

# 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.**

California

**YOUR NAME:** Terri E. Hilliard Olson, Esq.  
**BUSINESS NAME:** Hilliard Estate Law and Mediation  
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**LANGUAGES SPOKEN FLUENTLY:** English

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

**\$250.00 hour for mediation and \$100/hour for travel plus travel costs**

**DO YOU HAVE MEDIATOR MALPRACTICE INSURANCE?** No

## B. BACKGROUND:

**OVERVIEW OF BACKGROUND**

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

I am an attorney practicing law in California. I practice estate law and provide mediation services. I am President of Senior and Family Resource Group of the Conejo, a California non-profit corporation.

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

I have been mediating all business and personal matters from 2003 to the present

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

over 50

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

over 25

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

**MEDIATED:**

Less than 5

**NUMBER OF YEARS YOU HAVE MEDIATED: 5**

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

Over 10 years of Estate law practice with elders and non-profit group as educator related to elder transition issues

**OTHER**

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

Personal and professional advising of families in all estate and life issues for over 10 years of my practice.

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

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

Bachelor's of Art Degree in Law and Society, University of California, Santa Barbara

**PROFESSIONAL ASSOCIATIONS: MEDIATION**

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

SCMA

Mediation Panel, Los Angeles Superior Court

**MEDIATOR REGISTRIES/CERTIFICATION/LICENSES**

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

2003 Loyola Law School Mediation Certification

2006 Mediating the Litigated Case, The Straus Institute, Pepperdine School of Law

**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

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	Financial Decisions
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)
Geriatric Assessment	
Wills, Trusts & Estates (planning, distribution of assets, & resolution of family disputes)	
Division or Sale of Farms, Businesses & Property	
Powers of Attorney & Avoiding Guardianship	
Health Care 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)	
Resident Injury, level of care, & Wrongful Death	Resident Injury, level of care, & Wrongful Death
<b>Other (List):</b>	
None Listed	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):**

Loyola Law School

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

**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):**

The Straus Institute, Pepperdine School of Law  
Loyola Law School  
SCMA trainings

**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:**

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):**

<b>EXPERIENCE</b>	
<b>HIGH</b>	<b>IN-PERSON</b>
<b>MEDIUM</b>	<b>IN-PERSON WITH SOME PARTICIPATION BY CONFERENCE CALL</b>
<b>LOW</b>	<b>MEDIATION BY CONFERENCE CALL</b>
<b>LOW</b>	<b>ONLINE DISPUTE RESOLUTION (MEDIATION WITH VIDEO COMPONENT)</b>