

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.**

Pittsburgh and Southwestern Pennsylvania, Allegheny County and neighboring counties

YOUR NAME: Conflict Resolution & Mediation
BUSINESS NAME: Center for Victims of Violence & Crime
ADDRESS: 5916 Penn Ave.
Pittsburgh, PA 15206
PHONES: 412-482-3240, Ext. 225 or 300
FAX: 412-482-3241
EMAIL: mharty@cvvc.org
WEBSITE: www.cvvc.org

LANGUAGES SPOKEN FLUENTLY: English

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

\$100 per mediator per hour (plus expenses) or sliding fee scale based on income

DO YOU HAVE MEDIATOR MALPRACTICE INSURANCE? Yes

B. BACKGROUND:

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

Our mediation services and community mediation program are a department within a victim services agency offering a continuum of services (24-hour helpline, counseling, advocacy, training, etc.). Five mediators on staff partner with a pool of over 60 volunteer community mediators to address a wide range of personal and community conflicts.

GENERAL MEDIATION EXPERIENCE (MAX 30 WORDS):

As an organization we have been handling elder, neighbor, family, landlord, workplace, youth and community conflicts for over 25 years (originally as the Pittsburgh Mediation Center). Our staff and volunteers have both depth and breadth of experience; many have been mediating since the early 90s.

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

over 100

NUMBER OF MEDIATED DISPUTES INVOLVING HIGH-CONFLICT FAMILY MEDIATION:

More 5

ELDERCARE MEDIATION EXPERIENCE: NUMBER OF EM DISPUTES MEDIATED:

More 5

NUMBER OF YEARS YOU HAVE MEDIATED:

Avg. 5-10 years

GERIATRIC EXPERIENCE (MAX 30 WORDS):

We have been providing community mediation to elders, families and caregivers for decades. We recently expanded services offered to elders.

OTHER:

We use a co-mediation model, each team including a very experienced mediator (more than 10 mediators). Our volunteers include seniors as well as family mediators, social workers, lawyers, counselors and homemakers.

C.

EDUCATION, ASSOCIATIONS, AND LICENSES/MEDIATOR REGISTRIES:

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

Various

PROFESSIONAL ASSOCIATIONS:

Association for Conflict Resolution (ACR), National Association for Community Mediation, Mediators Beyond Borders

MEDIATOR REGISTRIES/CERTIFICATION/LICENSES:

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)
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	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
WILL_MEDIATE_OTHER:	
Try us!	
HAVE_MEDIATED_OTHER:	
Elders in conflict with businesses (e.g., insurance companies) or neighbors (harassment, lifestyle differences, noise, etc.). Caregivers in conflict with one another, cultural differences, shared living space, etc.	

**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)**

All mediators required to have 40 hours from Pittsburgh Mediation Center, CVVC, or comparable, plus or including training in Transformative Mediation. Most trained by Ellen DeBenedetti.

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

20 mediators and staff trained 21 hours (10/08) by Kathryn Mariani and Barbara Foxman: "Advanced Mediation Training in Elder Mediation", plus program development (3 hours).

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

All staff and many mediators trained in domestic violence screening and/or mediation.

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

Many advanced trainings and specialties among staff and volunteers, including divorce and family, victim-offender, veterans issues, cultural diversity, parent-teen, colmmunity dialog, circle processes, etc.

**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:
TRANSFORMATIVE**

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
LOW	MEDIATION BY CONFERENCE CALL
LOW	ONLINE DISPUTE RESOLUTION (MEDIATION WITH VIDEO COMPONENT)