

## Sheltering in Place Can Lead to Neighbour and Roommate Conflicts

New Quarantine Conflict Resolution Service offer services to help with COVID-19 conflict

FOR IMMEDIATE RELEASE

VANCOUVER, APRIL 8, 2020

With BC residents sheltering in place, new challenges are affecting tenants, roommates, and neighbours who are suddenly in much closer proximity during all hours of the day. Parents are trying to entertain and teach children while their neighbour is trying to manage multi-person business calls on the other side of a shared wall. Noises that have never been an issue before are suddenly constant sources of irritation. Add the increased anxiety of social isolation and it's not at all surprising that minor conflicts are becoming much bigger problems.

In order to help people dealing with conflicts arising from living in close quarters, Mediate BC has launched a new low cost program - the [Quarantine Conflict Resolution Service](#) and is working with LandlordBC to make sure that everyone is aware of this new program.

"COVID-19 is leading to so many different kinds of conflict in housing situations," shares QCRS program manager Amanda Semenoff. "Noise, heavy use of common wifi, anything that was a minor issue when people were in and out of their homes for much of the day is suddenly a much bigger deal. And, of course, people sharing common spaces may have very different ideas about how social distancing applies. Mediators can help with these difficult conversations."

"Adhering to social distancing presents specific challenges for people sharing a living space" notes Kimberley Coates of LandlordBC. "How do they talk about the fact that the landlord has personal safety concerns for all residents of the building? Or roommates who previously worked opposite schedules who are now learning how to cohabitate? It is only natural that conflicts may arise."

LandlordBC runs its own mediation program, [Mediate First™](#), which is still available to help, but is encouraging people with conflicts that arise out of COVID-19 concerns to contact the [Quarantine Conflict Resolution Service](#). The QCRS has more than 35 mediators available and service is available quickly.

QCRS mediators are independent and skilled in helping people have difficult conversations. All mediations will be held online - mediators will meet with the people involved by phone, Zoom or another distance option that everyone agrees works for them. Simply complete the online intake form, or email [lowbono@mediatebc.com](mailto:lowbono@mediatebc.com) for more information.

**Links:**

**Quarantine Conflict Resolution Service**

<https://www.mediatebc.com/resolving-other-disputes/quarantine>

**Mediate First™**

<https://www.landlordbc.ca>

*Mediate BC is a not-for-profit organization funded by the Government of BC and the Law Foundation that protects the public by managing the province's designated rosters of mediators and med-arb practitioners. Mediate BC also educates the public by raising awareness of mediation and other dispute resolution processes.*

*Mediate First™ is a LandlordBC program whose main aim is to help residential tenants and landlords resolve issues quickly and collaboratively; saving all parties the stress and costs of formal arbitration. Mediate First™ is offered in association with independent mediators.*

CONTACTS (available for interviews):

Amanda Semenoff\*  
Quarantine Conflict Resolution Service Manager  
[Amanda.Semenoff@mediatebc.com](mailto:Amanda.Semenoff@mediatebc.com)  
778-877-7748

Kimberly Coates  
Director of Member Engagement  
[kimberlyc@landlordbc.ca](mailto:kimberlyc@landlordbc.ca)  
LandlordBC  
1-855-707-2366

Sharon Sutherland  
Mediate BC Director of Strategic Innovation  
[Sharon.Sutherland@mediatebc.com](mailto:Sharon.Sutherland@mediatebc.com)  
604-218-7214 (Text please)