

The Center for
Alternative
DISPUTE RESOLUTION'S

2009 Annual Conference
***“Managing Conflict and Removing Barriers
to Collaborative Decision Making”***
June 18-19, 2009

In conjunction with

**Maryland's First National Community
Mediation Conference**
***“The Joy of Mediation: Cooking It Up and
Serving Your Community”***
June 20, 2009

Sponsored by the Center for ADR, Community Mediation
Maryland, Maryland Mediation and Conflict Resolution Office,
and the National Association for Community Mediation

Martin's Crosswinds - Greenbelt, MD

Wednesday, June 17, 2009
Pre-Conference Workshop (Full Day)
9:00 a.m. - 5:00 p.m.

I. Top Ten Training Topics

This high energy, interactive session touches on ten hot topics in mediation training, as identified through a recent survey of the Maryland Program for Mediator Excellence members. Using facilitated discussion, experiential exercises, role plays, and video, participants will have the opportunity to work on challenges concerning ethics, diversity, transitioning from co- to solo-mediation, myths about mediation frameworks, self-reflective practice, multi-party mediation, tough moments in mediation, confidentiality issues, and more.

Lou Gieszl, Deputy Executive Director
Cheryl Jamison, Quality Assistance Director
Maryland Mediation and Conflict Resolution Office

Pre-Conference Workshops

Morning

9:00 a.m. - 12:30 p.m.

II. Flash Point! Emergency Health Services and the Growing Need for Conflict Management

Twenty-first Century Healthcare is in the midst of many major shifts and changes that affect care providers as well as patients and families. The technological advances and breakthroughs in treatments must be balanced with the on-going financial or emotional stresses and with today's emerging cultural differences coming through the doors of hospitals, clinics and offices. In this workshop, participants will examine the many points of intersection with healthcare and conflict, develop alternative or new ways to frame the concerns inherent when systems and people are stressed, and begin to identify the utility and application of conflict management systems for the purpose of meeting these pressing needs.

Patricia A. Williams, ADR Specialist
Patient Liaison, The Ohio State University Medical Center - Emergency Department

III. Advocacy Meets ADR: Effective Strategies for Promoting Policy Change

This is a workshop for people interested in learning more about effective strategies to change public policies at the local, state or federal level. It is designed for participants who advocate for change as part of their job responsibilities, as leaders in professional associations, or citizens who decide to "get involved" from time to time. It will not be an introductory workshop on "how Congress passes a bill" or "how a federal agency adopts a rule." Using case studies and recent research findings, the workshop will discuss the three building blocks of every effective advocacy initiative, and will also address what policy advocates need to learn from conflict resolution professionals and what ADR professionals need to learn from effective advocates.

Roger Conner, Director of the Advocacy Project at Vanderbilt University Law School, Nashville, TN

IV. Righting Unrightable Wrongs: Truth and Reconciliation in the United States

Much conflict resolution theory and practice is based on the assumption that successfully managing conflicts means encouraging parties to look to the future rather than to the past. This pre-conference workshop will challenge that assumption by giving participants an opportunity to explore how coming to a better understanding of historic injustices can lay the groundwork for more fair solutions to current problems. Participants will learn how three grassroots groups - in North Carolina, Michigan and Mississippi - are using modified versions of the truth and reconciliation commission model from South Africa, Peru and nearly 40 other countries to seek the truth about past events as a part of creating more informed and just solutions for today's lingering problems. The workshop will also include time for participants to relate the three case studies to their own community's challenges as well as resources that change agents can take home to start and/or enhance conversations on these topics.

Jill E. Williams, Program Officer
Andrus Family Fund, New York, NY

Morning (*This session is repeated in the afternoon.*)

9:00 a.m. – 11:30 a.m.

V. Addressing the Core of the Dispute: A Client-Centered Mediation Process

This workshop will explain the underlying principles of the client-centered mediation model. It will address how the client-centered model is radically different from other models of mediation particularly those models that are not focused on the concept of self-determination, one of the core standards of practice for mediators, and those models that are not primarily focused on helping disputants reach a settlement. The participants will understand what skills are necessary to successfully utilize the model in their practice. During the session, the participants will learn about a network of mediators who utilize the client-centered model in their mediation practice and will receive information on how to become a part of that network. In addition, workshop participants will receive a copy of a paper jointly authored by the presenters that sets forth the principles of the client-centered mediation model.

