

Kim Goldstein B.A. B.S.W. R.S.W.
Designated Capacity Assessor
Acc. Family Mediator (OAFM)

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PERSONAL SUMMARY

Accomplished Registered Social Worker with extensive experience providing person focused counseling, capacity assessments, long term care management, advocacy, clinical consultation as well as elder and family mediation.

CORE COMPETENCIES

- Strong Assessment and Mediation Skills
 - Mediated many court based family disputes to full or partial resolution regarding custody, access, parenting plans and child support.
 - Successfully completed a 100 hour court based mediation internship program that offered opportunities in case development, family mediation, completing memorandums of understanding, interacting with duty counsel, observing family court procedures and participating in Family Law Information Classes.
 - Specialized in mature family and elder care mediation in community and long term care settings.
 - Member in good standing with Ontario Association of Family Mediation, OCSWSSW, OASW.
 - Effectively managed a consulting caseload of over 300 clients in two health care settings by assessing and addressing client issues and complaints on a daily basis through counseling, advocacy, mediation, creative problem solving and conflict management.
 - Conducted and completed hundreds of capacity assessments by utilizing standardized testing and assessment procedures, corroborating with doctors, lawyers, social workers and other health care professional and writing legal reports outlining my findings in a time sensitive manner.
 - Successfully maintained labour and management relations of over 100 employees by mediating multiple disputes; negotiation resolutions with the union representatives and empowering the employees to enhance interpersonal communication; resulting in a reduction of employee grievances and an improvement in the workplace culture.
 - Mentored five members of a long term care multidisciplinary management team which significantly improved the service delivery for their departments.
 - Developed and implemented a team building strategy to improve interpersonal relationships for a program team; thereby enhancing their acceptance of their new manager and improving communication amongst the team members.
 - Proficiently understand family law and civil procedures.
- Strong Leadership and Interpersonal Skills
 - Successfully establish a positive working rapport with multidisciplinary teams through effectively addressing referrals in a timely manner and collaboration to establish a client focused action plan.
 - Facilitated the monthly professional advisory committee in a health care facility that was mandated to examine and address ethical and risk management issues. Membership included the medical director, director of care and community service providers.

- Develop and present training sessions on relevant topics such as client-care team relationships, harassment in the workplace, stress management, identifying ethical issues and coping with change.
 - Provide adjustment, grief, palliative counseling to clients and family members in a sensitive, objective and compassionate manner.
 - Experience working and volunteering with people from diverse cultural (Asian, European, Middle Eastern, African) and religious (Jewish, Hindu, Christian) backgrounds.
- Established Risk Management Skills
- Successfully reduced the number of Ministry of Health noncompliant findings in a long term care home by 90% within a two year period.
 - Restored the client and family confidence in a fledging organization by increasing accessibility to the management team, addressing issues and disputes in an expedient manner, building relations with external stakeholders and implementing a client focused holistic philosophy of care.

CAREER EXPERIENCES

Current Private Practice

Court Based Family Mediator (current)

Designated Capacity Assessor (ongoing for the past 15 years)

- Conduct a specialized service that is mandated under the Substitute Decisions Act to provide detail oriented capacity assessments for property and personal care and written documentation utilizing prescribed forms, tools and protocols.
- Proficient understanding and implementation of the *Substitute Decisions Act, Children's Law Reform Act, Divorce Act, Family Law Act, Family Law Rules, and the Child Support Guidelines*.
- Mental Health Professional Presenter at Mandatory Information Sessions.
- Facilitate court based on site family mediations and off site family mediations.
- Prepare detailed mediation reports for the parties in the family law dispute.
- Collaborate with legal counsel, duty counsel, and court clerks in the court system.
- Attended conferences and education sessions on accessibility, domestic violence, family law and mediation in the workplace.

Previous Private Practice

Elder Care Mediator

Long Term Care Social Work Consultant

- Facilitated mature families through therapeutic mediation and conferencing to make difficult decisions regarding elder care issues, caregiver responsibilities, estate disputes, residency decisions and medical treatment options.
- Mediated disputes between clients and care team members.
- Strong understanding and implementation of the *Substitute Decisions Act, Health Care Consent Act, Family Law Act, Long Term Care Homes Act, Occupational Health and Safety Act and the Mental Health Act*.
- Utilized an ethical decision making framework to address complicated resident issues.
- Was an active member of seven diverse multidisciplinary care teams.
- Client base included people with cognitive, medical and psychiatric disorder.
- Promoted team development through education, communication, creative problem solving and dispute resolution techniques.

Administrator

Norcliffe Lifecare Centre, Hagersville

- Effectively accounted for the daily operations of the long term home; which included fiscal management, human resource management, building operations, MOH compliance and maintaining union- labour-management relationships.
- Promoted a safe and secure environment for all stakeholders by implementing environmental improvements, infection control protocols and policies, MOH standards as well as Occupational Health and Safety work practices.
- Developed and sustained relationships with the corporate office, community partners and stakeholders, including the CCAC, and LHIN. Efficiently chaired committees with community partners;
- Exceeded corporate benchmark for customer satisfaction by achieving an overall “very good” rating in most key result areas;
- Successfully provided strategic leadership in the planning, development and execution of policies, procedures, best practice guidelines, CQI initiatives and preparations for annual MOH inspections and CCHSA surveys.

OTHER RELATED EXPERIENCES

Social Work Supervisor

St. Joseph’s Villa- Dundas

Clinical Social Worker:

Norcliffe Lifecare Centre, Hagersville

Extendicare-Wyndham Manor, Oakville

Westpark Hospital- Seniors Mental Health Program

Metropolitan Toronto Homes for the Aged

PROFESSIONAL EDUCATION AND AFFILIATIONS

- Bachelor of Social Work and Bachelor of Arts- McMaster University
- Capacity Assessor Training- Capacity Assessment Office, Ministry of the Attorney General- annually
- Accessibility Training 2012
- Domestic Violence Workshops, Peel Family Mediation Services, 2011, 2012
- Family Law 101, Cooperative Solutions 2011-2012
- Organizational Dispute Resolution- Conrad Grebel University College 2011
- Elder Care/ Abuse Training- 16 hours of Training- Community Justice Initiatives 2011
- Peacemaking Circles Training- 16 hours of Training- Community Justice Initiatives 2011
- Mediation Internship- 100 hours of Training -Peel Family Mediation Services at the William Davis Court House in Brampton 2010
- Certificate in Practical Mediation Skills-24 Hours of Training-Community Justice Initiatives 2010
- Transformative Mediation- Conrad Grebel University College 2010
- Civil Procedures Workshop For Non Lawyer Mediators- ADR Institute 2010
- Certificate in Therapeutic Family Mediation - University of Toronto- 2009
- OANHSS Administrator Certification Course 2008
- Crestcom, Bullet Proof Manager Course 2007-2008
- OLTCA Administrator Certification 2007
- Capacity Assessment Training Program -1995- Office of the Attorney General

- Associate Member of Family Mediation Canada and Ontario Association for Family Mediation
- Member in Good Standing of the Ontario College of Social Workers and Social Service Workers
- Member of the Ontario Association of Social Workers

VOLUNTEER WORK

- Active Member of the Board of Directors at Temple Anshe Sholom
- Member of the Elder Mediation Advisory Committee and volunteer Mediator with Community Justice Initiatives.