

## **Mediate BC launches Quarantine Conflict Resolution Service**

Quarantine Conflicts? Mediate BC has mediators ready to help.

FOR IMMEDIATE RELEASE

VANCOUVER, MARCH 24, 2020

Mediate BC has moved up the planned launch of its low-fee Conflict Resolution Service in order to support people in quarantine and in conflict. The combination of social isolation and increased anxiety can add stress to relationships, especially between people who are sharing small spaces. It is normal for underlying conflicts to erupt under these circumstances and Mediate BC's roster mediators are ready to help.

The [Quarantine Conflict Resolution Service](#) is a low-fee mediation option for people finding themselves in conflicts related to quarantine or isolation.

### **What kinds of conflict can the service help with?**

Conflicts referred to this service must relate directly to issues of quarantine or isolation.

Examples include:

- Conflicts between roommates about the importance of social distancing
- Disagreements with older relatives about how they are keeping themselves safe
- Difficulties in formulating a plan with employers to work from home
- Conflicts over the use of shared spaces in cooperative housing where residents have varied health risks

The Quarantine Conflict Resolution Service will begin accepting requests for services today - Tuesday, March 24, 2020.

### **Quarantine Conflict Resolution Services Quick Facts**

- Delivered at a distance, online and by phone
- Available province-wide
- Flexible hours
- Roster Mediators are highly trained and experienced
- All processes are confidential
- Effective at improving living conditions in stressful times

**Quarantine Conflict Resolution Service -**

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

## Quotes

“The stress and life changes happening right now create a whole new set of conflicts for us at a time when we are emotionally exhausted and struggling to handle them well without support. BC Mediators are here to help!” ~ Amanda Semenoff, Quarantine Conflict Resolution Service Manager

“As a parent of two very active school age kids, adjusting to working with them home and keeping them active enough to stay sane has been quite a challenge. We are grieving cancelled plans and negotiating how we share space.” ~ Amanda Semenoff, Quarantine Conflict Resolution Service Manager

“I’ve had to navigate conflicts regarding my return home to a rural reservation in the North that is discouraging folks from the city coming to the reserve, hoping to ensure the survival of our treasured Elders. Many First Nations are prohibiting visitors and I am worried that some of the urban First Nation members who will be out of work will want to flee to the villages for health and financial reasons.” ~ Julie Daum, Vice Chair, Mediate BC

“Just over a week ago, I was on a cruise ship getting infrequent news about the growing concerns around COVID-19. My fellow passengers offered an insight into how many different kinds of conflict can arise as stress mounts in closed living environments! We saw a huge range of responses, and more importantly, saw how much one person’s tolerance for risk could have direct and frightening impacts on another person’s need for personal security.” ~ Sharon Sutherland, Director of Strategic Innovation

*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 roster of mediators and med-arb practitioners. Mediate BC also educates the public by raising awareness of mediation and other dispute resolution processes.*

### CONTACTS:

Amanda Semenoff\*

Quarantine Conflict Resolution Service Manager

[Amanda.Semenoff@mediatebc.com](mailto:Amanda.Semenoff@mediatebc.com)

778-877-7748

\* Amanda is also an Auxiliary Fire Dispatcher with E-Comm911 and is unavailable for comment while on shift.

Sharon Sutherland

Director of Strategic Innovation

[Sharon.Sutherland@mediatebc.com](mailto:Sharon.Sutherland@mediatebc.com)

604-218-7214 (Text responses will be quicker)

### ***Available Mediate BC Spokespersons***

**Amanda Semenoff**<sup>\*</sup>, New Westminster

As Manager of the new Quarantine Conflict Resolution Service, Amanda is engaged in all aspects of service delivery, from program design through to conducting mediations herself. Amanda has considerable experience in conducting online mediation. She has shifted her focus from start-up, tech and co-founder conflicts to the conflicts arising from isolation and quarantine. Amanda has two school age children, and is juggling the set-up of this program with the same challenges that many other families face in supporting children who are suddenly out of school, mourning the suspension of their hockey and lacrosse seasons.

\* Amanda is also an Auxiliary Fire Dispatcher with E-Comm911 and is unavailable for comment while on shift.

**Sharon Sutherland**, Delta

Sharon is Director of Strategic Innovation at Mediate BC and is working with Amanda on the set up of this program from self-isolation following an unfortunately timed cruise. Sharon can speak to questions about the program, conflict resolution and mediation more generally, and online communication.

**Julie Daum**, Fraser Lake

Julie is Vice Chair of Mediate BC and a highly experienced Child protection mediator. As a Wet'suwet'en woman normally resident on the Stellaquo Reserve in the central interior of BC, Julie is currently self-isolating in Vancouver and uncertain about her ability to return to the rural reserve as First Nations seek to protect their Elders from illness. Julie is available to speak about mediation, and is also available to discuss impacts on indigenous communities.

**Daniel Williams**, Kamloops

Daniel Williams is a Director of Mediate BC and an experienced mediator with considerable expertise in online mediation. Amongst other experience, Daniel was a Senior Case Manager with the Civil Resolution Tribunal, conducting case intake and facilitating online negotiations in Small Claims and Strata matters. Daniel returned from visiting family in Japan just ahead of COVID-19 concerns and is monitoring family in Tokyo.