

# 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.**

I will mediate in Arizona, Colorado or Oregon. First hour of travel is at no charge. Additional travel time charges are determined on a case-by-case basis.  
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**YOUR NAME:** Susan M. Robbins

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**LANGUAGES SPOKEN FLUENTLY:**

English, Passable Spanish

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

Per hour \$300; also will work on a sliding scale if circumstances warrant. Travel charges determined on a case-by-case basis (no charge for first hour).

**DO YOU HAVE MEDIATOR MALPRACTICE INSURANCE?** No

## B. BACKGROUND:

**OVERVIEW OF BACKGROUND**

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

Prior to mediation, primary professions were social work; mental health and substance abuse counseling; litigation and elder law.

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

Court-trained mediation practice commenced in 2001. Conducted volunteer mediations for court until program terminated in approximately 2007. Private mediations conducted since 2006.

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

51+

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

26+

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

More than 5

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

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

1976 – 1979: Home Health Care Agency for homebound senior adults; worked with professional health care team.  
1993 – 2011: Legal and elder mediation practice

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

I am Power of Attorney for my 87 year old aunt and for an 87 year old friend. One is in assisted living and the other is at home. Both experiences have been enlightening regarding care, independence and health issues.

**C.**

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

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

1975 – Bachelor of Science: Arizona State University  
1981 – Master of Social Work: Arizona State University  
1988 – Juris Doctor: Arizona State University

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

Association for Conflict Resolution  
Arizona Association for Conflict Resolution  
State Bar of Arizona Alternative Dispute Resolution Section

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

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

**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):**

2000 – Maricopa County, Arizona Court Mediation Training: 40 hours

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

ACR National Conference 2010: 3 hours  
(Sue Bronson; Rachel Moneco; Winnie Backlund and Judith Saul) Capacity Issues  
and Relational, Transformative Mediation

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

1980's – Conferences in recognizing and counseling of victims of domestic  
violence

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

2001 – 2010 – Various mediation seminars ranging from 2 hours to two days  
2006 – Pepperdine/Strauss Institute Advanced Mediation: 26 hours  
2011 – Presenter for State Bar of Arizona: Probate Mediation

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

**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>
MEDIUM	<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>