

# 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.**

Indiana. Travel costs are 1/2 the hourly rate or as agreed.

**YOUR NAME:** Phyllis S. Armstrong

**BUSINESS NAME:** The Mediation Group

**ADDRESS:** 8888 Keystone Crossing Blvd., Suite 1500  
Indianapolis , IN 46240

**PHONES:** 317-569-0930

**FAX:** 317-569-3000

**EMAIL:** [parmstrong@mede8.com](mailto:parmstrong@mede8.com)

**WEBSITE:** [www.mede8.com](http://www.mede8.com)

**LANGUAGES SPOKEN FLUENTLY:**

English

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

\$200/hour; travel \$100/hour or as agreed

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

## B. BACKGROUND:

**OVERVIEW OF BACKGROUND**

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

I have 18 years of civil litigation experience; 12 years with focus in high-conflict family disputes. .

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

I am a registered domestic mediator with advanced training in adult guardianship and eldercare mediations. I have mediated family disputes in the context of divorce and paternity cases.

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

25+

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

25+

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

Less than 5

**NUMBER OF YEARS YOU HAVE MEDIATED:** 1 year

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

No direct geriatric experience, but I have received training from professionals about issues of capacity, working with elders and persons with disabilities, family dynamics and planning long-term care for elders.

**OTHER**

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

I have facilitated communication within my extended family and in-laws related to services and assisted-living for elder members of the family. I have an appreciation for the impact of family dynamics on elder decision-making.

**C.**

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

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

Earlham College, B.A. Political Science, 1985  
Indiana University School of Law-Indianapolis, J.D., 1990

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

Association for Conflict Resolution, Member Elder and Family Law Sections; Indianapolis Bar Association, ADR Section, Executive Committee, and Family Section; Indiana Bar Association, Family and ADR Section; Association of Family and Conciliation Courts, Member;

**MEDIATOR REGISTRIES/CERTIFICATION/LICENSES  
(NOTE IF YOU RECEIVED ANY DISCIPLINARY ACTIONS) (MAX 30 WORDS):**

Registered Domestic Mediator in Indiana. 40 hours ICLEF  
Domestic Relations Mediation Training, 1996  
Advanced Training Adult Guardianship/Eldercare Mediation,  
14 hours  
Licensed Indiana Attorney since 1990

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

<b>CHECK ALL THAT APPLY &amp; CHECK TYPES OF EM DISPUTES THAT YOU HAVE ALREADY MEDIATED:</b>	
<b>WILL</b>	<b>HAVE</b>
Quality of Life	
Housing	
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)	
Financial Decisions	
Working through Family Fights (improving sibling relationships, learning communication skills, & working as a team)	
Wills, Trusts, Estates	
Division or Sale of Farms, Businesses, Property	
Powers of Attorney, Avoiding Guardianship	
Health Care Decisions	

<b>Emergency Decisions</b>	
<b>Planning Ahead for End of Life Decisions (funeral planning &amp; Advanced Directives (Living Wills/Life Prolongation, organ donation preference, appointment of health care representatives)</b>	
<b>Resident Injury; level of care</b>	
<b>Other (List):</b>	
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):**

40 hours Domestic Relations Mediation Training/ICLEF/1996  
3 hours CME Update for Family Mediators/ICLEF/2009  
4 hours ADR Skills Series/IBA/2009  
6 hours CME Update for Family Mediators/ICLEF/2010

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

14 hours Advanced Training Adult Guardianship & Eldercare Mediation/Mediation Training & Consultation Institute, Zena Zumeta and Susan Butterwick, Trainers/2010

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

I have no formal training in domestic violence, however, I have 17 years experience as an attorney and/or advocate for children in cases involving domestic violence.

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

1.25 hours/Issues Involving Children in Mediations/CME Update for Family Mediators/ICLEF/2010

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

Yes

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

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

FACILITATIVE DIRECTIVE

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