Stephen K. Erickson, J.D.

Marilyn S. McKnight, M.A.

Erickson Mediation Institute

Marvin E. Johnson, Professor and Executive Director
Center for Alternative Dispute Resolution

Pre-Conference Workshops

Afternoon

1:30 p.m. – 5:00 p.m.

VI. The Stories We Tell Ourselves: Repetitive Patterns in Problem Resolution

It has been said that we see what we want to see, and we will look until we find it. This adage is particularly applicable to situations wherein participants are involved in long standing and/or chronic conflict patterns. The accumulated beliefs and mythology surrounding a conflict often take on greater significance than the facts surrounding the instant dispute. In this interactive workshop participants will examine the ways in which parties' interior narrative influence the progression of disputes; they will also examine strategies for helping

disputants reframe the mythos of their dispute in order to resolve it.

Linda M. Brothers, Associate Ombudsman
Center for Cooperative Resolution
National Institutes for Health

VII. Fundamentals of Successful Bargaining

Learn some of the core strategies and techniques successful bargainers employ. Workshop participants will view the practical applications of the techniques in a fish bowl simulation and critique of their experiences.

Lynn Sylvester, Commissioner

Federal Mediation and Conciliation Service
Washington, DC

Afternoon

2:00 p.m. – 4:30 p.m.

V. Addressing the Core of the Dispute: A Client-Centered Mediation Process

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Marvin E. Johnson, Professor and Executive Director
Center for Alternative Dispute Resolution

Conference Schedule

Thursday, June 18, 2009

8:00 - 9:00 a.m. **Registration**

9:05 a.m. **Welcome and Plenary**

John Wolfe, Ph.D.
Associate Vice Chancellor for Academic
Affairs/Diversity and Academic Leadership
Development, University System of Maryland

Lynn Sylvester, Commissioner
Federal Mediation and Conciliation Service
Washington, DC

Concurrent Workshops 1

9:30 a.m. - 11:00 a.m.

1.1 The Market for Mediators in Private Practice

Urska Velikonja, Teaching Fellow
Harvard University, Cambridge, MA

1.2 Dealing With Emotion in Mediation - Emotional Intelligence and the Mediator

Andrew Pizzi, Mediator

1.3 Mediators Beyond Borders: Your Opportunity to Help Advance Local and Global Peacemaking

Rachel Wohl, Executive Director
Maryland Mediation and Conflict Resolution Office
Craig Distelhorst
National Institute for Conflict Resolution
Prabha Sankaranarayan
Mediators Beyond Borders

1.4 Courthouse Mediation: Don't Forget Your Ethics! (The Building Doesn't Change the Process.)

Jonathan S. Rosenthal, Esq., Executive Director
ADR Programs, District Court of Maryland
Maureen A. Denihan, Esq., Deputy Director/Program
Development and Community Outreach Director
Alternative Dispute Resolution Office
District Court of Maryland

1.5 Accommodating Learning Disabilities and ADHD in Mediation

John Spiegel, J.D.
Mediation Office of John Spiegel
Judith M. Glasser, Ph.D.
Director of Child and Family Services
Chesapeake ADHD Center of Maryland

Concurrent Workshops 2

11:10 a.m. - 12:40 p.m.

2.1 Ethical Dilemmas: You Can't Address Them, If You Don't See Them

Homer C. La Rue, Associate of the Center for ADR
Arbitrator, Mediator, Professor of Law

2.2 Peace for the Peacemakers: A Dialogue on Self-Care, Spirituality and Being Still

Meghan Clarke, Principle
Creative Resolutions
Cincinnati, OH

2.3 Critical Incident Stress Management: Recognizing Post Traumatic Stress Disorder in Real Estate and Commercial Disputes

Lisa Cameron, Program Administrator
Mediation Program, MD Association of Realtors

2.4 If They Can Do Parenting Plans, They Can Do Child Support Plans: The Children's Checkbook, a Revolution in Cooperative Child Support

Stephen K. Erickson, J.D.
Marilyn S. McKnight, M.A.
Erickson Mediation Institute
Bloomington, MN

2.5 In Plain Sight: Interpreting and Managing Non-Verbal Behavior

Rene-Marc Mangin, Ph.D., Professor of Public
Administration, The Evergreen State College

Luncheon and Mini-Plenary

12:45 p.m. - 3:00 p.m.

