

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.**

Michigan

YOUR NAME: Zena Zumeta
BUSINESS NAME: Mediation Training & Consultation Institute
ADDRESS: 330 E. Liberty, Suite 3A
Ann Arbor, MI 48104
PHONES: 734-663-1155
FAX: 734-786-0702
EMAIL: zzumeta@igc.org
WEBSITE: www.zenazumetamediation.com

LANGUAGES SPOKEN FLUENTLY: English

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

\$175 per hour

DO YOU HAVE MEDIATOR MALPRACTICE INSURANCE? Yes

B. BACKGROUND:

OVERVIEW OF BACKGROUND

(PRIMARY PROFESSION, ETC. MAXIMUM 50 WORDS):

I have been a full-time mediator since 1982, mediating family, business and employment cases primarily. My training is as an attorney, and I served as a labor negotiator prior to starting my mediation business. Prior to law school, I attended social work school, and my undergraduate major was sociology. I take a broad view of family agreement and resolution, and enjoy helping families work out resolutions to difficult situations.

GENERAL MEDIATION EXPERIENCE (MAX 30 WORDS):

I have been mediating full-time since 1982, mediating family, business, and employment cases primarily. I try to help families move toward better communication, where appropriate, as well as resolution to the problem that is brought in to mediation.

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

over 51

NUMBER OF MEDIATED DISPUTES INVOLVING HIGH-CONFLICT FAMILY MEDIATION:

More 51

ELDERCARE MEDIATION EXPERIENCE: NUMBER OF EM DISPUTES MEDIATED:

More 5

NUMBER OF YEARS YOU HAVE MEDIATED:

27

GERIATRIC EXPERIENCE (MAX 30 WORDS):

Prior to starting my mediation practice, I worked with the Institute of Gerontology at the University of Michigan, primarily in advocacy and aging.

OTHER:

Many of us, myself included, have personal experience with family decision-making regarding elderly parents, and in my case, grandparents. My parents and grandparents have passed on, but the difficulties of helping elderly relatives and working with siblings and others is clear in my memory. As I was told, I pass on the wisdom that parents will usually die before us, and our relationships with siblings will be the longest lasting relationships we have.

C.

EDUCATION, ASSOCIATIONS, AND LICENSES/MEDIATOR REGISTRIES:

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

B.A. Sociology, Smith College
J.D. Law, University of Michigan

PROFESSIONAL ASSOCIATIONS:

Practitioner Member, Association for Conflict Resolution, Family Section
 Life Member, Association of Family and Conciliation Courts
 Past President, Academy of Family Mediators and Michigan Council for
 Family and Divorce Mediation
 Council Member, ADR Section, State Bar of Michigan

MEDIATOR REGISTRIES/CERTIFICATION/LICENSES:

Approved civil and family mediator, State of Michigan
 Approved trainer of mediators, Michigan, Illinois and many other states

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
Geriatric Assessment	Geriatric Assessment
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)
Powers of Attorney; Avoiding Guardianship	Powers of Attorney; Avoiding Guardianship
Health Care Decisions	Health Care 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)
WILL_MEDIATE_OTHER: all	

HAVE_MEDIATED_OTHER: 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)**

Training too numerous to list. 40 hours of general civil mediation training, 40 hours of family mediation training, over 500 hours of continuing mediator education. Approved trainer of mediators in civil, family and advanced mediation areas, including eldercare mediation.

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

Received 20 hours of training in eldercare mediation with Center for Social Gerontology.

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

Approved trainer in domestic violence and mediation in Michigan. Have over 50 hours of training in domestic violence issues.

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

See my website, <http://www.learn2mediate.com>, for a complete list of advanced training I present. I have received hundreds of hours of advanced training in mediation.

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

Hundreds of hours as a trainer.

**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
HIGH	WITH SOME PARTICIPATION BY CONFERENCE CALL
HIGH	MEDIATION BY CONFERENCE CALL
LOW	ONLINE DISPUTE RESOLUTION (MEDIATION WITH VIDEO COMPONENT)