



Northern Community Mediation

Where the Solution Is Up To You

Serving Emmet & Charlevoix Counties

BRIDGES

August 2013
Vol. 10 No. 8



ALWAYS LEARNING



Intake Coordinator Terri Sevener recently completed the divorce/domestic violence training. The training was facilitated by Brian Pappas, who is an attorney and on the staff of Michigan State University. In that the training was held in Lansing, Terri's classmates were attorneys and court personnel from around the state.

MORE NEWS ABOUT TERRI

This past July, Terri's father celebrated his 90th birthday. All six of his children, eight of his 10 grandchildren and spouses, five great-grandchildren, along with friends and other relatives joined him for the joyous occasion at a luncheon at the Bay View Inn.

Sorrow has also recently entered Terri's life. On July 19, her sister Brenda died suddenly of a heart attack. Our thoughts are with Terri during this difficult time in her life.

REMINDER

If an agreement is reached at mediation, it is essential that it be written down and then signed by the involved parties. Without a signed, written document, NCM cannot declare that an agreement has been reached. In fact, quite the opposite is true. We have to enter that no agreement was reached. This policy comes from the CDRP office of the State Court Administrative Office.

Having a written agreement includes small claims cases. Having a notice of dismissal and/or a wage assignment order does not meet the standard without an actual written, signed document.

USELESS FACT

The Inca Indians of Peru were the first to cultivate potatoes around 8,000BC.

SURVEY RESULTS

On May 22, a survey was sent out to 79 attorneys, court personnel and other individuals who work with Northern Community Mediation on a regular basis. The purpose was to determine how these individuals viewed our services. Forty-three people responded to the survey, which represents a 54.4% return rate. In terms of survey, a 10% return is considered to be excellent.

Based upon the survey results, NCM is providing excellent services. This is evidenced by the fact that the percentage of responses of "Always" and "Usually" combined is significant in all 20 questions. In the questions that have "Not Applicable" responses, the percentage totals for "Always" and "Usually" is somewhat skewed. The survey delineated between services provided by staff and those provided by the mediators.

For a copy of the survey and the survey results, go to the NCM website at <http://www.northernmediation.org/survey-results-120/>

A LATE ARRIVAL

Actually, it is not that there was a late arrival. The fact of the matter is that NCM staff did not get the information until after the posting of the July newsletter. The news is that Brian Kasiborski and his wife Natalie became parents of 9 pound, 6 ounce, 22 inch baby boy on May 26. They named him Blake McDonald, which are the surnames of their two mothers. Congratulations!

BUSINESS CARDS

Generic business cards have been purchased for use by NCM mediators. They are like the business cards of the staff without any specific name. From now on, we will place these business cards in the packets that you get when you arrive for mediation. Upon completion of mediation, you are encouraged to give one of the business cards to each of the participants and say something like, "If Northern Community Mediation can be of further service to you, do not hesitate to call us."

ANOTHER REMINDER

Even if people have been to a previous mediation, it is essential that the consent to mediate form be read and signed prior to beginning the mediation process.

QUOTE OF THE MONTH

"I know that I am getting better at golf because I am hitting fewer spectators" Gerald Ford