



CAPE
MEDIATION

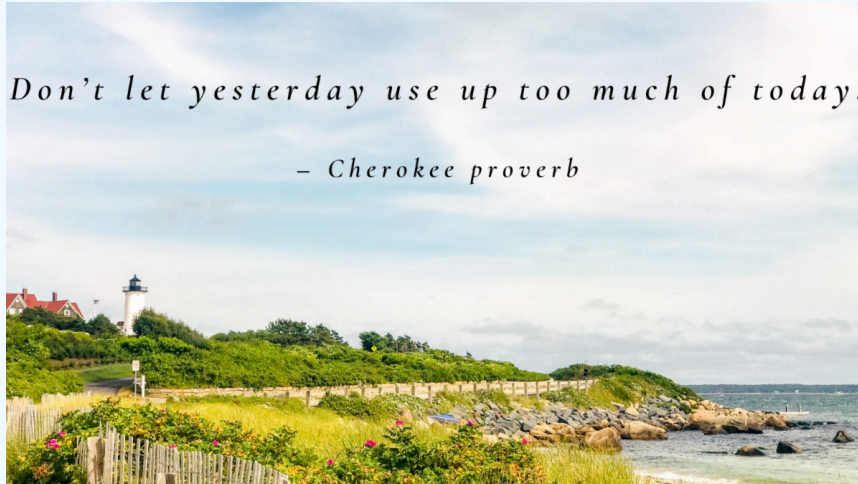
Mediator's Break

Monthly news & updates

May, 2022

Don't let yesterday use up too much of today.

- Cherokee proverb



EVENTS AND HAPPENINGS AT CAPE MEDIATION



Meet our new Youth Program Coordinator!

Cape mediation recently hired a new Youth Coordinator to help develop and implement our new youth mediation program. Maura is a local Cape Codder and brings her passion for the social justice and our local youth to the program. Maura has experience as a long-time business owner of a local restaurant and 20 years of experience in student services with a focus on conflict resolution.

Maura's experience includes developing conflict resolution programs at Amherst Diversion, Amherst Shelter for Adolescence, Latham Center, Diploma Plus at Cape Cod Community College and more recently at Barnstable Recreation. Maura is a graduate from UMASS Amherst, a certified Mediator from Cornell and trained in community

mediation from Central Mass Mediation services.

Recently Maura took a refresher course at Cape Mediation and is looking forward to practicing her skills in mediating small disputes. Maura has provided conflict resolution to clients served by the Department of Mental Health and Department of Disability Services for employment and family mediation. Maura is enthusiastic about teaching youth the skills they need to help resolve any conflicts they will be challenged by. Maura believes in student-centered and student-driven programming and we can't wait to see what the HEARD class at Nauset High School will develop for future peer mediation programs with Maura's leadership.

When Maura is not working at her role with us she works at Riverview School vacation on the student leadership team. Maura enjoys surfing, surf traveling and vegetable gardening. Like most of us here, she loves animals. She has a dog named Mike and a cat named Maverick. Maura and her husband reside in East Orleans and their children live and work off Cape.

Our wonderful Summary Process Coordinator,

Elaine Graybill, is Retiring

Please join me in extending best wishes to Elaine Graybill as she steps away from her official duties at Cape Mediation on April 29th. During her many years with Cape Mediation, Elaine has been instrumental in keeping our organization strong and vital.



Elaine has been involved with Cape Mediation since she took our training back in 2013. She served as an in-person coordinator in 2019, and when the courts closed in the Spring of 2020, she seamlessly stepped into her current role of Remote Summary Process Coordinator, helping to steady us through the changes and uncertainty of the pandemic.

Beyond the communication and organization skills she brought to our organization, Elaine has been recognized by countless mediators for going above and beyond the call of duty to make sure tenants and landlords have the opportunity to mediate. Whether it's spending extra time the night before a mediation talking apprehensive parties through their concerns, troubleshooting zoom login issues, easing nerves of parties the morning of a mediation, or accommodating last minute re-scheduling, Elaine's patience and compassion for both tenants and landlords through the often emotionally fraught summary process proceedings is truly remarkable.

I know we all agree that Elaine has been a tireless advocate, stellar colleague and, for me, an inspiring role model. The Cape Mediation staff, our mediators, and all the tenants and landlords in the courts and communities we serve, have been lucky to have Elaine on their team.

