



Please indicate the best time (and number) to reach you.

Why do you want to be a volunteer mediator?

What skills and abilities do you have that will enhance your ability as a volunteer mediator?

Please check times you are available to volunteer:

Day	Morning	After-noon	Evening
Mon.			
Tues.			
Wed.			
Thurs.			
Fri.			

Please send your completed application to:

Sharon Tracy, Executive Director  
Quabbin Mediation  
13 South Main Street  
Orange, MA 01364

or  
Elaine Sheerin, Executive Director  
Mediation Services of North Central MA, Inc.  
853 North Main Street  
Leominster, MA 01543

Mediation Services, Inc. and Quabbin Mediation are equal opportunity, affirmative action institution/organizations. Mediation Services, Inc., and Quabbin Mediation do not discriminate on the basis of race, color, religion, sex, national origin, age, disability, veteran status, or sexual orientation in its programs and activities.



Please cut along line and return

## Mediation Training Schedule

The 35-hour training program takes place at Mount Wachusetts Community College in Gardner. The mediation training consists of seven sessions.

The sessions are:

- January 9—Friday 12:30—5:30pm
- January 10—Saturday 9:00—4:00pm
- January 14—Wednesday 12:30—5:30pm
- January 16—Friday 12:30—5:30pm
- January 21—Wednesday 12:30—5:30pm
- January 23—Friday 12:30—5:30pm
- January 24—Saturday 9:00—1:00pm

Snow days if needed:

- January 28—Wednesday 12:30—5:30pm
- January 30—Friday 12:30—5:30pm
- February 4—Wednesday 12:30—5:30



13 South Main St., Orange MA 01364  
(978) 544-6142 - Toll Free: (888) 924-2600

[Info@quabbinmediation.org](mailto:Info@quabbinmediation.org)



Mediation Services of North Central MA, Inc.  
853 North Main Street, Leominster MA 01543

(978) 466-9595

[info@mediationncm.org](mailto:info@mediationncm.org)



# Veterans Mediation Training

Mediation Services  
By Veterans  
For Veterans

## Veterans Mediation

In May 2007, Quabbin Mediation launched Veterans Mediation. Twelve veterans and veteran's family members were trained as mediators by Quabbin Mediation. These trained mediators now make up the Advisory Board for this project. They mediate cases throughout the region, provide public education about mediation and are working to take veterans mediation statewide.

The members of veterans mediation understand the military experience and have the skills to provide mediation services to veterans, active military and their families.

Veteran mediators are residents of our community who are trained in mediation skills and techniques. A mediator is a third party neutral who works with others to resolve their conflicts. The mediator does not judge, take sides, or decide the outcome of the case.

Working in conjunction with various veterans' agencies in the communities we serve, veterans will be called upon to work with other veterans who have a conflict. Cases typically involve community or family issues. Veteran mediators work with an experienced mediator from Quabbin Mediation or Mediation Services. Skills gained through the training are helpful tools for veterans, even if they are not used in formal mediations.

The knowledge, understanding and common bond that a veteran can bring to this process is invaluable .

## Veterans Mediation Training

Mediation is an effective way of resolving conflicts, without using the courts, with the potential to save time and money.

The Veterans Mediation course is 35-hours and consists of exercises and hands-on role playing that help develop mediation skills. Daytime availability to participate in training and willingness to volunteer to mediate for your fellow veterans is essential.

Mediation is governed by the following principles:

- **Voluntary:** All parties agree to be part of the mediation and anyone can withdraw at any time.
- **Neutral:** Mediators are impartial, they do not take sides, advise or judge
- **Confidential:** Mediations are done in a private setting. Under Massachusetts law, information from mediations will not be made public and cannot be used in court.
- **Self-determined:** The parties have the opportunity to create their own solution to the dispute. Mediators do not make suggestions or tell people what to do.
- **Informed:** Informed consent means no agreement is signed unless the parties have the knowledge and ability to fully understand the process and the terms of their agreement.

## Veterans Mediation Training Application

We understand that mediators are volunteers, not employees or consultants. To become a mediator a person must complete the 35-hour training and be committed to volunteer in their community or courts.

### Contact Information:

Name: \_\_\_\_\_  
Last First

Street: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Telephone Number: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Work Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Branch of Service or relationship to Veteran:  
\_\_\_\_\_  
\_\_\_\_\_

Please cut along line

*Application continues on back*