

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.

Ohio, Anywhere in the United States. Fees plus travel, overnight accommodations.

YOUR NAME: Patti Bertschler

BUSINESS NAME: Northcoast Conflict Solutions

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WEBSITE: www.ncsmediation.com

LANGUAGES SPOKEN FLUENTLY: English

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

\$150 per hour + travel, overnight accommodations

DO YOU HAVE MEDIATOR MALPRACTICE INSURANCE? Yes

B. BACKGROUND:

OVERVIEW OF BACKGROUND

(PRIMARY PROFESSION, ETC. MAXIMUM 50 WORDS):

I am a Licensed Professional Clinical Counselor since 1989 and trained mediator since 1996.

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

100+

NUMBER OF MEDIATED DISPUTES INVOLVING HIGH-CONFLICT FAMILY MEDIATION:

100+

ELDERCARE MEDIATION EXPERIENCE: NUMBER OF EM DISPUTES MEDIATED:

5+

NUMBER OF YEARS YOU HAVE MEDIATED: 12 years

GENERAL EXPERIENCE:

We have mediated hundreds of cases involving older adults, families, divorce, business and faith-based organizations.

GERIATRIC EXPERIENCE:

I worked at the Behavioral Center for Older Adults (Parma Community Hospital) doing pre-admission screening, see clients in private counseling practice and have co-authored two books on Elder Mediation.

OTHER:

(EG. PERSONAL EXPERIENCE WITH FAMILY DECISIONMAKING REGARDING PARENTS, ETC.):

Both my parents are recently deceased, and I was involved with family decisions regarding their end-of-life care and wishes.

C.

EDUCATION, ASSOCIATIONS, AND LICENSES/MEDIATOR REGISTRIES:

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

BA - English, Social Psychology - Notre Dame College of Ohio
MA - Counseling and Human Services - John Carroll University

PROFESSIONAL ASSOCIATIONS:

Association for Conflict Resolution - member
Mediation Association of Northeast Ohio - member
Eldercare Professionals of Ohio - past member

MEDIATOR REGISTRIES/CERTIFICATION/LICENSES:

Certification in mediation from the Conflict Management & Mediation Center, Fairlawn, OH 1996.

Licensed as Professional Clinical Counselor, State of Ohio #E1638.

CERTIFICATION AND TRAINING:

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

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

WILL	HAVE
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	
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):	

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)**

Basic Mediation certificate (12 hours) - trainer Albert Couch
Divorce and Family Mediation (40 hours) - "

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

Advanced Elder Mediation Training:(6 hours)

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

Domestic Abuse Issues: Training for Mediators and Other Professionals (16
hours) - Supreme Court of Ohio, January 2003

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

Over 100 hours of other types of mediation and conflict resolution training
such as Elder Abuse,

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

Advanced Elder Mediation (6 hours)
Elders abusing elders (3 hours)
Depression in Late Life (6 hours)
Spirituality of Caregiving (1 hour)
Numerous other behavioral topics (each 1-2 hours) involving older adults,
caregivers, and professionals working with older adults

**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	IN-PERSON ONLY
Medium	WITH SOME PARTICIPATION BY CONFERENCE CALL
Medium	MEDIATION BY CONFERENCE CALL
NONE	ONLINE DISPUTE RESOLUTION (MEDIATION WITH VIDEO COMPONENT)