Heather Ronnow has offered ombuds, mediation, and other alternative dispute resolution guidance to community and work-related groups throughout her career of more than 30 years as an attorney and leader.

Heather’s work roles have engaged her across legal and people leadership roles in manufacturing, service and distribution businesses. She combines sociology and legal education with a few decades of bumping up against how those concepts tend to work in the world. Her passion for equality of opportunity in education, training and employment is woven into her daily work. Heather volunteers with [Cara Collective](https://caracollective.org/), and as a mediator in the greater Chicago area.

Heather also uses her background and critical thinking skills in assessing risk, regulatory compliance, legislation, and equity issues. Her combination of experience and legal background have honed her ability to assess organizational, personal and business issues, always seeking to research first and ask probing questions. She strives to keep these skills honed in an effort to predict organizational needs in her work, but also to assist community, family, and win arguments with her spouse.

Heather’s personal interests include voracious reading, hiking and skiing anyplace that nature is louder than people. Heather and her spouse live in Elgin, Illinois, and visit their son in Pasadena, California.

**Jon Adler is eager to contribute to CCR as a mediator. Originally from New York and now residing in Edgewater, Jon brings a wealth of experience as an attorney. Recently transitioning to mediation, conflict resolution training, and organizational ombuds work, Jon is passionate about fostering resolution and finding common ground.**

In 1981, Laurie and Mike Jacker moved to Chicago from Cleveland to begin their respective medical residencies; Laurie’s in psychiatry. Forty plus years, two children, and two grandchildren later, they are still here. After retiring in November 2022 from a career as a psychiatrist/psychoanalyst, Laurie needed to figure out what her next chapter would look like. Some years earlier she had learned, much to her delight, that to be a mediator at CCR one did not need to be an attorney. She figured that mediating would be a great segue from her life as a therapist. Laurie has no regrets, and is thrilled to be mediating for CCR.

**Cara Olexa is a writer who loves people. She has an MFA in fiction and has facilitated writing workshops since 2013. Her greatest publication success has been writing lyrical Christmas cards to an ever-growing mailing list. She stumbled into facilitative mediation while serving as de facto conflict facilitator for her 15-person housing co-op during pandemic lockdown. Now she’s looking ahead to grad school and developing a workshop model that helps adults practice talking with each other.**

**Lori Wilcox is very excited to join CCR as a volunteer mediator! She recently retired after serving as an elementary school superintendent for the past eight years. Prior to that role, Lori spent 25 years working as a teacher and administrator in a handful of wonderful communities across Lake County. She was drawn to CCR's approach because she's seen amazing things happen when people in conflict are given time and space to talk directly to each other. Lori believes an open, flexible, positive attitude is key to solving problems - and she looks forward to showing up with that mindset and facilitating opportunities for individuals to be seen & heard, find common ground, and chart their own path forward.**