

***Lake Winona Civic Association (LWCA)
Alternate Dispute Resolution (ADR)
Description and Contents Cover***

Revised Sept., 2026

Cover Page

Governance: The rights and authority of the ADR are in accordance with NJSA 45:22A-44¹ <https://law.justia.com/codes/new-jersey/title-45/section-45-22a-44> and the By-Laws of the LWCA.

Documents:

- ADR Description and Contents (Cover)
- Mission and Guidelines - detailed below (item 1)
- Practices - detailed below (item 1)
- ADR Request Form - provided below (item 3)
- ADR Recommendation Form - provided below (item 4)
- ADR Acknowledgement Form - provided below (item 5)
- ADR Process and Discussion Notes (Item 6)

Participants:

- LWCA Board (Members)
- ADR Committee (Members)
- LWCA Residents (Members)

Core Values:

- Transparency
- Flexibility
- Clarity
- Credibility

Lake Winona Civic Association (LWCA)
Alternate Dispute Resolution (ADR) Committee
Mission and Guidelines
Item 1

Revised Aug 2026

The Mission Values of the ADR are to:

Provide members of the LWCA an opportunity to have constructive and respectful conversations together, both apart from and with the LWCA leadership.

Avoid destructive discourse and conversations that often take place online.

Generate healthy communication pathways while maintaining fidelity to the By-Laws of the LWCA.

Establish and promote goodwill within the community.

Operate as an organizational body of community members that reflect good listening, generosity of spirit, professional decorum, impartiality and advise the LWCA Board with wisdom and esprit-de-corps.

Model healthy resolutions to disagreements.

Maintain and practice confidentiality as appropriate and with the best interests of the LWCA in mind.

The Process Guidelines of the ADR are:

1. Request: Receive the ADR request and any supporting information from the Board. The Board should be the first line of contact because they might be able to resolve it before ADR is needed.

2. Gather information: The ADR committee gathers additional information from both parties, either jointly or separately, depending on the circumstances.

3. Facilitate: Discuss based on information from the Board and from any aggrieved party and work toward a resolution.

4. Mediate: Meet separately or together and email as needed.

5. Document: Document any agreement reached by the parties with signatures in writing, or if no agreement is reached, document that the ADR process was completed without resolution.

6 - Resolve: Use restorative justice practices when necessary and use Speaking Norms if necessary.

7 - Communicate: Inform the LWCA appropriately as needed.

8 - Flex: Work as a flexible body of community members towards the goal of providing resolution as needed.

9 - Agree: Maintain cordial and civil communication with the goal of resolution in mind.

Steps in a dispute:

1 - LWCA Board (President or designee) requests a Dispute Resolution process in writing to the ADR Chair with supporting information. This is done through a Dispute Resolution Request Form (item 3).

2 - Community member(s) sends an ADR Request via email to the Committee Chair. The Chair will provide the Full Board with that Request.

3. ADR will provide time for the Board to discuss and send any relevant information back to the Committee Chair. If necessary, an in person meeting with ADR and Board can occur if needed to clarify Board decisions.

Note: Board is encouraged to resolve situations before they seek the ADR committee.

4 - ADR committee may request additional information from both the Board and the aggrieved member or members jointly or separately, using flexible practices as needed and maintaining email documentation.

5 - ADR committee meets in confidentiality, follows established procedures and facilitates discussion and works toward a resolution guided by the goal to have productive discourse. The use of Speaking Norms may be used as a tool for constructive conversation.

6. ADR will ask the LWCA Board President (or designee) if there were any discussions and advice from legal counsel to consider.

7. ADR will document any agreement reached by the parties with signatures in writing in An Agreement form (Item 5), or if no agreement is reached, document that the ADR process was completed without resolution. This will be done through a Non Agreement Form (Item 5). In each case, the Dispute will include an ADR Recommendation Form (item 4).

8. If no agreement is reached, a Non-Agreement will be signed by each side of the dispute.

Note: Community Members are encouraged to resolve situations directly with the Board before they seek the ADR Committee and the Board will continue to seek resolution before requesting ADR Committee involvement.

9. The LWCA Board will deliver the ADR Recommendation or their decision to the complaining party.

10. A formal document with notes taken during meetings with signatures from a Board Member and ADR Member if there were in person meetings.

Dispute Resolution Tools:

ADR Request Form (Item 3)

ADR Recommendation Form (Item 4)

Agreement or Non Agreement Form (Item 5)

Speaking Norms (if necessary)

Discussion and Process / Fact gathering notes (separate and maintained by the ADR Committee) (Item 6)

Practices for the LWCA ADR Committee

Item 2

Revised July 2026

Goals:

Build a comprehensive and safe program of Conflict Resolution practices based on research driven Best Practices so that members can articulate their thoughts and feelings and direct them towards healthy expression with the intention of resolving LWCA disputes between the Board and individual member(s);

Provide safe forums to apologize if necessary;

Provide safe forums to confront perceived injustice with the intent of furthering the needs of a safe community;

Create opportunities for amelioration of intrapersonal issues coexisting with community expectations for safe, healthy and respectful behaviors;

Employ strategies as reasonable alternatives to punitive measures such as fines or legal measures;

Expand the culture of community relations to include open dialogue and foster self expression, disagreement and the understanding that rumor and innuendo is often a part of community life;

Suggest articulation of alternatives to online discourse that includes vulgarity; threats, harassment, insults, personalized attacks, fomentation of hostility and similar behavior and expressions.