I'm so glad that Elaine picked up the mediation bug in a Maine Courthouse year ago, and I want to thank her, personally, for passing the bug along to me.

Elaine, we all wish you a relaxing summer with lots of long walks, good books, and family time!

--*Ella Martin*

Please read Elaine's retirement letter [**linked here.**](#)

Barnstable County Bar Association Weekly Newsletter

Barnstable County
EST. 1918
Bar Association

The [Barnstable County Bar Association](#) has a rich tradition of serving the legal profession and the public on Cape Cod.

The Association aims to further the principles of good citizenship and good government and to encourage and facilitate communication among the Barnstable County legal community. We encourage you to check out their [**Newsletter**](#), *The Barrister*, which includes local legal news, events of interest to the legal community, job opportunities, and more.

Remote Mediation Workshop ~ Recap ~

Thank you to Elizabeth Marcus for hosting such a great Workshop!

I was on the Zoom session yesterday on which you shared a number of observations about online mediations. You are indeed a talent. I am an active mediator and President of the Cape Mediation Board of Directors. I want to express my great appreciation for your comments - your deep experience and your preparation for the sessions were very apparent. As a mediator I found many of your observations to be spot on and I learned a few things as well - especially the question to parties about what does your face look like at some point in the mediation.

--John O'Toole, President, Cape Mediation Board of Directors



For those of you who were unable to attend the Workshop (or even if you were there!) and would like to learn about or review what Elizabeth recommended when it comes to best practices in the remote mediation setting, please check out the notes we compiled from the Workshop, **[linked here.](#)**



It is with deep sadness that we inform you of the death of our friend and former Director, Susan Quinones.

It is with deep sadness that we inform you of the death of our friend and former Director, Susan Quinones, who passed away on April 8th.

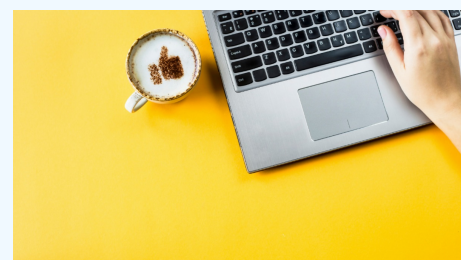
Susan served as the Director of Cape Mediation in 2019 and made a lasting impact on Cape Mediation through her untiring outreach and dedication to ensure quality mediation services. Susan continued as a friend of Cape Mediation over the years as we worked together to connect to the communities around Cape Cod. In lieu of flowers, the family has requested donations be made to Doctors Without Borders or World Central Kitchen.

Obituary for Susan Lenor Quinones



Donate to Cape Mediation with Amazon Smile

We're on Amazon Smile if you'd like to make



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donations at no cost to you - just follow [this link](#) and for every purchase you make on Amazon, Amazon will donate 0.5% of the price to Cape Mediation. It may not seem like much, but it all adds up!

Want to stay in touch on a platform that isn't email? Follow us on Instagram or Facebook where you'll find up-to-date information, workshop and training announcements, and more!



JOIN OUR DISCUSSION & DEBRIEF ON THURSDAY AFTERNOONS

Whether you are an active remote mediator or conciliator, want to keep your skills sharp, or want to learn more about our remote process, please join us as we debrief our sessions and discuss what is important to you.

During the debriefing we talk about which mediation skills worked best and what other skills might have been used in a mediation. We start by giving a brief summary of the case, and then focus on challenges and skills without rehashing facts and parties in a case.

For those of you who like to plan ahead, debrief dates scheduled for May will be on the 12th and 26th.



May is Bike Month!

Cycling in the Dispute Resolution Field

It doesn't take long to identify some obvious intersections of biking and dispute resolution. Many bike sharing programs, such as **Los Angeles' Metro Bike Share system**, have mandatory mediation clauses buried in their user contracts. Additionally, the Washington Bike Law Organization, a law firm that represents injured cyclists, **reports** that approximately 90% of the bike cases they handle settle without ever filing a lawsuit. These are just two examples of convergences that we can get behind!

A less obvious, but very potent intersection between biking and dispute resolution is demonstrated in the **short video, "The Backwards Brain Bicycle."** The host, Destin of the Smarter Every Day YouTube Channel, exposes the strength of implicit biases by showing how much effort it takes to modify entrenched pathways, such as those of our implicit biases, in our brain.

