

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).

Massachusetts, Rhode Island, North Carolina

YOUR NAME: Deborah Battles, M.Ed.

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WEBSITE:

LANGUAGES SPOKEN FLUENTLY:

English

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

\$125/per Session or \$500 monthly retainer for ongoing Elder assistance.

DO YOU HAVE MEDIATOR MALPRACTICE INSURANCE? Yes

B. BACKGROUND:

OVERVIEW OF BACKGROUND

(PRIMARY PROFESSION, ETC. MAXIMUM 50 WORDS):

Certified Mediator & Mass. State Ombuds. M.Ed. in Organizational Development & Training.

GENERAL MEDIATION EXPERIENCE (MAX 30 WORDS):

20 Years experience in ADR as Mediator/Facilitator. Previous Founder of Dispute Resolution Center. Lead Trainer for Mediation. Supervised and Trained many mediators and Mediated Hundreds of disputes, in and out of Court.

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

over 300

NUMBER OF MEDIATED DISPUTES INVOLVING HIGH-CONFLICT FAMILY MEDIATION:

26-50

ELDERCARE MEDIATION EXPERIENCE: NUMBER OF EM DISPUTES MEDIATED:

5 or More

NUMBER OF YEARS YOU HAVE MEDIATED: 20

GERIATRIC EXPERIENCE (MAX 30 WORDS):

Trained & Certified through Dept. of Elder Affairs, State of Massachusetts as Nursing Home Ombudsperson.

OTHER

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

Assisted with issues involving my terminally ill Mother, Uncle & Grandmother including hospitalization, chemo & health care treatments, Hospice, end-of-Life decisions, power of attorney, do not recessitate, nursing home care, family care, funeral arrangements, diet & nutrition, etc.

C.

EDUCATION, ASSOCIATIONS, AND LICENSES/MEDIATOR REGISTRIES:

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

Cambridge College, M.Ed./Mgt/Organizational Development (03) Cambridge College,
Under/Graduate Studies – Business (02)·
Cape Cod Community College - Leadership Institute– Certificate·
Skidmore University Without Walls – Independent Business Studies

PROFESSIONAL ASSOCIATIONS: MEDIATION

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

National Association for Conflict Resolution-Practitioner Member
Massachusetts Bar Foundation - Mediator

MEDIATOR REGISTRIES/CERTIFICATION/LICENSES

(NOTE IF YOU RECEIVED ANY DISCIPLINARY ACTIONS) (MAX 30 WORDS):

Mass. Dept. Elder Affairs-Certified Ombudsman (03) ·
Roxbury Children’s Lifelong Families Mediation Training (06)·
Mass. Assoc. of Mediation (MAMPP)–ADR Trainer Certificate·Mass.
A. G/Public Protection Mediation Certification (Civil/Criminal)·
Mass. One Stop Employment Systems (MOSES) Training – Certificate·
U.S. Dept. Labor Small Business Entrepreneurial Training Certificate·
Division of Indian & Native American Programs, U.S. Dept. of Labor – Dept. of Labor
WIA Administration In-service Training·
MAMPP Train the Trainers Institute (Mediation/Conflict Resolution)
Harvard Program on Dispute Resolution – ADR Workshops·

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

Car Keys, Driving, Transportation	Quality of Life
Geriatric Assessment	Housing
Division or Sale of Farms, Businesses, Property	Caregiving
Powers of Attorney, Avoiding Guardianship	Financial Decisions
	Working through Family Fights
	Wills, Trusts, Estates
	Health Care Decisions
	Emergency Decisions
	Planning Ahead for End of Life Decisions
	Resident Injury, level of care, Wrongful Death
Other (List):	
None Listed	Particularly interested in Nursing Home or Terminally ill situations.

**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):

**Certifications in: Basic Mediation (30 hrs.);
Civil & Community Mediation (30 hrs.);**

TRAINING RECEIVED IN ELDERCARE MEDIATION:

NOTE TITLES, TOTAL NUMBER OF HOURS & TRAINERS (MAX 30 WORDS):

Massachusetts Office of Elder Affairs/C.C. Elder Services - 30 hr. Ombudsman Training & Exam.

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

SUMMARY OF OTHER ADVANCED MEDIATION TRAINING:

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

Small Claims Court Mediation (30 hrs.);
Victim/Offender Reconciliation (20 hrs.)
Family Mediation (30 hrs.);
LFC/Youth Permanency Mediation (20 hrs.)
Housing Mediation (30 hrs.)
Elder/Nursing Home Ombus Certification (30 hrs.)
Train the Trainers Institute (30 hrs.)

WERE YOU A TRAINER FOR ANY NOTED ABOVE? Yes

IF SO, LIST HOURS:

Many Sessions (30 hr) Trainings of the Following:
Community Mediation; Court; Family; Housing;

F.

MODELS AND PROCEDURES USED AS A MEDIATOR:

MODEL(S) OF MEDIATION USED PRIMARILY:

FACILITATIVE
TRANSFORMATIVE
DIRECTIVE

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