Objectives:

Create safe spaces to express thoughts and feelings with ADR members and between the Board and community members;

Create safe spaces for decompression and healthy respite;

Create practices conducive to Dispute Resolution aligned with Restorative Justice practices as appropriate;

Train others in Restorative Justice practice and Restorative Sessions if necessary;

Create an available list of prompts, check-ins, multiple response strategies and norms for others to use in Dispute Resolution practices;

Provide others with Speaking Norms for Restorative Sessions as appropriate.

Definitions:

Aggrieved - individual(s) who feel resented or who think they have been unfairly treated

Board - elected individuals who represent the needs of the LWCA community in accordance with NJSA 45:22A (PREDFDA)

Mindful comments

HALT - No important choices or impulsive acts when you are **Hungry, Angry, Lonely or Tired**

WAIT - **W**ant it; **A**llow it to happen, **I**f it doesn't happen right away, give it **T**ime. **P**atience.

Agree / Disagree Statements / Common Grounds

There is often a right and wrong to an argument but the healthier communication is to find similarities in values and approaches.

Both or all people in a dispute can be right but have different thoughts on what that means.

Defer to legal, de facto and de jure authority as appropriate.

Expressing a feeling can sometimes be very difficult.

Knowing how another feels can sometimes make you understand them better but knowing the law and statutes presents non negotiable circumstances.

Most people feel better if someone apologizes to them.

Mistakes are understandable and can be repaired if people are willing to acknowledge them and be open to correction.

Aggrieved / Harmed prompts:

Aggrieved:

Did I harm someone intentionally?

Did I harm someone unintentionally?

Did I harm someone hoping they wouldn't know?

Victim:

Is someone harming me intentionally?

Did someone harm me unintentionally?

Did someone harm me hoping I wouldn't know about it?

Aggrieved:

What were you thinking and feeling when you perceived a harm or injustice to you?

Notes to go by:

Silence is okay and sometimes welcome.

Letting air out of the balloon prevents it from popping.

Use people's names.

Look at the people you are talking to the majority of the time.

Avoid putting the aggrieved person next to the facilitator.

Power Statements:

- Today I learned that...
- Now I know that...
- I feel that...
- I learned that ...

Speaking Norms (used if necessary and if a member needs facilitators)

I agree that during this meeting, we will:

- Allow others to finish what they are saying.
- Respect that any feeling a person has will be okay and that those feelings are real.
- Speak to the facilitator if it is necessary.
- Respectfully correct people that have the wrong information.

- Agreeably,

Addendums:

The ADR Committee reserves the right to use practices they deem helpful to the overall good of the community with respect to NJSA 45:22A-44

The ADR Committee reserves the right to recuse itself or any of its members for cause and without the need to explain or to be defined.

The ADR Committee by statute can select people from the community to serve on specific cases if the individuals have specific skills that would increase the understanding of the issue.

Community Members are encouraged to resolve situations directly with the Board before they seek the ADR Committee and the Board will continue to seek resolution before requesting ADR Committee involvement.

**Lake Winona Civic Association (LWCA)
Alternate Dispute Resolution (ADR)
Request Form
Item 3**

Revised Sept 2026

Process: Complete each of the * areas below. Save document or scan & email to ADR Committee Chair: a.michael.ollo@gmail.com

From: *LWCA Board President (or designee) or LWCA Resident Member(s)*
*(Complete each of the * areas below)*

To: *ADR Committee Chair*

***Full Name of Member(s) requesting dispute resolution:**

***Lake Winona Property Address:**

Mailing Address (if different from above):

***Phone:**

***Email:**

***Date of Request:**

***Title of Dispute:**

Note 1: *It is recommended that the LWCA Board attempt to resolve a communication or dispute with the member or members prior to an ADR process.*

Note 2: *Upon receipt of this completed form by community member(s), the LWCA Board will receive a copy if they have not already received it.*

****ADR Request (From Member - briefly explained):***

**Lake Winona Civic Association (LWCA)
Alternate Dispute Resolution (ADR)
Recommendation Form
Item 4**

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From: ADR Committee Chair

To: LWCA Board President (or designee)

Date of Recommendation:

Title of Dispute:

Name of Member(s) in Dispute:

ADR Recommendation:

**Lake Winona Civic Association (LWCA)
Alternate Dispute Resolution (ADR)
Acknowledgement Form
Item 5**

Revised Sept 21, 2026

To: LWCA Board, ADR Committee and Community Member(s)

Date of Acknowledgement:

Title of Dispute:

Name of Member(s) in Dispute:

Signatures (below):

LWCA Board Representative

Community Member

ADR Committee Representative

Note: The LWCA Board, The LWCA ADR Committee and The LWCA Community Member(s) acknowledge the Alternate Dispute Resolution (signatures above). Note that the signatures do not necessarily indicate agreement with the ADR but rather acknowledgement of it.

**Lake Winona Civic Association (LWCA)
Alternate Dispute Resolution (ADR)
Discussion and Process Notes
Item 6**

Revised Sept 2026

Item: Notes from In Person or Telephone Meetings

LWCA Board Members Present:

ADR Committee Members Present:

RE: Complaint from _____ regarding:

Date:

Notes