

# ELDERCARE MEDIATOR QUESTIONNAIRE

## A. BASIC INFORMATION:

**LOCATION(S):**

**"I WILL MEDIATE IN THE FOLLOWING LOCATION(S)":  
LIST AT LEAST ONE STATE, AND UP TO 2 ADDITIONAL STATES OR  
METROPOLITAN AREAS OUTSIDE OF THE FIRST STATE LISTED.**

Southern New Hampshire, Eastern Massachusetts

**YOUR NAME:** Carollee Haywrad  
**BUSINESS NAME:** Triangle Mediation Services  
**ADDRESS:** 10 Chandler Lane  
Amherst, NH 03031  
**PHONES:** 603-554-1880

**EMAIL:** [chayward@trianglemediationservices.com](mailto:chayward@trianglemediationservices.com)

**WEBSITE:** [www.trianglemediationservices.com](http://www.trianglemediationservices.com)

**LANGUAGES SPOKEN FLUENTLY:**

English

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

Three hour minimum (including travel and prep time) \$250.00 total

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

## B. BACKGROUND:

**OVERVIEW OF BACKGROUND**

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

I have been a successful negotiator for nearly forty years. For twenty of those years, I served as a certified mediator for the Realtor Association. Specializing in serving the real estate need of seniors, I have witnessed many tense family situations that could have benefitted from mediation. Expanding on my existing skills, I qualified for and completed advanced elder care mediation and adult family mediation training.

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

In my own family, I have had hands-on experience dealing with the dynamics involved when addressing the needs of older family members.

As a certified senior's real estate broker, I witnessed first-hand the often tense family situations that could have benefitted from mediation.

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

26+

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

5+

**ELDERCARE MEDIATION EXPERIENCE: NUMBER OF EM DISPUTES MEDIATED:**

Less than 5

**NUMBER OF YEARS YOU HAVE MEDIATED: 20 yrs +**

**GERIATRIC EXPERIENCE (MAX 30 WORDS):**

In my own family, I have had hands-on experience dealing with the dynamics involved when addressing the needs of older family members.

As a certified senior's real estate broker, I witnessed first-hand the often tense family situations that could have benefitted from mediation.

**OTHER**

**(EG. PERSONAL EXPERIENCE WITH FAMILY DECISIONMAKING REGARDING PARENTS, ETC. MAX 30 WORDS):**

As a family, we have had to address end of life, health care, Medicare, Social Security, driving, financial, and housing issues for parents and older siblings. Each family member, of course, is certain that they alone know what is best for the elder member.

**C.**

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

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

Paralegal, Nashua Community College

**PROFESSIONAL ASSOCIATIONS: MEDIATION (IF ASSOCIATION FOR CONFLICT RESOLUTION (ACR), INCLUDE WHETHER PRACTITIONER MEMBER), GERIATRIC, THERAPIST, LEGAL, ETC. (MAX 30 WORDS):**

Association for Conflict Resolution, practitioner member  
NH Conflict Resolution Association  
Paralegal Association of NH  
Mediate.com  
Long Term Care Association  
Senior's Real Estate Specialist  
National Association of Realtors

**MEDIATOR REGISTRIES/CERTIFICATION/LICENSES  
(NOTE IF YOU RECEIVED ANY DISCIPLINARY ACTIONS) (MAX 30 WORDS)**

Elder Mediation Certificate  
 Family Mediation Certificate  
 Real Estate Mediation Certificate

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

<b>CHECK ALL THAT APPLY &amp; CHECK TYPES OF EM DISPUTES THAT YOU HAVE ALREADY MEDIATED:</b>	
<b>WILL</b>	<b>HAVE</b>
Quality of Life	
Housing	
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)	
Financial Decisions	
Working through Family Fights (improving sibling relationships, learning communication skills, & working as a team)	
Wills, Trusts, Estates	
Powers of Attorney, Avoiding Guardianship	
Planning Ahead for End of Life Decisions (funeral planning & Advanced Directives (Living Wills/Life Prolongation, organ donation preference, appointment of health care representatives)	
Other (List):	

**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)**

Real Estate Mediation, yearly recertification training - 24 hr minimum  
Family Mediation, 48 hours, Round Table Mediation

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

Elder/Adult Mediation, 22 hours, Elder Decisions, Arline Kardasis and Blair Trippe

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

As part of the family mediation class, 12 hours were devoted to domestic violence.,  
Round Table Mediations.

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

Participated in an invitation only program consisting of eleven three-hour sessions  
with noted training Melinda Gehris. Each session involved one specific segment of  
the mediation process

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

No

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

**MODEL(S) OF MEDIATION USED PRIMARILY:**

FACILITATIVE

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

EXPERIENCE	
High	<b>IN-PERSON ONLY</b>
None	<b>IN-PERSON WITH SOME PARTICIPATION BY CONFERENCE CALL</b>
None	<b>MEDIATION BY CONFERENCE CALL</b>
None	<b>ONLINE DISPUTE RESOLUTION (MEDIATION WITH VIDEO COMPONENT)</b>