

## OUR team

JOHN RYMERS, M.A., LPC has been a mediator in private practice for over 24 years. His psychotherapy and counseling experience enhances his mediation work. John has mediated in a variety of settings including EEO, workplace, special education, church congregations, probate, and family. John taught mediation and negotiation with CDR Associates and The University of Denver's University College.

DEBBIE REINBERG has worked in the geriatric field since 1987. She developed a private geriatric care management company and developed hospital-based geriatric primary care programs. A trained mediator, Debbie designed curriculum for the Institute of Advanced Dispute Resolution's health-care/eldercare mediation course.

KEN HELANDER, M.A. has worked with seniors and their families for over thirty years. In addition to being a trained mediator, Ken has particular expertise in geriatric mental health, dementia, family caregiving, and long term care. His programs have earned local and national recognition for excellence and innovation.

## OUR philosophy

We recognize that disagreements often occur when families are faced with difficult decisions for eldercare. Mediation provides an excellent tool for all parties to be heard in a safe environment. Our goal is to help family members find thoughtful and satisfying solutions in a collaborative fashion, thereby helping to keep families strong and healthy.

*“No matter how old a mother is, she watches her middle-aged children for signs of improvement.”*  
~ Florida Scott-Maxwell

*“The old begin to complain of the young when they themselves are no longer able to set a bad example.”*  
~ Francois de La Rochefoucauld

ELDEResolutions

303-268-2280  
303-268-2284 fax  
info@elderesolutions.com  
www.elderesolutions.com

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*Easing the tough conversations*



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## ELDER mediation

Elder mediation is a non-adversarial process to resolve eldercare conflicts:

- Families concerned about the care of an older adult often do not see eye-to-eye.
- Older adults may engage in conflicts with fellow residents or neighbors.
- Family members may have different opinions than eldercare staff, impacting the quality of care received.

As a culture, we tend to avoid conflicts, even though they are a natural part of all relationships. Mediation eases the tough conversations, leading to positive outcomes.

Mediation provides an opportunity for all parties to meet voluntarily in a private, confidential setting to develop collaborative solutions. Our mediators act as neutral parties, guiding participants towards workable agreements.

*Identifying and resolving conflicts early is ideal.*

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# Elder Mediation Can Ease Tough Conversations

- Residency Decisions
- Home Care
- Medical Decision-making
- Long-term Family Relationship Issues
- Current Family Dynamics
- Step-family Obstacles
- End-of-life Decisions



## Our Mediation Process

We prefer to co-mediate – merging mediation and aging specialists.

Mediation is a confidential process.

Each party has an opportunity to tell their story.

We guide the parties to identify issues and work towards creative solutions

Fees are usually shared among the parties.

We meet at a location convenient for the parties.

## Why Elder Mediation Works

- Elder mediation empowers all participants.
- Elder mediation allows parties to address underlying issues and problems.
- Elder mediation provides a setting to explore mutually acceptable solutions.
- Elder mediation encourages creative problem solving.
- Elder mediation allows seniors to maintain their dignity and autonomy through their involvement.
- Elder mediation often saves time, usually saves energy and frequently saves money.
- Elder mediation provides peace of mind for all.

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“If you cannot get rid of the family skeleton, you may as well make it dance.”  
 ~ George Bernard Shaw

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## Other Services We Provide

### TRAINING

We educate professionals/ para-professionals:

- About aging issues
- By providing tools to be more effective in advocating for older adults

### DISPUTE RESOLUTION DESIGN

We construct a specific approach to resolve conflicts in your eldercare setting.

### FACILITATION

We support families, staffs of organizations or other groups to identify issues and develop solutions to solve roadblocks. Facilitation is more informal than the mediation process.

### CARE MANAGEMENT

We assess older adult(s), develop individualized care plans and monitor their status.

### CONSUMER PRESENTATIONS

We are available to meet with your community group, church/synagogue to provide an informative gathering.

Education and referral to appropriate resources is included in our services, as appropriate.

