



CAROLINE MARIE PETRILLA, ESQ. J.D., M.A.

101 FARNSWORTH AVENUE, SUITES 130/140

BORDENTOWN CITY, NEW JERSEY 08505

OFFICE PHONE: (609) 372-2373

CPETRILLA@MEDIATIONOFFICE.ORG

WWW.MEDIATIONOFFICE.ORG

<http://www.nadn.org/caroline-petrilla>

Mediation Experience: Caroline Marie Petrilla has provided expert mediation services for 24 years. Formerly Assistant Director of the New Jersey Office of Dispute Settlement, she has mediated well over a thousand court referred civil cases and hundreds of foreclosure matters and pre-litigation disputes. A member of the New Jersey Court's Civil Roster of Mediators, Ms. Petrilla also serves as an active mediator on the American Arbitration Association (AAA) roster of Super Storm Sandy Mediators. She founded Caroline Petrilla, Esq., LLC Mediation Office in May 2012. Her practice is solely dedicated to providing the highest quality mediation services. Ms. Petrilla's wide-ranging mediation experience includes cases involving disputes in the complex commercial, employment, insurance coverage, contract, personal injury, discrimination and estate areas. Summarized below are a number of key cases successfully mediated to resolution by Ms. Petrilla.

- Consolidated actions involving multi-million dollar losses of a famous international designer product involving various overseas and domestic carrier and container lines.
- A major multi-million dollar dispute involving reimbursement rates between New Jersey's largest health insurance provider and a network of inner city hospitals. The co-mediated resolution averted a potential crisis for thousands of residents needing medical care.
- A high profile civil rights case involving the accessibility of a public transportation system regulated by a major New Jersey city.
- A multi-jurisdictional roadway ownership dispute among state, county and municipal governmental agencies - the resolution of which remedied serious public safety concerns.
- A highly contentious municipal Board of Education wrongful termination employment matter resolved in mediation after having been decided by the Appellate Division with a Petition for Certification before the NJ Supreme Court.
- A challenged proposed condominium conversion of a fully occupied low income rental complex.
- An aggressively litigated federal court case of adverse possession involving a national park.
- A medical malpractice case involving a wrongful death claim alleging a community clinic physician's misdiagnosis of septic poisoning of a young child.
- A case of first impression as to the duty of a hotel to be knowledgeable about its patrons. The case involved a girl who for years had allegedly been sexually abused by a close family friend in four defendant hotels.

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ADR Program Development: Ms Petrilla has extensive experience in providing a full range of Alternative Dispute Resolution (ADR) services including designing and administering dispute resolution programs. She was instrumental in launching New Jersey's mortgage foreclosure mediation program and continues to serve as a state foreclosure mediation practitioner/consultant. She helped create the state's agricultural mediation program; developed a nationally recognized mediation procedure for the siting of group homes, and managed a court sanctioned medical malpractice mediation pilot. In conjunction with the Princeton Woodrow Wilson School of Policy and International Affairs, she organized a regionally acclaimed conference on school based conflict management initiatives. She has facilitated statewide public policy debates on a wide range of volatile environmental issues including wildlife management.

ADR Professor/Trainer: Ms. Petrilla has provided extensive ADR training to thousands of persons in the public and private sectors, including hundreds of court roster mediators, lawyers and judges. She has trained military personnel and local and state police in conflict management. She is a frequent presenter on Mediator Ethics and an ADR CLE (Continuing Legal Education) instructor most recently with Rutgers Institute of Professional Education. She has served over the past thirteen years as an adjunct professor at Rutgers School of Law in Camden teaching basic ADR and advanced mediation courses. She is also an adjunct professor with Rutgers University School of Environmental and Biological Sciences where she has developed cutting edge conflict management curricula for their leadership program.

Education: A summa cum laude graduate of Mount Saint Mary's College (1979), Ms. Petrilla earned her M.A. degree with highest honors in Administration from Rider College (1983) and J.D. degree from Rutgers University School of Law in Camden (1999) where she was a Levin Scholar and received the distinguished Zack Memorial Award for excellence in dispute resolution.

Bar/Court Admissions: NJ (1999); US District Court for the District of New Jersey (1999).

Professional Memberships: Ms. Petrilla is a member of the American Bar Association and the ABA Sections on Dispute Resolution and Women in Dispute Resolution, N.J. State Bar Association, NJSBA Section on Dispute Resolution, Association for Conflict Resolution NJ Chapter, Justice Marie L. Garibaldi American Inn of Court for ADR and a Charter Member of the NADN (National Academy of Distinguished Neutrals) New Jersey Chapter. She served on the New Jersey Supreme Court Rules Committee on Complementary Dispute Resolution for over 10 years representing the state mediation office and chaired its Subcommittee on Education.

Commendations: She has received various commendations including the prestigious New Jersey State Bar Association 2009 James Boskey ADR Practitioner of the Year Award and New Jersey Legislative Resolution recognition for encouraging, developing, promoting and strengthening respect for human rights and cultural diversity. Ms. Petrilla's volunteer service includes several years as a "Big Sister" with BBBSOC (Big Brothers Big Sisters of Ocean County). She was awarded BBBSOC "Big Sister of the Year" for 2013.

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Recent Publications:

- "Primer on New Jersey's Foreclosure Mediation Program." *New Jersey Lawyer*, October 2010, No. 266, pp. 19-23.
- "Banking on Mediator Skills," 8 Rutgers Conflict Res. L. J.1, November 2010.
- "Women, Men and Negotiation: A Call for Introspective Reflection," *Just Resolutions*, ABA Section of Dispute Settlement, February 2014.

Recent Presentations:

- 12/12/2013 - *Ethics and Mediation: Practical Implications for Civil and Family Mediators*, Institute for Professional Education, CLE and Mediation Roster approved course.
- 12/11/2013 - *Ethics and Mediation: Practical Implications for Civil and Family Mediators*, Institute for Professional Education, CLE and Mediation Roster approved course.
- 11/8/2013 - *Ethics and Mediation: Practical Implications for Civil and Family Mediators*, Institute for Professional Education, CLE and Mediation Roster approved course.
- 5/14 - 5/16, 2013 - *Basic Civil Mediation 3 day training*; Institute for Professional Education, CLE and Mediation roster approved course.
- 5/1/13 - *Conflict Resolution*; Rutgers University Public Purchasing Educational Forum, Atlantic City.
- 11/7/12 - *Ethical Concerns in Mediating Civil and Family Mediations*; Institute for Professional Education, CLE Credits.
- 6/8/12 - *Using Conflict Management in the Prevention and Treatment of Debilitating Workplace Disputes*; New Jersey League of Municipalities Mid Year Conference.
- 1/30/12 - *Employment Mediation Skills and Techniques*; Rutgers Camden Mediation Center, CLE credits.
- 12/12/11 - *Ethical Concerns in Mediation*; Rutgers Camden Mediation Center, CLE credits.
- 8/2/11 - *Conflict Management and Negotiation Skills for Registered Public Nurses*; New Jersey State Department of Health and Senior Services.
- 6/28/11 - *Conflict Management and Negotiation Skills for Environmental Inspectors*; New Jersey State Department of Health and Senior Services.

Languages: English and Intermediate French