**"Mediation and the Terror of Intimacy:
Confronting Our Hearts of Darkness"**

Douglas E. Noll, Esq., California

Aleya Dao, California

Concurrent Workshops 3

3:10 p.m. - 4:40 p.m.

3.1 Secrets of Successful Negotiation

Lynn Sylvester, Commissioner

Federal Mediation and Conciliation Service

3.2 New Diversity Programs and Initiatives

Kathy Bryan, Executive Director

Conflict Prevention and Resolution Institute

Sasha A. Carbone, Esq., Associate General Counsel

American Arbitration Association

Marvin E. Johnson, Co-Founder, ACCESS ADR

Homer La Rue, Co-Founder, ACCESS ADR

Mary Newhart, Assistant Director

Scheinman Institute on Conflict Resolution

ILR School, Cornell University

3.3 Mediation: A Gift at the Table

Leona S. Elliott, Coordinator

ADR Roster and Data Management

Alternative Dispute Resolution Office

District Court of Maryland

3.4 Collaborative Law and Mediation: Tensions and Synergies

Carl D. Schneider, Ph.D.

Mediation Matters

David A. Hoffman, Esq.

Boston Law Collaborative, LLC

3.5 Tax and Financial Issues Related to Divorce

Francisco A. Laguna, JD, CDFA

Empowered Divorce, LLC

Friday, June 19, 2009

Concurrent Workshops 4

8:30 a.m. - 10:00 a.m.

4.1 Building Relationships: The Mortar That Holds Mediations Together

David A. Hoffman, Esq.

Boston Law Collaborative, LLC

4.2 Opportunities and Challenges in Senior Mediation

Robert J. Rhudy, Mediator and Attorney

Carolyn Rodis, Mediator and Trainer

Senior Mediation and Decision-Making, Inc.

4.3 Facilitating with Urban Planners Post-Katrina in Lower 9th Ward, New Orleans, LA

Erness Wright-Irvin, MHA

Sr. Faculty, Facilitative Leadership Training Institute

President, EWI HealthCare Consulting, LLC

New Orleans, LA

4.4 Zero Tolerance vs. Restorative Practices

Tajae Gaynor, Supervisor of School-Based Programs

Westchester Mediation Center of Cluster Community

Services, NY

4.5 What's Language Got to Do With It: Phrases, Pauses, and Pronouns

Cathy A. Costantino, Counsel

Labor and Employment Section

Federal Deposit Insurance Corporation

Concurrent Workshops 5

10:10 a.m. - 11:40 a.m.

5.1 The Power of Public Apology

Patrick T. Field, Managing Director

Consensus Building Institute

Cambridge, MA

5.2 Two Years After The Shootings: Peace, Conflict Resolution and Related Initiatives At Virginia Tech

*Dale B. Robinson, Manager
Conflict Resolution Program, Virginia Tech*

5.3 Connecting the Dots

*Marvin E. Johnson, Professor and Executive Director
Center for Alternative Dispute Resolution*

5.4 Words Work

*Stephen Kotev, Deputy Program Manager
ABA-Section of Dispute Resolution
Timothy Hedeem, Ph.D.
Associate Professor of Conflict Management
Kennesaw State University*

5.5 Conflict Resolution and the Public Lessons Learned

*Maria R. Volpe, Ph.D., Professor of Sociology and
Director, Dispute Resolution Program
John Jay College of Criminal Justice
City University of New York*

Luncheon and Mini-Plenary

11:50 a.m. - 2:00 p.m.

"Creatively Engaging Identity Based Conflict Through Passion and Purpose"

*Jay Rothman, President, The ARIA Group and
Visiting Distinguished Professor, College of
Education, Criminal Justice and Human Services
University of Cincinnati*

Concurrent Workshops 6

2:10 p.m. - 3:40 p.m.

