

# 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).**

Washington, DC metropolitan area  
(Northern Virginia, Maryland, and DC)

**YOUR NAME:** Jeannette Twomey  
**BUSINESS NAME:** MediationWorks, Inc.  
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**WEBSITE:** [www.medi8works.com](http://www.medi8works.com)

**LANGUAGES SPOKEN FLUENTLY:**

English

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

\$150/hour, mediation services for two participants

\$200/hour, mediation services for more than two participants

Intake at no charge.

Travel expenses for distances greater than 30 miles from Northern Virginia offices

**DO YOU HAVE MEDIATOR MALPRACTICE INSURANCE?** Yes

## B. BACKGROUND:

**OVERVIEW OF BACKGROUND**

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

Mediation has been exclusive profession since 1992. Also, licensed attorney, who understands the legal landscape of elder issues. Frequent speaker before professional groups on the subject of elder mediation. Conflict resolution trainer and consultant for elder care service providers.

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

Fourteen years, more than 1000 hours of mediation experience. Cases referred by therapists, social workers, courts, federal and state agency rosters. Subject matter mediated includes elder, business, employment, property, and divorce.

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

over 300

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

100-300

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

5 or More

**NUMBER OF YEARS YOU HAVE MEDIATED: 14**

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

Provided conflict resolution training to nursing home staff, long-term care ombudsmen, other elder care professionals. Advisory board member and provider of family conferencing through Caring from a Distance ([www.cfad.org](http://www.cfad.org)).

**OTHER**

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

For three years have managed in-home care, medical care, and all financial matters for parent diagnosed with Alzheimers. Intensive interaction with geriatric care managers, providers, medical personnel, and insurance companies.

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

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

BA, English Literature, Hollins University  
JD, American University's Washington College of Law

**PROFESSIONAL ASSOCIATIONS: MEDIATION**

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

Association for Conflict Resolution  
Virginia Mediation Network  
Virginia State Bar

**MEDIATOR REGISTRIES/CERTIFICATION/LICENSES**

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

Mediator Certification, Department of Dispute Resolution, Virginia Supreme Court  
Mentor Mediator, Virginia Supreme Court Certification Program  
Resolute Systems Mediator Registry

**D.**

**TYPES OF ELDERCARE MEDIATION DISPUTES THAT YOU WILL MEDIATE:**

**CHECK ALL THAT APPLY & CHECK TYPES OF EM DISPUTES THAT YOU HAVE ALREADY MEDIATED:**

<b>WILL</b>	<b>HAVE</b>
Quality of Life	Quality of Life
Housing	Housing
Car Keys, Driving, Transportation	Car Keys, Driving, Transportation
Caregiving	Caregiving
Financial Decisions	Financial Decisions
Working through Family Fights	Working through Family Fights
Geriatric Assessment	Geriatric Assessment
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**

**Health Care Decisions**

**Emergency Decisions**

**Planning Ahead for End of Life Decisions**

**Resident Injury, level of care, Wrongful Death**

**Powers of Attorney, Avoiding Guardianship**

**Health Care Decisions**

**Other (List):**

**Disputes between families and care providers regarding payment for service.**

**None Listed**

## **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):**

**500+ hours of formal instruction in General, Family, Elder, Disability, and Workplace mediation. Training providers include Northern Virginia Mediation Service, ABA, Center for Dispute Settlement, and Virginia Supreme Court**

### **TRAINING RECEIVED IN ELDERCARE MEDIATION:**

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

**Mediating Elder Issues, 1.5 hours (Virginia Mediation Network)  
Medical Error Communication and Dispute Resolution 6 hours (Hyman and Liebman, Phila.)  
Family Matters Conference 6 hours (ABA Section on Dispute Resolution)  
Mediation Techniques for Senior Specialists 4 hours (Twomey, Olchowski)**

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

**Domestic Violence Assessment 4 hours (Northern Virginia Mediation Service)**

### **SUMMARY OF OTHER ADVANCED MEDIATION TRAINING:**

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

**Mediator Ethics 30 hours Northern Virginia Mediation Service and Virginia Mediation Network**

**WERE YOU A TRAINER FOR ANY NOTED ABOVE? Yes**

**IF SO, LIST HOURS:**

**Trainer for 20 hours of Mediator Ethics through Northern Virginia Mediation Service  
Trainer for 4 hours of Mediation Techniques for Senior Specialists through  
MediationWorks, Inc.**

**F.**

**MODELS AND PROCEDURES USED AS A MEDIATOR:**

**MODEL(S) OF MEDIATION USED PRIMARILY:**

**FACILITATIVE  
TRANSFORMATIVE**

**TYPE(S) OF MEDIATION SESSION USED (NOTE ALL YOU USE, THEN FOR EACH CATEGORY, LIST YOUR LEVEL OF EXPERIENCE: LOW, MEDIUM, HIGH):**

<b>EXPERIENCE</b>	
<b>HIGH</b>	<b>IN-PERSON ONLY</b>
<b>LOW</b>	<b>IN-PERSON WITH SOME PARTICIPATION BY CONFERENCE CALL</b>
<b>LOW</b>	<b>MEDIATION BY CONFERENCE CALL</b>
<b>NONE</b>	<b>ONLINE DISPUTE RESOLUTION (MEDIATION WITH VIDEO COMPONENT)</b>