



MEDIATION *can provide a range* of SERVICES

- Assist all the involved participants to come together to reach collaborative, informed decisions.
- Help develop plans for family needs.
- Explore alternatives to adult guardianship.
- Work with individuals and families on how to have difficult conversations.
- Promote identifying and weighing options.
- Provide a safe, confidential and neutral setting for resolving conflicts.

The Harford County Community Mediation Commission was established in 1995 to provide citizens with an effective and efficient process to resolve disputes through mediation. The Commission is comprised of 15 members, appointed by the County Executive, and the Community Mediation Coordinator.

For more information please contact the
Harford County
Community Mediation Program
at 410-638-4807
or visit
www.harfordmediation.org

*Produced with support from the Maryland
Judiciary's Mediation and Conflict Resolution Office*

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The Harford County
Community Mediation
Program (HCCMP)

Promoting Peaceful Alternatives



MEDIATION SERVICES *for* OLDER ADULTS

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



**The Harford County
Community Mediation
Program (HCCMP)**

Harford County Department of Community Services



What is MEDIATION?

Mediation is a way for people to talk and listen together with the help of an impartial third party to develop plans, make decisions and resolve conflicts.

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,
confidential
and FREE**

How do I use the SERVICE?

Just call the HCCMP office. An intake worker will determine if your conflict is appropriate for mediation. If you decide to try mediation, the HCCMP will contact the other party and invite the other party to attempt mediation. If the second party agrees to try the process a mediation session will be scheduled.



BENEFITS of MEDIATION

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

- Help older adults, and all participants, express their needs, 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 between older adults and their healthcare providers to improve the quality of care.
- Provides an alternative to litigation.

MEDIATION can HELP

Older adults, their families and care providers sometimes need help with decision-making or with conflicts such as:

- Siblings disagreeing over the care of a frail, elderly parent.
- Conflict over selling the family home or moving a loved one to a new setting.
- Problems regarding care or visitation by grandparents with grandchildren.
- Tension caused by parents, children and grandchildren living together.
- Residents in assisted living or long-term care facilities over service or changes in level of care or problems with other residents.
- Conflicts regarding financial and estate matters.
- Health care providers and seniors and/or their families disagreeing over medical treatment.
- Disputes between tenants and management or landlords.
- Guardianship decisions.
- Conflicts with neighbors over noise, trash, maintenance or other issues.

For more information please contact the Harford County Community Mediation Program at 410-638-4807 or visit www.harfordcountymd.gov/services/mediation