6.1 What's New in Collaborative Efforts?

*Kevin T. Bryan, Mediator, Meridian Institute
Dan P. Dozier, Esq., Press and Potter, LLC
Robert C. Fisher, Fisher Collaborative Services, LC*

6.2 Back to Basics - Conflict ABC's

*V. Michelle Obradovic, Law Professor and Mediator
Wise Resolution, LLC, Birmingham, AL*

6.3 Revisiting Respect: Becoming a Highly Effective Mediator by Utilizing Character Building Lessons on Respect

*Angelia J. Tolbert, Esq., ACCESS ADR Fellow and
President, Absolute Resolution Services, Inc.
Little Rock, AR*

6.4 MPME's Skills Based Mentoring Program: A Peek Inside

*Tara Taylor, Mediation Program Director
Maryland Commission on Human Relations
Carl Bailey, Acting Director
Office of Employment and Program Equity
Maryland Department of Human Resources
Cindy Faucette, Regional ADR Programs Director
District Court of Maryland, ADR Office*

6.5 Mindful Meeting Facilitation - How to Help Groups Work Together Effectively

*Daniel Bowling, ADR Program Staff Attorney
US District Court for Northern California*

General Session - "Values and Choices"

3:45 p.m. - 4:50 p.m.

*Tajae Gaynor
Marvin E. Johnson
Homer C. La Rue*

Gregory Sobel Annual Reception

5:00 p.m. - 6:30 p.m.

*Co-sponsored by (as of this printing): ACCESS ADR,
the International Academy of Mediators, the Center
for Conflict Resolution at Salisbury University, OM
Services/MAR Mediation Program, Wise Resolution,
LLC, Daniel Bowling, and the Mediators of Color
Alliance Network (MOCA)*

Registration Information

Conference (2-days):

Early Registration by May 15	\$285
Late Registration after May 15	\$360
Registration on-site after June 12	\$380

Pre-Conference - Half-Day (Morning or Afternoon):

Early Registration by May 15	\$100
Late Registration after May 15	\$155
Registration on-site after June 12	\$185

Pre-Conference - Full-Day or Morning and Afternoon:

Early Registration by May 15	\$190
Late Registration after May 15	\$250
Registration on-site after June 12	\$285

For **special group rates**, see the Center's registration form.

Scholarships: A limited number of need-based *Gregory Sobel Diversity in Mediation Scholarships* will be available on a first-come, first-served basis. Interested individuals should download the application at www.natlctr4adr.org and submit the completed form by **May 5, 2009** via email to centerforadr@earthlink.net with GREGORY SOBEL SCHOLARSHIP (Annual Conference) subject line.

Registration: After **June 12, 2009**, registrations will not be accepted by fax or mail. You must register on-site. There will be a \$15 processing fee for all training/purchase orders. A letter providing additional information and registration confirmation will follow receipt of written registration and payment. Contact the Center at (301) 313-0800, fax (301) 313-0033 or visit our website at www.natlctr4adr.org.

Cancellation Policy: Written notice of cancellation must be received by **June 2, 2009**. (There will be a \$25 administrative fee charged for all canceled registrations.) Registrants who do not attend and who have not canceled by the cancellation date are liable for the entire registration fee. If you have requested us to bill your organization/agency, we will do so in accordance with these conditions. Substitutions for registered participants are accepted at any time without charge.

Accommodations: The Holiday Inn Greenbelt is holding a block of rooms for conference attendees at the rate of \$129.00 per night. For reservations, call the Holiday Inn Greenbelt (Greenbelt, MD) at 1-800-280-4188 or 301-982-7000 by **May 18, 2009**. State that you will be attending the Center for Alternative Dispute Resolution Conference.

Questions: Contact the Center at (301) 313-0800, fax (301) 313-0033, or visit www.natlctr4adr.org.

