

# 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.**

Massachusetts (0.44/mile Air and Hotel as applicable) Will travel within US

**YOUR NAME:** Jane McLaughlin

**BUSINESS NAME:** Optima Mediation

**ADDRESS:** P.O. Box 111

Marston Mills, MA 02648

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**FAX:**

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**WEBSITE:** [www.beyondimpasse.org](http://www.beyondimpasse.org)

**LANGUAGES SPOKEN FLUENTLY:**

English

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

225/hr plus travel

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

## B. BACKGROUND:

**OVERVIEW OF BACKGROUND**

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

Ten years mediation experience imparts a professional atmosphere of respect and trust. Now focusing exclusively on the challenging issues facing families and aging parents. Former healthcare professional is committed to enhancing long term family relationships and assisting families in making the best decision with loved ones.

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

Ten years mediating with Commonwealth of Massachusetts. Mentored with Prof. John T. Dunlop Harvard University and Samuel E. Zoll (Chief Justice Ret.)

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

100+

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

5+

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

average 23 cases annually

**NUMBER OF YEARS YOU HAVE MEDIATED:** 10 yrs

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

Ten years in healthcare environment - V.A Outpatient, hospital, Retail Pharmacy

**OTHER**

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

Primary caregiver for parents. Intimately involved in both healthcare and end of life decisions with parents.

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

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

B.S. Pharmacy Northeastern University  
M.A. Criminal Justice Anna Maria College

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

AFCC, Former ACR

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

Elder Decisions training  
ALRA Academy  
Mediation Semester Harvard University  
No Disciplinary actions

**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	
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)
Wills, Trusts, Estates	
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	
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)
Resident Injury; level of care	
<b>Other (List):</b>	

**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)  
(MAX 30 WORDS):**

**General:**

Harvard University Mediation Winter semester 2000 Prof. Frank Saunders  
General Harvard University Annual Seminar 2000 - 2009 Labor Relations  
ALRA Academy 2000 Labor Relations  
NE Consortium 2000-2009 annual training seminar Labor Relations  
ALRA annual Seminar Seattle WA 2008

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

Elder Decisions 16 hours Blair Trippe Arlene Kardasis

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

State training annually Massachusetts 16 hrs annually

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

New England Consortium 2 hrs  
Harvard University Annual seminar 8 hrs

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

Yes

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

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

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>	
HIGH	IN-PERSON ONLY
MEDIUM	IN-PERSON WITH SOME PARTICIPATION BY CONFERENCE CALL
LOW	MEDIATION BY CONFERENCE CALL
MEDIUM	ONLINE DISPUTE RESOLUTION (MEDIATION WITH VIDEO COMPONENT)