

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.**

LOS ANGELES COUNTY...SAN FERNANDO VALLEY...CALIFORNIA

YOUR NAME: R. SUSAN TENZER

BUSINESS NAME: R. SUSAN TENZER, J.D.

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Melville, CA 91364

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(818) 970-8512

FAX:

EMAIL: rsusant@socal.rr.com

WEBSITE:

LANGUAGES SPOKEN FLUENTLY:

English

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

\$200.00 per hour - travel tbd

DO YOU HAVE MEDIATOR MALPRACTICE INSURANCE? No

B. BACKGROUND:

OVERVIEW OF BACKGROUND

(PRIMARY PROFESSION, ETC. MAXIMUM 50 WORDS):

Estate Planning Consultant, Trust Administration, Corporate Consultant

R.Susan Tenze, J.D, mediator in a variety of conflicts since 1994. Was a Los Angeles Superior Court mediator, in civil matters, for many years and was a founder and partner in West Coast Mediation Services. As a court appointed mediator and private mediator, some of her cases involved estate planning, visitation scheduling between siblings and elder parent, financial arrangements to care for parent, working through family fights, surviving spouse and children of deceased regarding separate and community property issues, monitoring visitation between, child and elder parent, trust administration, real property, personal injury, violation of ADA, landlord-tenant and corporate matters. In addition to mediation she is an estate planning consultant and corporate consultant.

GENERAL MEDIATION EXPERIENCE (MAX 30 WORDS):

Los Angeles Superior Court Appointed Mediator from 1994-2003 - civil matters.
Private mediator in areas of beneficiary disputes, trust disputes, real estate, contract matters

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

100+

NUMBER OF MEDIATED DISPUTES INVOLVING HIGH-CONFLICT FAMILY MEDIATION:

10+

ELDERCARE MEDIATION EXPERIENCE: NUMBER OF EM DISPUTES MEDIATED:

More than 5

NUMBER OF YEARS YOU HAVE MEDIATED: 17 yr

GERIATRIC EXPERIENCE (MAX 30 WORDS):

OTHER

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

I have mediated disputes where: several annuities except one was inadvertently not placed in Revocable Living Trust visitation schedule between siblings and parent second wife and children.

C.

EDUCATION, ASSOCIATIONS, AND LICENSES/MEDIATOR REGISTRIES:

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

Glendale University College of Law - J.D.

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

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)	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	
Powers of Attorney, Avoiding Guardianship	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	Planning Ahead for End of Life Decisions (funeral planning & Advanced Directives (Living Wills/Life Prolongation, organ donation

donation preference, appointment of health care representatives)	preference, appointment of health care representatives)
Resident Injury; level of care	
Other (List):	
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):**

Coast to Coast Mediation Center - Civil and Divorce - 55 hours
Los Angeles County Bar Association - Mediation - 2.5 hours
Various seminars and workshops - approx. 50 hours

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

Various seminars and workshops - approx 25 hours

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

Los Angeles Superior Court - 5 hours

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

Advanced Mediation (40 hours) instructed by John Wade;

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