

If you want to volunteer at a community mediation center near you:

- ❖ Call or email to contact staff and explain how you would like to volunteer. Be patient. In many instances, Centers are understaffed and it may take a while for them to return the call. Look at their website and send an email.
- ❖ Find out what kind of mediation is done by the Center. Not all programs in Tennessee mediate the same kinds of cases. Cases might be scheduled during the work day or in the evenings.
- ❖ Ask whether you will need any training specific to the mediation center's programs. Even if you have received Rule 31 mediation training, you may need additional training in specific program policies, protocols, and forms.
- ❖ Ask if the Center maintains a list of Rule 31 mediators who are willing to mediate family cases *pro bono* or *at a reduced fee*, pursuant to TSC Rule 38.
- ❖ Tell others in your community about the mediation center. Volunteer to speak to civic & neighborhood groups to promote volunteer mediation. Offer to serve on a committee or on the board of directors.
- ❖ There is a statutory immunity which covers mediation center volunteers, TCA 16-20-101 et seq., but a center may have its own professional liability coverage for its volunteer mediators.

Community mediation centers in TN provide mediation services and training, regardless of ability to pay, with priority given to those who cannot afford to pay market rates for mediation. All community mediation centers rely on public monies as well as private donations and grants because of their work with the county and state courts.

Besides mediation of disputes, community mediation centers may offer a wide range of services to area businesses, schools, community groups, and individuals. Our expertise includes such topics as mediation and conflict management training, educational presentations, as well as mediation and facilitation services.

CMCs receive referrals from many sources:

- General Sessions Court, both Criminal & Civil Sessions: evictions, consumer debt, medical debt, contract dispute; trespass; ordinance violations; victim-offender conferencing
- Juvenile Courts: delinquent, status offenders, foster care cases, never-married parents custody and visitation
- Chancery and Circuit Courts: divorce and post-divorce; conservatorships; probate.
- Offices of the District Attorneys General
- Legal Aid offices
- Bar Associations
- Private attorneys and law firms
- Domestic Violence agencies
- Police & Sheriff's Departments
- Child Support Enforcement Services
- Public schools: fighting, bullying, truancy, assault; behavior issues
- Colleges & Universities
- Neighborhood organizations, zoning boards
- Social Service agencies
- Non-profit Organizations & other small businesses

Volunteer Community Mediation Centers in Tennessee 2020



Judicial District 1 (Washington)
Neighborhood Reconciliation Services (NRS)

(Search process underway for ED)
P.O. Box 5721
Johnson City, TN 37602
(423) 202-4964
nrs@nrsinc.org
www.nrsinc.org

Judicial District 6 (Knox)
Community Mediation Center (CMC)

Jacqueline O. Kittrell, Esq, Executive Director
912 South Gay Street, Suite L-300
Knoxville, TN 37902
865-594-1879
jackie.kittrell@2mediate.org
<https://2mediate.org>

Judicial District 7 (Anderson, City of Oak Ridge)
Community Mediation Services (CMS)

Cindy Helton, Executive Director
P.O. Box 4081
Oak Ridge, TN 37831-4081
Phone: 865-463-6888
Fax: 865-457-7208
cindy@cms-tn.org
www.cms-tn.org

Judicial District 13 (Cumberland, Overton, Putnam)
VORP/Community Mediation Center

Rita Young, Executive Director
584 Highway 70 East
Crossville, TN 38555
Phone: 931-484-0972
ryoung@vorpmmediation.org
vorp.crossville@gmail.com
<http://www.vorpmmediation.org/>

Judicial District 20 (Davidson); also serving Judicial District 18 (Sumner); Judicial District 16 (Rutherford); and Judicial District 30 (Shelby)
Nashville Conflict Resolution Center (NCRC)

Sara Figal, Executive Director
4732 West Longdale Drive Nashville, TN 37211
(615) 333-8400
sara@nashvilleconflict.org
<https://nashvilleconflict.org/>

Judicial District 22 (Maury, Giles, Wayne); also serving Judicial District 21 (Williamson, Hickman, Lewis, Perry); and Judicial District 17 (Bedford, Marshall, Lincoln, Moore)
The Mediation Center (TMC)

Tiana Vanik, J.D., Executive Director
One Public Square, Suite 10
Columbia, TN 38401
(931) 380-5583
tiana@columbiamediation.org
<https://columbiamediation.org>

Judicial District 30
Mid-South Community Justice & Mediation Center (CJAM)

262 German Oak Drive, Memphis, TN 38018
901-431-5660
info@cjammediation.org
<https://cjammediation.org/>

During the COVID-19 pandemic response, most CMCs safely provide “mediation at a distance”, using platforms such as Zoom, Skype, emails, and telephone conferencing. Some CMCs are still able to do socially distant face-to-face mediations using the courthouse or other large spaces. Volunteers are trained to conduct these mediations confidentially. Please be sure to ask each Center for more information.

- ⊕ CMCs offer mediation at any point in the conflict. Individuals can request mediation before a case is filed, pre-court, before the case is heard by a judge, or during litigation. The process is designed to be voluntary, transparent and without undue pressure to reach an agreement.
- ⊕ CMCs often are asked to mediate when one or both disputants are self-represented and there is no access to legal advice.
- ⊕ CMCs screen cases carefully to make sure that the parties have the capacity to give informed consent to mediate. Parties may be referred to attorneys, social service agencies, or to the court clerk before mediating.
- ⊕ CMCs conduct mediation so that each participant understands the process and feels empowered to engage with the mediators and the other disputants in order to solve their own problems and come up with a solution that works for both sides.
- ⊕ CMCs train and supervise volunteer mediators who come from a variety of backgrounds, reflecting the diversity of the community.
- ⊕ If the CMC offers remote mediation, they can provide dispute resolution services regardless of the distance between parties and mediators. Self-represented parties can participate easily with a smart phone, tablet or laptop. Please call and inquire!