

# CONSUMER LAW TRAINING FOR MEDIATORS

TOPSHAM, MAINE

MAY 17, 2018



**Community Mediation Services**, a program of **Volunteers of America Northern New England** presents **Consumer Law**, a 3-hour course covering consumer and debtor/creditor law. Designed to help individuals meet the training requirements needed to apply to the Maine Court Alternative Dispute Resolution Services (CADRES) **Small Claims Mediator Roster**, this course covers the basic knowledge mediators need in relation to warranties, contracts, estimates, landlord - tenant issues, automobile issues, and damages.

**Instructor: James A. McKenna, J.D.** is a volunteer Legal Aid attorney. He is a former Maine Assistant Attorney General with the Consumer Protection Division, where he oversaw the Consumer Mediation Service, and authored the *Maine Attorney General's Consumer Law Guide, Third Edition*.

## PROGRAM DETAILS

WHEN: THURSDAY, MAY 17, 2018  
9:00 AM – NOON

WHERE: WESTRUM HOUSE  
22 UNION PARK  
TOPSHAM, ME

COST: \$125  
\$100 FOR CMS MEDIATORS

REGISTER: REGISTER BY MAY 4, 2018

FOR MORE INFORMATION CONTACT:  
**COMMUNITY MEDIATION SERVICES**  
MEDIATE@VOANNE.ORG  
207.373.1140, EXT. 229

**Consumer Law** will cover the basic knowledge mediators need in relation to:

- Warranties – Express & Implied
- Consumer Contracts
- Estimates
- Landlord - tenant Issues
- Automobile issues – buying, repairs, responsibilities; and
- Damages

Successful completion of the basic 40 hour mediation training is a prerequisite for attending this course.

## PAST PARTICIPANT TESTIMONIALS

“Well informed presenter with good delivery and a sense of humor to boot.”

“Very informative – thought provoking”

“What a treat to have this instructor with all of his experience and knowledge!”



**NORTHERN  
NEW ENGLAND**

# CONSUMER LAW TRAINING REGISTRATION FORM

Date: Thursday, May 17, 2018  
Time: 9:00 am – Noon  
Location: Westrum House, 22 Union Park, Topsham, Maine  
Fee: \$125/ \$100 for CMS Mediators  
*Registration due by May 4, 2018*

Mail to: Volunteers of America Northern New England  
Community Mediation Services  
14 Maine Street, Suite 100  
Brunswick, ME 04011

Questions? Contact Community Mediation Services at [mediate@voanne.org](mailto:mediate@voanne.org) or 207.373.1140, ext. 229

Name: \_\_\_\_\_

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

Address: \_\_\_\_\_

Preferred Phone: \_\_\_\_\_

Name as you would like to appear on your certificate (if different from above):  
\_\_\_\_\_

Yes, I have successfully completed the 40 hour mediation training.

**Cancellation Policies:** Fees will be refunded, less a \$25 administrative fee, if written request is received by May 4, 2018. Later cancellations will be refunded only if space is filled. Refunds will be processed after the end of the training.

\_\_\_\_ Check Payment (Mail to CMS – see address above)  
Payable to: Volunteers of America, NNE      Memo Line: CMS Training

For Credit Card Payments (MasterCard/Visa only) - Call 207.373.1140, ext. 229 or Mail form to CMS (see above)

Name (as appears on the card): \_\_\_\_\_

Street Address: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ 3 Digit Code on Back: \_\_\_\_\_

Amount to be charged to Card: \_\_\_\_\_

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

**\*\*\*All credit card information is kept confidential and once the payment has cleared the bank all credit card information is destroyed.\*\*\***



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