Co-operating Sponsors (as of this printing):

American Bar Association, Section of Dispute Resolution
ARIA Group
Boston Law Collaborative, LLC
Center for Conflict Resolution at Salisbury University
Cooperative Consortium for Dispute Resolution
Federal Mediation and Conciliation Service
Howard County Office of Human Rights
Intelec Intl Consulting Group
International Academy of Mediators
JAMS - *The Resolution Experts*
Maryland Chapter of the Association for Conflict Resolution
Maryland DNR's Workplace Mediation Program
Maryland Mediation and Conflict Resolution Office
National Center for Dispute Settlement
OM Services /MAR Mediation Program
Second Thought Alternatives
The Project on Leadership Advocacy, Vanderbilt University, Nashville, TN
W. J. Usery, Jr. Center for the Workplace at Georgia State University
Wise Resolution, LLC, Birmingham, AL

Save-the-Dates

The Center for ADR's
2010 Annual Conference
June 17-18, 2010

Conference Registration Form

The Center for ADR's 2009 Annual Conference

Please type or print your conference registration information below. Indicate your workshop selection for concurrent sessions by checking the appropriate box.

Name	Title	
Organization		
Street Address		
City/State/Zip		
Telephone Number	Fax Number	E-mail

PRE-CONFERENCE - WEDNESDAY, JUNE 17, 2009

9:00 a.m.-5:00 p.m. Concurrent Session (Full-Day)

- I. Top Ten Training Topics

9:00 a.m.-12:30 p.m. Concurrent Sessions (Morning)

- II. Flash Point! Emergency Health Services and the Growing Need for Conflict Management
- III. Advocacy Meets ADR: Effective Strategies for Promoting Policy Change
- IV. Righting Unrightable Wrongs: Truth and Reconciliation in the United States

9:00 a.m.-11:30 a.m.

- V. Addressing the Core of the Dispute: A Client-Centered Mediation Process

1:30 p.m.-5:00 p.m. Concurrent Sessions (Afternoon)

- VI. The Stories We Tell Ourselves: Repetitive Patterns in Problem Resolution
- VII. Fundamentals of Successful Bargaining

2:00 p.m.-4:30 p.m.

- V. Addressing the Core of the Dispute: A Client-Centered Mediation Process

CONFERENCE- THURSDAY, JUNE 18, 2009

9:30 a.m.-11:00 a.m. Concurrent Workshops 1

- 1.1 The Market for Mediators in Private Practice
- 1.2 Dealing With Emotion in Mediation - Emotional Intelligence and the Mediator
- 1.3 Mediators Beyond Borders: Your Opportunity to Help Advance Local and Global Peacemaking
- 1.4 Courthouse Mediation: Don't Forget Your Ethics! (The Building Doesn't Change the Process.)
- 1.5 Accommodating Learning Disabilities and ADHD in Mediation

11:10 a.m.-12:40 p.m. Concurrent Workshops 2

- 2.1 Ethical Dilemmas: You Can't Address Them, If You Don't See Them
- 2.2 Peace for the Peacemakers: A Dialogue on Self-Care, Spirituality and Being Still
- 2.3 Critical Incident Stress Management: Recognizing Post Traumatic Stress Disorder in Real Estate and Commercial Disputes
- 2.4 If They Can Do Parenting Plans, They Can Do Child Support Plans: The Children's Checkbook, a Revolution in Cooperative Child Support
- 2.5 In Plain Sight: Interpreting and Managing Non-Verbal Behavior

3:10 p.m.-4:40 p.m. Concurrent Workshops 3

- 3.1 Secrets of Successful Negotiation
- 3.2 New Diversity Programs and Initiatives
- 3.3 Mediation: A Gift at the Table
- 3.4 Collaborative Law and Mediation: Tensions and Synergies
- 3.5 Tax and Financial Issues Related to Divorce

FRIDAY, JUNE 19, 2009

8:30 a.m.-10:00 a.m. Concurrent Workshops 4

- 4.1 Building Relationships: The Mortar That Holds Mediations Together
- 4.2 Opportunities and Challenges in Senior Mediation
- 4.3 Facilitating with Urban Planners Post-Katrina in Lower 9th Ward, New Orleans, LA
- 4.4 Zero Tolerance vs. Restorative Practices
- 4.5 What's Language Got to Do With It: Phrases, Pauses, and Pronouns

