

# Conflict Resolution Center

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of SANTA CRUZ COUNTY

## Conflict Resolution Center Response during COVID19

We encourage everyone to fully follow Shelter-in-Place order and keep current on the latest news from Santa Cruz County Health Service Agency [here](#).

CRC staff are still working and we are here to serve! We have our telephone lines, extensions and emails, and we have a video-conferencing capability in place to continue the work remotely - including to facilitate mediations.

This is a time of added stress and as a result it may also be time of heightened conflicts among family members, neighbors, coworkers, landlords and tenants, or different community groups. And, at the same time many people feel isolated and feel that they do not have a place to turn to. We are writing to assure you that you can still call us and that you can still refer people in conflict to call us. We are offering most of our services free of charge or sliding scale to anyone who needs to help ease this transition as we work together towards stability and sustainability, ensuring access to resources to all people in Santa Cruz County.

Many people and organizations in our community are finding creative ways to serve the people in need. For the compilation of local information, please remember to [visit/call 211](#).

We urge you to remember that although this is a time of *physical* distancing it does *not* mean *social* distancing. We are all trying to make sense of an unprecedented global-scale situation and learn to navigate our lives in the new circumstances. As we do that, let us remember that leading with our hearts and leading with love and compassion in times of collective fear and in emergency is how we will overcome the hardships our community and the world face. This virus is teaching us how interconnected and interdependent we are. Looking for the best interest for the other absolutely means looking for the best interest for myself.

## CRC REMAINS OPEN

We offer mediations, coaching, and training via Zoom or Google hangouts. We have already successfully completed mediations via videoconferencing.

We help people in their current conflict find a mutually agreeable solution. We facilitate a process where people are able to have better understanding of each other while resolving conflict.

CRC does not provide legal services or advice. CRC does not offer counseling

**Call: 831-475-6117 or E-mail: [INFO@CRCSANTACRUZ.ORG](mailto:INFO@CRCSANTACRUZ.ORG)**

**LIST OF SERVICES:**  
Offered in English and Spanish

**Community Mediations:**

Any conflict: between family members (including new child custody agreements, parent-teen mediations, elder care, etc), roommates, neighbors, landlord/tenant, small claims diversions, any problem you may encounter, we can discuss.

**Community Zoom Meetings Open to All:**

We are offering regularly scheduled virtual meetings: All are welcome to come, exactly as you are. The purpose is to create space to listen and be heard, to express ourselves, to provide support and connection, possibly even to organize in this time of uncertainty.

Meetings held on Tuesdays at 3:30pm and Fridays at 12:30pm

To Join: <https://zoom.us/j/732726064>

Meeting ID: 732 726 064

One tap mobile: +16699006833,,732726064#

**Workplace Mediation and Training:**

This may be the perfect time to offer the staff training in communication and conflict resolution skills via videoconferencing. Workplaces may also be experiencing increased conflicts while learning to collaborate in different environment. We often help: co-workers or employee-supervisor relations, or business-to-business

**Affordable Divorce Mediation:**

This is an extra tender time when talking about divorce and potential inability to proceed with it. There may be ways of taking initial steps to work out some separation topics in order to lessen the tensions now and move the process along.

**Restorative Justice:**

Offering Victim-Offender Dialogues, Parent-Teen Mediations, Victim Awareness Community Impact classes, Domestic Violence alternatives classes

## *How To Reach Us:*

Our Number is 831-475-6117, below you will find personal extensions

Our E-mails are our first name@crcsantacruz.org

**Lejla Bratovic, Executive Director x407**

**Katy Peterson, Mediations and Trainings x408**

**Courts, Small Claims Court Coordination x406**

**Alaya Vautier, Restorative Justice Programs x403**

**Karina Chavez, para servicios en Español, x404**

**Amanda Clark, Affordable Divorce Mediation x405**

