

# ELDERCARE MEDIATOR QUESTIONNAIRE

## A. BASIC INFORMATION:

**LOCATION(S):**  
**"I WILL MEDIATE IN THE FOLLOWING LOCATION(S)":**

Nevada, Arizona

**YOUR NAME:** Joanna Wares

**BUSINESS NAME:** Joanna Wares, Mediator & Consultant

**ADDRESS:** 6069 S. Fort Apache Road, Suite 100

Las Vegas , NV 89137

**PHONES:** 702.527.4392

**FAX:** 702.475.3701

**EMAIL:** [joanna.wares@gmail.com](mailto:joanna.wares@gmail.com)

**WEBSITE:** <http://lasvegasmediation.org/>

**LANGUAGES SPOKEN FLUENTLY:**

English

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

\$125 for two participants

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

## B. BACKGROUND:

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

Joanna Wares has an extensive background in working with individuals, business, non-profits and as a community leader. After 30 years working in the health insurance industry she has chosen to work full time as a professional mediator. She has the experience to bring all necessary parties to the bargaining table where they can "realistically" evaluate their positions and safely explore a settlement option.

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

Joanna's mediation experience began as a volunteer mediator with the Clark County Neighborhood Justice Center. She has mediated cases for family issues, relationships between neighbors, financial disagreements, property damage and business conflicts. Joanna is also foreclosure mediator for the State of Nevada.

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

50+

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

5+

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

5<

**NUMBER OF YEARS YOU HAVE MEDIATED:** 1+ years

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

When in the health insurance industry she worked to ensure the ability of seniors to access health care and deal with the insurance companies. When working with critically ill or terminal clients she helped both the patient and their families walk through the process of dealing with their condition and listened and talked about options for going forward.

**OTHER**

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

Both of my parents passed while in their 40's and early 50's. As the oldest sibling I helped as a care giver, made healthcare decisions including the most difficult at end of life and took over the responsibilities of caring for two younger siblings.

**C.**

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

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

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

Mediators of Southern Nevada; National Association of Community Mediators;  
[Mediate.com](http://Mediate.com)

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

Nevada Supreme Court Appointed Mediator  
State of Nevada Foreclosure Mediation Program Mediator  
Clark County Neighborhood Justice Center Credentialed Mediator  
Elder and Adult Care Certified Mediator  
State Bar of Nevada Fee Dispute Mediator; Clark County Small Claims Court Mediator

**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	
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	
Division or Sale of Farms, Businesses, Property	
Powers of Attorney, Avoiding Guardianship	
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)	
Resident Injury; level of care	
<b>Other (List):</b>	

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**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):**

Jun-10 Clark County Neighborhood Justice Center Basic Mediation 40 hours

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

4/9-10/2011 Manoussou Elder & Adult Care Family Med 20

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

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

7/14/2010 NJC Phone mediation 2  
8/11/2010 NJC Cultural differences 2  
9/22/2010 NJC Power of Presence 2  
9/11/2010 MSN Forclousre & Tidbits 3  
10/13/2010 NJC Impass 2  
11/10/2010 NJC caucus 2  
10/19,20,22/10 NFMP Foreclosure Mediation 16  
11/3/2010 NFMP Mediator Orientation 3  
11/20/2010 NJC Mediator refresher 7  
1/27/2011 NJC Advanced mediation skills 2  
2/17/2011 NJC Advanced mediation skills 2  
4/2/2011 NJC Beyond the Basics 8

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

Joanna Wares has an extensive background in working with individuals, business, non-profits and as a community leader. After 30 years working in the health insurance industry she has chosen to work full time as a professional mediator. She has experienced firsthand the challenges faced by families when life changing medical conditions make communication between families a challenge. With over 120 hours of mediation training, Joanna's experience is there to help families have that conversation that is long overdue.

**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):**

<b>EXPERIENCE</b>	
HIGH	<b>IN-PERSON ONLY</b>
MEDIUM	<b>IN-PERSON WITH SOME PARTICIPATION BY CONFERENCE CALL</b>
LOW	<b>MEDIATION BY CONFERENCE CALL</b>
NONE	<b>ONLINE DISPUTE RESOLUTION (MEDIATION WITH VIDEO COMPONENT)</b>