(607) 776-6976
	Hornell	(607) 324-9887
Wayne	Lyons	(315) 946-5451
Yates	Penn Yan	(315) 531-3409



CENTER FOR DISPUTE  
SETTLEMENT  
*peace it together*

Reynolds Arcade Building - Suite 800 (Eighth Floor)  
16 East Main Street - Rochester, NY 14614  
Phone: (585) 546-5110 | Fax: (585) 546-4391 | [cdsadr.org](http://cdsadr.org)



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## Talking it out is better than fighting it out.

Whether a conflict arises in your family, at school, on the job or in your community, the Center can help everyone peace it together.

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# Family



Our trained specialists can help your family save time and money and avoid the anxiety of spending time in court. Whether you are a parent, grandparent, or other family member, we can help you take charge of a challenging situation and talk about issues that affect everyone involved. Our services include:

- Custody and Visitation Mediation
- Divorce Mediation and Arbitration
- Parent-Child Mediation
- Wills and Estates Mediation



## Schools

The Center can help students, parents, and school district personnel develop the skills and tools they need to avoid

disruptive conflicts and to positively affect situations where differing viewpoints are respected and constructively received. Programs include:

- Special Education Mediation
- Early Intervention Mediation
- Attendance Mediation
- Persons In Need of Supervision (PINS)
- Peer Mediation
- Restorative Practices (Circles)
- Anger Management



# Community

Our community services include a range of alternative dispute resolution processes that

enable individuals and groups to resolve conflicts without litigation.

- Landlord/Tenant Disputes
- Eviction Mediation/Arbitration
- Small Claims
- Commercial Disputes
- Contractor Disputes
- Restorative Justice for cases of harm or crime

## Workplace

We provide dispute resolution skill development and training for individuals, businesses, employers and community agencies on topics that include:

- Employer/Employee Mediation
- Conflict Resolution and Anger Management
- Workforce Diversity, Equity, Inclusion, and Belonging (DEIB)
- Leadership Coaching



# Training

The Center can customize training for your school, community, civic organization, business or

government agency in the following areas:

- Conflict Resolution Skills
- Communication Skills
- Conflict Coaching
- Mediation Training
- Anger Management
- Restorative Practices
- Implicit Bias Training

## Specialty Services

The Center offers programs to assist with resolving specific unique issues including:

- City Housing Arbitration Program (CHAP)
- Victim/Offender Mediation Services
- Vehicle Lemon Law
- Manufactured Housing
- Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCESS-VR)
- New York State Agricultural Mediation Program (NYSAMP)
- Surrogate Decision Making Program (SDMC)

