

# ELDERCARE MEDIATOR QUESTIONNAIRE

## A. BASIC INFORMATION:

**LOCATION(S):**

**"I WILL MEDIATE IN THE FOLLOWING LOCATION(S)":  
LIST AT LEAST ONE STATE, THE STATE WHERE YOUR OFFICE IS LOCATED,  
AND ANY ADDITIONAL STATES OR METROPOLITAN AREAS OUTSIDE OF  
THE FIRST STATE LISTED. NOTE YOUR TRAVEL COSTS.**

Texas; Louisiana; Oklahoma; Washington; Rhode Island; Massachusetts; Maine;  
New Hampshire; Connecticut; New York; and Vermont. Actually, I'm willing to  
travel to any state.

**YOUR NAME:** Barbara Sunderland Manouso  
**BUSINESS NAME:** Manouso Mediation and Conflict  
Coaching  
**ADDRESS:** 21 Briar Hollow Lane, Suite 508  
Houston, TX 77027  
**PHONES:** 713-840-0828 and 713-557-1010 cell  
**FAX:** 713-850-1452  
**EMAIL:** [mediation@manouso.us](mailto:mediation@manouso.us)  
**WEBSITE:** <http://www.manouso.us>

**LANGUAGES SPOKEN FLUENTLY:** English

**FEES PER HOUR & OTHER FEES (EG. TRAVEL):**

\$300 per hour; travel fees actual cost and \$100 per hour during travel time.

**DO YOU HAVE MEDIATOR MALPRACTICE INSURANCE?** Yes

## B. BACKGROUND:

**OVERVIEW OF BACKGROUND**

**(PRIMARY PROFESSION, ETC. MAXIMUM 50 WORDS):**

Barbara Sunderland Manouso has been a trainer, lecturer, and practioner in elder care mediation. Her doctoral dissertation has been in elder care mediation. She mediates for nursing long-term care facilities, probate courts, and families in a crisis or planning mode involving elders and adults. Sometimes a family only needs Manouso as a conflict coach, which can be done by phone or online. Past-president of the Association for Conflict Resolution Houston Chapter. I am also a member of the Houston and New England Chapters of ACR

**GENERAL MEDIATION EXPERIENCE (MAX 30 WORDS):**

Since 1993, Manouso has been a mediator, arbitrator, facilitator, negotiator, conflict coach, and long-term care ombudsman. She trains and lectures around the country on family issues, especially in religious organizations helping congregations understand the dynamics of family conflict. She is a published author on family

**NUMBER OF MEDIATED DISPUTES (ANY KIND--MINIMUM 5 TO BE LISTED):**  
over 25

**NUMBER OF MEDIATED DISPUTES INVOLVING HIGH-CONFLICT FAMILY MEDIATION:**  
Over 25

**ELDERCARE MEDIATION EXPERIENCE: NUMBER OF EM DISPUTES MEDIATED:**  
5 or More

**NUMBER OF YEARS YOU HAVE MEDIATED: 15**

**GERIATRIC EXPERIENCE (MAX 30 WORDS):**  
Manouso is a Certified National Registered Guardian, Certified Texas Registered Guardian, Member of the Houston Gerontology Society, Certified Family Mediator, has a Ph.D. in conflict analysis and resolution in elder care mediation, and serves at the pleasure of the Texas governor on the state Nursing Facility Administrators Advocacy Committee, and teaches certification classes in elder care mediation.

**OTHER:**

My father is 93 years old and my mother is 84. Recently, my parents moved into assisted living. Prior to moving to assisted living, my father experienced Medicare Part A Fraud at a rehab center. Fortunately, my experience in working with long-term care facilities alerted me to the discrepancies in his health care. The case is currently under review.

**C.  
EDUCATION, ASSOCIATIONS, AND LICENSES/MEDIATOR REGISTRIES:**

**EDUCATIONAL DEGREE(S), MAJOR(S), & INSTITUTION(S):**

Nova Southeastern University, Fort Lauderdale, Florida  
Doctoral candidate (ABD)

Graduate School of Humanities and Social Sciences: Conflict Analysis and Resolution

Nova Southeastern University, Fort Lauderdale, Florida – Graduate Certificate -  
Graduate School of Humanities and Social Sciences: Conflict Analysis and Resolution

University of Houston and Texas Southern University, Houston, Texas  
Earned doctoral level credits in anthropology, curriculum and development, and English.