Destin forces himself to "reroute" his brain by reversing the turning direction of his bike handles (aka when you turn the handlebars right, the bike would turn left, and vice versa) and re-learning how to ride a bike. He notes that "once you have a rigid way of thinking in your head, sometimes you cannot change that, even if you want to."

After spending eight months re-wiring his brain so that he could ride the "backwards" bike, he challenged his young son to do the same. It took his son two weeks. This suggests youngsters have more malleable neuropathways than adults and, therefore, are less likely to fall victim to implicit bias. Although, of course, no scientific conclusions can be drawn from Destin's demonstration, it is a great reminder that we can help the young people in our lives develop fewer biases by making sure biases do not get entrenched and that we adults, even with our less pliable brains, can learn to be more flexible in our thinking.



As spring arrives on Cape Cod, we hope we've given you some food for thought as you take to the

Cape's bike paths to stretch out your legs after a long winter.

Happy biking as you work to reroute some implicit bias neuropathways!

SUPPORT CAPE MEDIATION

Your donations help us continue to provide high quality dispute resolution services to our community. For a small organization like Cape Mediation, the cliché "every dollar counts" holds true.

[Click Here to Donate](#)



THE BOARD'S CORNER

The entire Board was present for the April meeting. A review of the finances revealed the current budget is in good shape and level funding is expected from our major funders for next year. Anne provided an overview of

The Cape Mediation Team, particularly beneficial for some of the newer board members not previously affiliated with Cape Mediation. Having weathered the pandemic, the Board is going to revisit the Strategic Plan generated prior to the pandemic.

A FEW WORDS FROM THE EXECUTIVE DIRECTOR

This month our landlord-tenant coordinator, Elaine Graybill, is stepping down. We are very grateful for the many years of service Elaine has given to our community through her service, first as a volunteer mediator and then as our remote landlord-tenant coordinator. Elaine's dedication and compassion in serving people who are experiencing difficult circumstances has been truly inspiring. Every person she meets is treated with kindness, compassion, and respect. It has been my privilege to work with Elaine over the past few years. Elaine is a truly talented mediator and she will always be friend of Cape Mediation.

We have truly been lucky at Cape Mediation to have had so many talented and dedicated people working and volunteering with us over the years. This month we heard that our former director, Susan Quinones, had passed. Susan had a warm welcoming smile that made everyone that met her feel immediately at ease. She genuinely liked working with people, and she brought a great energy and enthusiasm to Cape Mediation. Even after Susan retired from her role as director, she continue to stay connected through other community programs she served. We will all miss her.



MAY 2022

Cape Mediation Discussion & Debriefs are offered on Thursday afternoons at 4:00 PM.

Thursday, May 12, 2022, 4:00 PM - Discussion & Debrief for Mediators and Conciliators. Whether you are an active remote mediator or conciliator, want to keep your skills sharp, or want to learn more about the remote process please join us. **Contact us** to join the discussion or look for the notice in your inbox.

Thursday, May 26, 2022, 4:00 PM - Discussion & Debrief for Mediators and Conciliators. Whether you are an active remote mediator or conciliator, want to keep your skills sharp, or want to learn more about the remote process please join us. **Contact us** to join the discussion or look for the notice in your inbox.

VOLUNTEER AVAILABILITY FOR MAY

If you have not already signed-up, please send us your available volunteer dates by clicking the button below. We offer mediations and conciliations remotely Tuesdays through Fridays.

If you have not mediated or conciliated remotely, consider giving it a try. We will pair you with an experienced remote volunteer and we are sure once you try it, you'll like it!

MY MAY AVAILABILITY DATES



BUILDING BRIDGES NOT WALLS **WORKSHOP**

In March we offered our first in-person Building Bridges Workshop since March 2020, and we couldn't be happier with how it went.

We're pleased to share that we'll be hosting three more Building Bridges Workshops at



MUSEUM MONDAYS IN MAY **with the Cape Cod Museum Trail**

During the month of May, various Cape Cod museums will be open on a Monday for FREE to visitors.

Museum Mondays in May offers visitors no-cost admission to many of the most treasured cultural venues on Cape

the Truro Public Library in the coming months -- so stay tuned for dates and we hope to see you there!

