

Contact Us

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Mail: Mediation For Results

Just-A-Start Corporation,

1035 Cambridge Street, Suite 12

Cambridge, MA 02141-0003

*(Address formerly known as 432 Columbia Street)

Phone: (617) 494-0444 Ex. 317

In an EMERGENCY, call 911. We are not equipped to respond to an urgent crisis.

Fax: (617) 494-8348

Staff Contacts:

Peter Shapiro, Program Director

(617) 494-0444 Ex. 317 pshapiro@mediationforresults.org

Elizabeth Winston, Director of Mediation Services

(617) 494-0444 Ex. 368 ewinston@mediationforresults.org

Paul Lambe, Director of Training

(617) 494-0444 Ex. 319 plambe@mediationforresults.org

What to Expect When You First Contact MFR

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Listen: we will listen to your situation and questions

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Help: we will answer questions and work with you to figure out how best to use our services

- Refer: if we cannot help you we will tell you, and refer you to someone who can
- Respond: if you don't reach us directly, we will get back to you within one business day
- Free and Confidential: initial consultations are free and confidential

We Welcome Your Feedback

Problems?

If at any time you feel we are not providing you with the level of service you expect, please let us know immediately. We want you to be satisfied with our services. We value our reputation, so please give us the opportunity to set things straight. Please contact our Program Director or the Director of Mediation Services (above) and they will explain how to proceed.

Compliments?

Please let us know if you have compliments to share about our services! We can provide consistent and quality service when we know what works.

Suggestions?

Let us know if you have ideas, suggestions, comments or feedback on ways that we can improve our services. Let us know how we can improve our web site. We welcome your opinion, your experience and your knowledge.

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Visiting Mediation For Results?

Hours: Monday – Friday 9:00 - 5:00 except Public Holidays or

by appointment at other times. Let us know your specific needs.

We welcome walk-in clients, but it is always a good idea to call ahead for an appointment since we are often working off-site.

General Location: Our main office is located at 1035 Cambridge Street in Cambridge about halfway between Lechmere and Harvard Square. We are about a quarter-mile from both Inman Square, Cambridge and Union Square in Somerville. Our Building: The MFR offices are located in a pink stucco two-story

office building, with a green awning over the main entrance doors showing our former address: 432 Columbia Street.(The new address of the building is 1035 Cambridge)

Our Offices: When you enter the building through the front door, stay on the first level and walk directly to the back of the building. MFR is located at Just-A-Start Corporation in Suite 12. When you enter Suite 12, check in with the Receptionist who will direct you to MFR.

Accessibility: Our building is wheelchair accessible. Enter through the front of the building at the main entrance facing the Cambridge Street/Columbia Street parking lot where there is also parking.

Parking:

- 1) Find metered parking on Cambridge Street or
- 2) Park in a "Visitor" parking space in one of our parking lots using a Parking Permit.

Note: Our building has a limited number of visitor parking spots marked clearly in both the front and Windsor Street parking lots. These are for use for 30 minutes or less. You can stay longer with a Parking Permit available from our Receptionist at the front desk of Just-A-Start .

Warning! Do not park in any of the other numbered or named spaces or your car will be towed by building management.
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Driving Directions & Public Transportation

Selected Routes:

From West: From Rte 2 From Mass Pike

From North: From I-93 South From Rte 1 South

From South: From I-93 North

Public Transportation: Subway or Bus

Location: We are located at 1035 Cambridge Street in Cambridge about half-way between Lechmere and Harvard Square. We are about 1/4 mile from Inman Square, Cambridge and Union Square in Somerville.

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