

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 (MAXIMUM
3).**

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YOUR NAME: Rebecca Friedman Zuber

BUSINESS NAME: Resolved, Inc.

ADDRESS: 1752 North Mohawk
Street

Chicago, IL 60614

PHONES: (312) 787-8017 (office)

FAX: (312) 787-7994

EMAIL: rfzuber@cs.com

WEBSITE:

LANGUAGES SPOKEN FLUENTLY:

English

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

\$180.00 per hour + actual expenses (IRS mileage) + \$100.00 per hour travel
time if over 1 hour

DO YOU HAVE MEDIATOR MALPRACTICE INSURANCE? No

B. BACKGROUND:

OVERVIEW OF BACKGROUND

(PRIMARY PROFESSION, ETC. MAXIMUM 50 WORDS):

Consultant in home care industry since 1994, director of health care
regulation at state level for all non-nursing home settings 1985-1994,
educational background in social work.

GENERAL MEDIATION EXPERIENCE (MAX 30 WORDS):

Volunteer mediator for 10 years in Chicago involving Chancery cases, adult
guardianship, attorney/client fee disputes, pro se court. Some paid
experience in elder mediation

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:

Less than 5

NUMBER OF YEARS YOU HAVE MEDIATED: 10 yrs as of July 2010

GERIATRIC EXPERIENCE (MAX 30 WORDS):

25 years experience in regulation and consulting in home care industry including representing industry trade association in state and federal geriatric policy discussions

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

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

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

MA, University of Chicago, School of Social Service Administration, 1980
BSW, University of Illinois at Urbana-Champaign, 1977

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

ACR--Practitioner Member
National Association for Home Care & Hospice, Allied (e.g. Vendor) Member
Illinois HomeCare & Hospice Council, Allied Member
American Public health Association
Illinois Public Health Association

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

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**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	
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)	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	
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	
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)
(MAX 30 WORDS):**

General:

Certified Mediator, Chicago Center for Conflict Resolution, 2000
40 hour training in facilitative mediation model, with additional specialized training in short model cases, guardianship and foreclosure cases.

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

14 hour Adult Guardianship/Eldercare Mediation Training provided by Zena Zumeta and Susan Butterwick, June 2010

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

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

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