10:10 a.m.-11:40 a.m. Concurrent Workshops 5

- 5.1 The Power of Public Apology
- 5.2 Two Years After The Shootings: Peace, Conflict Resolution and Related Initiatives At Virginia Tech
- 5.3 Connecting the Dots
- 5.4 Words Work
- 5.5 Conflict Resolution and the Public Lessons Learned

2:10 p.m.-3:40 p.m. Concurrent Workshops 6

- 6.1 What's New in Collaborative Efforts?
- 6.2 Back to Basics - Conflict ABC's
- 6.3 Revisiting Respect: Becoming a Highly Effective Mediator by Utilizing Character Building Lessons on Respect
- 6.4 MPME's Skills Based Mentoring Program: A Peek Inside
- 6.5 Mindful Meeting Facilitation - How to Help Groups Work Together Effectively

3:45 - 4:50 p.m. General Session - "Values and Choices"

5:00 p.m.-6:30 p.m. Gregory Sobel Annual Reception

(Ticketed event – you **must RSVP at the time of registration** or a fee will be required at the door.)

Registration Fees and the Center's Group Rate Stimulus Package

(Please select the rates for pre-conference and/or conference sessions and enter in the right-hand column.)

**PRE-CONFERENCE*
HALF-DAY (MORNING OR
AFTERNOON):**

	Amount	
Early Registration by May 15	\$100	\$
Early Registration Group Rates** by May 15 :		
5 Registrations from the same organization/group - \$75/person. The 6 th person is \$40.	\$75	\$
10 Registrations from the same organization/group - \$60/person. The 11 th person is free.	\$60	\$
15 Registrations from the same organization/group - \$45/person. The 16 th person is free and the 17 th person is \$25.	\$45	\$
Late Registration after May 15	\$155	\$
Registration on-site after June 12	\$185	\$

**PRE-CONFERENCE*
FULL-DAY OR MORNING AND
AFTERNOON:**

Early Registration by May 15	\$190	\$
Early Registration Group Rates** by May 15 :		
5 Registrations from the same organization/group - \$150/person. The 6 th person is \$75.	\$150	\$
10 Registrations from the same organization/group - \$115/person. The 11 th person is free.	\$115	\$
15 Registrations from the same organization/group - \$95/person. The 16 th person is free and the 17 th person is \$45.	\$95	\$
Late Registration after May 15	\$250	\$
Registration on-site after June 12	\$285	\$

CONFERENCE*

Early Registration by May 15	\$285	\$
Early Registration Group Rates** by May 15 :		
5 Registrations from the same organization/group - \$250/person. The 6 th person is \$125.	\$250	\$
10 Registrations from the same organization/group - \$215/person. The 11 th person is free.	\$215	\$
15 Registrations from the same organization/group - \$195/person. The 16 th person is free and the 17 th person is \$100.	\$195	\$
Late Registration after May 15	\$360	\$
Registration on-site after June 12	\$380	\$

SUBTOTAL		\$
If paying by Purchase /Training Order - ADD processing fee. (This fee <u>does not</u> apply to credit card processing)	\$ 15	\$
ADD all pre-conference and conference fees selected (including processing fees, if applicable).		\$
TOTAL		

*The conference may qualify for MPME improvement activities.

**Group registrations and payment must be received at the same time to be eligible for the special discounted rates.

Payment Information

Amount Enclosed: \$ _____

- check (payable to Center for ADR)
- If paying by purchase/training order, please add the \$15 processing fee. (This fee does not apply to credit card processing.)

Credit Card: Visa MC Other _____

Name on card: _____

Account #: _____

Exp. Date: _____

CWV#: _____ Billing Zip Code: _____

Signature: _____

NOTE: Please indicate your preference for a vegetarian entree for lunch on:

- Thursday (June 18) Friday (June 19)

Other dietary restrictions - please contact the Center.

Send your conference registration form with payment to:

Center for ADR
PO Box 4744
Crofton, MD 21114-4744

Please direct your questions to Linda Sternberg at (301) 313-0800, via fax at (301) 313-0033, or visit our website at www.natlctr4adr.org.

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