

*The Elder Mediation Program is a service of the Montgomery County Mediation Center (MCMC), a non-profit agency incorporated in 1986, that helps people improve the quality of their communication in the midst of conflict.*

*MCMC promotes interpersonal understanding and provides the opportunity for people to make decisions about how to resolve their disputes. MCMC furthers the practice of mediation through education and training.*

# Elder Mediation Program

of the  
Montgomery County Mediation Center

MEDIATION SERVICES



FOR OLDER ADULTS

## Questions or Inquiries?

*For more information or  
to schedule an appointment,  
please contact us:*

### **MONTGOMERY COUNTY MEDIATION CENTER**

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*The American Bar Association  
Commission on  
Legal Problems of the Elderly  
and the*

*Montgomery County Foundation*

Partial list of collaborating agencies

*Montgomery County  
Aging & Adult Services*

*Retired and Senior Volunteers of  
Montgomery County*

*Abington Hospital  
Elder Help Program*

*Montgomery County  
Legal Aid Services*

*Montgomery County Bar Association  
Elder Law Committee*

# CONFLICT?

# TRY Mediation!

Helping older adults,  
their families, and care providers  
*communicate effectively  
and resolve conflict.*

## What is Mediation?

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Mediation is a way for people in conflict to *talk together* with the help of an impartial third party.

Mediators are trained to *listen carefully*, clarify issues, and help people resolve their differences. Mediation helps people *make their own decisions* about how to resolve a conflict and to *better understand one another*.

Mediation is *voluntary* and *confidential*.

## How Mediation Works

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### *Scheduling an Appointment*

Anyone may contact our office to request mediation directly or to make a referral. Sessions are held at times and locations convenient to the parties.

### *What will the service cost?*

Mediation fees are charged per session and are based upon the type of dispute and the participants' ability to pay.

### *Do I need an attorney?*

Mediators do not provide legal advice. In some situations, such as guardianship, participants may choose to retain a lawyer as a resource for legal information and counsel.

## How Mediation Helps

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*Older Adults, their families and care providers sometimes experience conflict such as:*

- ◆ Siblings disagree over the care of a frail and elderly parent
- ◆ Conflict about moving a loved one to a new setting or the sale of the family home
- ◆ Tension among parents, children and grandchildren living together
- ◆ Resident with a long-term care facility or family member objects to a change in level of care
- ◆ Conflict regarding financial and estate matters
- ◆ Older adult or family members disagree with healthcare providers about medical treatment or quality of care
- ◆ Tenant and management disputes
- ◆ Neighbors' noise, vandalism, or differences in lifestyle

## Benefits of Mediation

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*Mediation increases the role of older adults in the decisions that impact their quality of life. Specific benefits include:*

- ◆ Helps older adults express their emotions, preferences and concerns during decision making
- ◆ Improves understanding between older adults and the important people in their lives
- ◆ Helps decrease the stress associated with conflict
- ◆ Supports collaboration with health care providers to improve quality of care
- ◆ Provides an alternative to litigation