South Texas College of Law, Houston, Texas – Attended.

University of Texas School of Public Health, Houston, Texas  
Master of Public Health in Community/Family Health Module

**Brown University, Providence, Rhode Island  
Baccalaureate in Arts - Concentration in Journalism/English and Semiotics  
(Intercultural Communications)**

**PROFESSIONAL ASSOCIATIONS: MEDIATION:**

- Appointed by Governor Rick Perry to the Nursing Facility Administration Advisory Committee.
- Appointed by Congressman Barney Frank to the international anti-tobacco congressional committee.
- 2007 president of the Association of Conflict Resolution – Houston Chapter
- Special Commissioner for County Court #2.
- South Texas College of Law – Evans Center for ADR Board member.
- State Bar of Texas ADR Section
- Labor Employment Relations Association (LERA)
- Member of Texas Association of Mediators (TAM).
- Full Member in Association of Conflict Resolution (ACR).
- Advisory Committee on Healthcare for ACR
- Section Member of ACR's Healthcare, Workplace, Consumer, Commercial, and Family.
- Co-chair of Workplace Training for the Association of Conflict Resolution.
- Board member Association of Conflict Resolution - Houston Chapter.
- New England Association for Conflict Resolution.
- League of Women Voters
- Texas Mediator Trainers Roundtable (TMTR)
- Women Professionals in Government Board Member
- National Guardianship Association
- Texas Guardianship Association

**MEDIATOR REGISTRIES/CERTIFICATION/LICENSES:**

**CERTIFICATION AND TRAINING**

- Graduate Certificate: Conflict Analysis and Resolution, Nova Southeastern University, Fl.
- Mediation Certification: Basic (40 hours / Institute of Work Life Ministry, Houston, Texas) ; Advanced Consumer Course (24 hours / Institute of Work Life Ministry, Houston, Texas); Family Courses (24 hours / Harris County Dispute Resolution Center, Houston, Texas); Children's Protective Services: TDPRS/CPS/CJA Mediation Certification (24 hours / Harris County Dispute Resolution Center, Houston, Texas); Transformative Mediation –Institute for the Study of Conflict Transformation (140 hours of advanced training); Equal Opportunity Employment Training (8 hours / U.S. Equal Employment Opportunity Commission's Technical Assistance Program Seminar-San Antonio, Texas); Certificate of Attendance (5 hours) Conflict Resolution Systems: The Cutting Edge Resource for Workplace Productivity, Houston, Texas. Houston Police Department (24 hours / Community Dispute Resolution Consultant) – 80 hours of advanced training. Additional hours of mediation and negotiation training through conferences and workshops and monthly ACR programs.
- Arbitration Certification: Better Business Bureau's National Consumer Panel (30 hours / Better Business Bureau, Houston, Texas) and Dispute Resolution Board for the Ford Motor Company (24 hours / Center for Consumer Affairs / University of Wisconsin for the Ford Motor Company's Dispute Settlement Board, Washington, D.C.).

- **Ombudsman Certification: (60 hours) Texas State Program through the Area on Aging Certified Texas State Ombudsman for Long Term Care Facilities.**
- **Facilitation Certification: 30 hours / Harris County, Houston, Texas**
- **Facilitation Trainer Certification: 24 hours / Houston, Texas**
- **Certified: National Registered Guardian**
- **Certified: Texas Registered Guardian**
- **Certified consultant in Conflict Dynamic Profile**