To learn more about the Workshop, visit **our website**.

Cod. Join in the month-long celebration of local art, history and culture!

Check out the Cape Cod Museum Trial's **website** to learn more.



YOU CAN NOW SUBMIT YOUR REQUEST FOR MEDIATION OR CONCILIATION SERVICES ONLINE

Submitting a request to schedule a Mediation or Conciliation is now easier than ever, just visit our website at **CapeMediation.org** and fill out a **Request for Services** form. After we receive your request, one of our experienced case coordinators will contact you to learn more.

*You may also reach us by phone at 508-240-1717 or by **email**.*



BOOKS & BEYOND

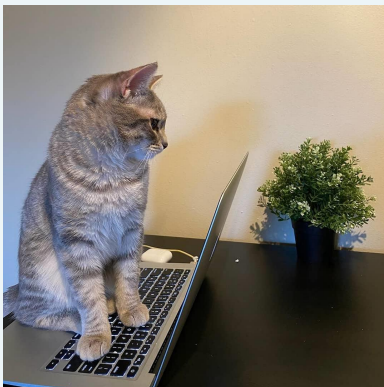
We live in a dichotomous world where, despite a highly polarized political climate, there is an ever-increasing awareness of implicit bias and how this unconscious bias impacts us. Unlike explicit biases, which operate within our consciousness, implicit biases operate outside of our deliberate thought and awareness.

This type of bias is particularly relevant for us as mediators since we are tasked with perceiving others and their situations in a neutral manner as well as acting without judgment.

We encourage you to read the **Harvard Negotiation Law Review Article** titled "Implicit Bias in Mediation: Strategies for Mediators to Engage Constructively with 'Incoming' Implicit Bias." The article encourages us to "...reframe the conversation on mediator identities and address implicit biases that may be influencing behavior or comments in a mediation." The authors conclude with an assurance that, "...in taking these steps, mediators can realize a practice of engaging with implicit bias in mediation." In other words, simply acknowledging implicit bias goes a long way.

*Have you read any good books or online articles lately? Do you have a favorite book or article on Dispute Resolution? If so, please **contact us** and we'll share it in the next issue of Mediator's Break.*

Please visit **CAPEMEDIATION.ORG** for up-to-date information, current job openings and more!



INTERESTED IN BECOMING MORE INVOLVED?

If you are interested in becoming more involved in any of our programs, please **reach out!**

Additionally, if you are interested in volunteering in our Remote Dispute Resolution programs, but are unsure about the process or technology, we want to help! We will schedule you for to observe or pair you with someone with experience in telephone and videoconferencing to help. **Contact us**.

JOIN THE DISCUSSION ON CAPE MEDIATION'S GOOGLE GROUPS DISCUSSION BOARD!

We invite you to join our virtual Dispute Resolution email discussion group where we share information about job opportunities, news and articles about the world of Dispute Resolution with the volunteers, mediators, conciliators and staff at Cape Mediation. This group is open to all Cape Mediation staff and volunteers. If you have not already joined, please **contact us to join.**

Not Receiving Our Email Notices?

We send out notices during the month including our monthly volunteer sign-up sheet and workshop updates, and we share other news and information that arises. If you are not receiving these emails, try checking your Email Promotions and Spam settings. If that doesn't do the trick, let us know, so we can be sure you are on the right lists. **Contact us.**

More Information

Quick Links

About Us

**National Association
for Community Mediation**

**Community Action Committee of Cape Cod
and the Islands**

Resolution Massachusetts

Mass Law Libraries

COVID-19 Information on Cape Cod

Barnstable County Helpline for COVID-19

Related Questions: 1-774-330-3001

Monday through Friday, from 8 AM to 4 PM

Barnstable County Medical Reserve Corps.

Information Surrounding the Pandemic

For up-to-date information on changes as a result of circumstances surrounding the pandemic, visit the **Mass.gov** website.

Court System Resources

COVID-19 Eviction Information

Protect Your Information Online

Donate Today

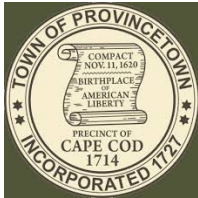
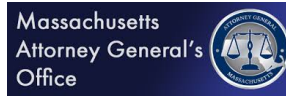


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