**D.  
TYPES OF ELDERCARE MEDIATION DISPUTES THAT YOU WILL  
MEDIATE:**

**CHECK ALL THAT APPLY & CHECK TYPES OF EM DISPUTES THAT YOU HAVE ALREADY MEDIATED:**

<b>WILL</b>	<b>HAVE</b>
Quality of Life	Quality of Life
Housing	Housing
Car Keys, Driving & Transportation (limitations on driving, testing, transportation to medical appointments, friends, social events & church)	Car Keys, Driving & Transportation (limitations on driving, testing, transportation to medical appointments, friends, social events & church)
Caregiving (division of duties, relief for caregivers, level of care needed, planning vacations for parents & caregivers)	Caregiving (division of duties, relief for caregivers, level of care needed, planning vacations for parents & caregivers)
Financial Decisions	Financial Decisions
Working through Family Fights (improving sibling relationships, learning communication skills, & working as a team)	Working through Family Fights (improving sibling relationships, learning communication skills, & working as a team)
Geriatric Assessment	Geriatric Assessment
Wills, Trusts & Estates (planning, distribution of assets, & resolution of family disputes)	Wills, Trusts & Estates (planning, distribution of assets, & resolution of family disputes)
Division or Sale of Farms, Businesses & Property	Division or Sale of Farms, Businesses & Property
Powers of Attorney & Avoiding Guardianship	Powers of Attorney & Avoiding Guardianship
Health Care Decisions	Health Care Decisions
Emergency Decisions	Emergency Decisions
Planning Ahead for End of Life Decisions (funeral planning & Advanced Directives (Living Wills/Life Prolongation, organ donation preference, appointment of health care representatives)	Planning Ahead for End of Life Decisions (funeral planning & Advanced Directives (Living Wills/Life Prolongation, organ donation preference, appointment of health care representatives)

Resident Injury, level of care, & Wrongful Death	Resident Injury, level of care, & Wrongful Death
Other (List):	
None Listed	None Listed

**E.  
MEDIATION TRAINING:**

**TRAINING IN BASIC MEDIATION (MINIMUM 40 HOURS OF GENERAL MEDIATION TRAINING):  
NOTE TYPE (FAMILY, CIVIL, COMMUNITY MEDIATION OR OTHER, TITLE(S), TOTAL NUMBER OF HOURS, TRAINERS)**

- Experienced in consumer, commercial, family, eldercare, children’s protective services, divorce, workplace, labor, environmental, real estate, and contract mediation.
- Styles of mediation include transformative, problem-solving, facilitative, and narrative.
- Volunteer family mediator for the Harris County Dispute Resolution Center.
- Contract mediator for the Houston Police Department's Community Dispute Program.
- Volunteer mediator for the Better Business Bureau.
- Contract mediator for Mediator Network, CLL Services, CFR Center for Resolution, Elder Care Decisions, and National Mediation Services.
- Arbitrator for the Better Business Bureau and Ford Motor Company, National Dispute Settlement Board, and RV Association.
- Trainer and lecturer on elder/adult mediation.
- Contract mediator for the Federal Occupational Health Association/Transportation Security Administration (TSA).

**TRAINING RECEIVED IN ELDERCARE MEDIATION:  
NOTE TITLES, TOTAL NUMBER OF HOURS & TRAINERS (MAX 30 WORDS):**

Manouso has had over 50 hours of training in elder care mediation with a variety of trainers.

**TRAINING IN DOMESTIC VIOLENCE: NOTE TITLE(S), TOTAL NUMBER OF HOURS & TRAINERS (MAX 30 WORDS):**

Manouso has had doctoral level courses in domestic violence and family training at the Dispute Resolution Center in Houston.

**SUMMARY OF OTHER ADVANCED MEDIATION TRAINING:  
NOTE TITLE(S), TOTAL NUMBER OF HOURS & TRAINERS (MAX 30 WORDS):**

- Graduate Certificate: Conflict Analysis and Resolution, Nova Southeastern University, Fl.

**WERE YOU A TRAINER FOR ANY NOTED ABOVE? Yes  
IF SO, LIST HOURS:**

Manoussou has been a trainer for elder mediation in Houston, Dallas, San Antonio, Philadelphia, Phoenix, Orlando, San Diego, Winter Park, and Alberta, Canada.

**F.  
MODELS AND PROCEDURES USED AS A MEDIATOR:**

**MODEL(S) OF MEDIATION USED PRIMARILY:  
DIRECTIVE FACILITATIVE TRANSFORMATIVE**

**TYPE(S) OF MEDIATION SESSION USED (NOTE ALL YOU USE, THEN FOR EACH CATEGORY, LIST YOUR LEVEL OF EXPERIENCE: LOW, MEDIUM, HIGH):**

<b>EXPERIENCE</b>	
<b>HIGH</b>	<b>IN-PERSON WITH SOME PARTICIPATION BY CONFERENCE CALL</b>
<b>HIGH</b>	<b>MEDIATION BY CONFERENCE CALL</b>
<b>HIGH</b>	<b>ONLINE DISPUTE RESOLUTION (MEDIATION WITH VIDEO COMPONENT)</b>