

# **2016 World Summit & Symposium on Mediation with Age Related Issues**

**Linz, Austria**

LFI Hotel, Auf der Gugl 3, 4021 Linz, Austria

**May 2 - 4, 2016**



**Program Guide**

## Welcome to Linz, Austria!

The 8th World Summit on Mediation with Age-Related Issues will be held from May 2 to May 4, 2016. It will be co-hosted by Elder Mediation Austria and the Elder Mediation International Network (EMIN). Previous Summits have been held in Scotland, Switzerland, the United States, Ireland, Canada and Australia.

### SUMMIT AIMS

In recent years the international summits have become a forum for experts in the growing field of elder mediation. The summit provides the opportunity for exchange of knowledge and experience on a professional and interdisciplinary basis.

### SUMMIT GOALS

1. To help raise awareness of elder mediation and its important role in supporting and/or re-establishing self-determination, encouraging participation in decision-making and ensuring equal opportunities for older people
2. To establish and further develop the knowledge base of elder mediators and other decision-makers in age-related professions
3. To enhance the development of elder mediator competence through the contributions of experts from science, research and practice
4. To exchange opinions and experiences, discuss current issues and share new insights regarding the issues and conflicts faced by older people in their personal, family and work environments
5. To generate ideas and concepts for the further development of elder mediation
6. To provide a platform for networking and to promote and create strategic partnerships

## THE PROGRAM

This summit will provide a comprehensive overview of elder mediation and an opportunity to examine established initiatives from other countries. Program changes may arise in the short term and will be updated accordingly.

### Monday, May 2, 2016

**12:30 – 13:00 Registration**

**13:00 – 13:15 Welcome and Introductions — Martina Pruckner (A)**

**13:15 – 13:25 Greetings from the Governor of Upper Austria Dr. Josef Pühringer — LT Abg. Dr.in Elisabeth Manhal (A)**

**13:25 – 13:45 What is Elder Mediation and who is EMIN? — Judy McCann Beranger, Summit Co-chair and Helen Harnett, Chair of the Elder Mediation International Network (EMIN) (CA, IRL)**

**13:45 – 14:45 Keynote: The Convention on the Rights of Persons with Disabilities (CRPD) — Dr.in Marianne Schulze (A)**

3

Persons with disabilities have been, and continue to be, subject to marginalization and discrimination. Existing generic human rights instruments fall short in protecting human rights and fundamental freedoms, hence the United Nations passed the Convention on the Rights of Persons with Disabilities (CRPD) in 2008. The convention enshrines a significant paradigm shift in the treatment of persons with disabilities: from being objects to being subjects of the law with the same rights as everybody else.

The Convention's aim is to enable every person to contribute to the best of their abilities and potential. This corresponds with the elder mediators' utmost concern: the inclusion of older people who are no longer capable of expressing their interests and needs in shared-decision-making.

The presentation will give an overview of the CRPD. It shall increase the knowledge and awareness of human rights and disability advocacy and encourage elder mediators to support the "self-representation" of persons with disabilities.

**14:45 – 15:15 Nutrition Break**

**15:15 – 15:45 My Experience of Mediation: A Caregiver Shares Her Family’s Experience  
— Patricia Mutch (CA)**

Pat Mutch has been married for 61 years. Her 82 years old husband, Don, has been living with a dementia for over ten years. As a caregiver, Pat will share her experience of Elder mediation and the significant turning point it presented for Pat and her family. Pat is an articulate speaker and advocate for person centered care and is a sought after speaker in her home province of Prince Edward Island. Pat has presented at each of the seven World Summits held to date.

**15:45 – 16:15 Longevity Society as an Achievement — Yvonne Hofstetter (CH)**

In German speaking areas longevity has been primarily used as a risk factor for insurances. In social discourse people speak of obsolescence which involves negative judgement and the conjuring up of horror scenarios. Longevity is a unique achievement, even though, as baby boomers grow older, it will heighten the need for more resources, both in our efforts and systems.

This negativity influences public debate. In contrast, mediators who work with older people and their environments need also to focus on the strengths and opportunities that can happen. Conflict competence in old age is a resource that enhances the lives of all involved. Elder mediation will not only help to address everyday practical issues of aging but it can also be a learning opportunity for all involved to maintain and often strengthen relationships beyond crisis situations and toward new meaning.

**16:15 – 16:45 What Geragogy Can Contribute to Elder Mediation — Andreas Urich (A)**

Geragogy is a scientific discipline that is based on human dignity and participation in old age. Its objective is to maintain and optimize the physical, psychological and cognitive functions of older people.

Geragogy might be helpful for Elder Mediation in two ways: On one hand, geragogists research and develop educational concepts for older people, they test them and implement them in education and training for all those, who work with the older people.

On the other hand, geragogy is an opportunity for older people themselves, namely in form of Senior Peer Mediation, where older people are trained as mediators like pupils are in school. They are taught the basics on conflict and communication in a 40-60-hours training. Seniors are sensitised to conflict resolution and become able to act as contact persons in age-related conflict and communication issues.

The presentation will give an insight into geragogy and demonstrate how this approach might support older people and their environment to effectively counteract age-related deficits and to cope with life problems in old age.

Geragogic is support in conflict management and prevention alike. It is committed to equal opportunities and makes use of the potential of older people. In the same way as we observe the principle of individual responsibility in mediation geragogists do not solely consider the older person to be "part of the problem". They believe and trust also in their effective process-management abilities.

**16:50 – 17:00 Adjourn for the Day**  
**Practical information for the guided tour.**

**18:30 – 20:00 Guided tour through Linz in an English and German speaking group**

**Tuesday, May 3, 2016**

**08:45 – 09:00 Registration**

**09:00 – 09:30 The Ethics of Intervention in Elder Mediation — Margaret Bouchier (IRL)**

Mediation is essentially an enabling process and the underlying principle of honouring the individuals within the process requires a conscious understanding of the ethical values that underlie our practice as Elder Mediators.

Drawing on Laue and Cormick (1978), this presentation will consider the work of the Elder Mediation International Network (EMIN) in developing appropriate ethical standards that promote a conscious and informed approach that explicitly places the older person at the centre of the process by actively advocating their right to self-determination, dignity and quality of life, on their terms.

**09:30 – 10:00 Multidirectional partial Elder Mediators? — Anja von Rosenstiel (D, USA)**

Elder mediation is characterized by ethics of care: responsibility towards special needs of vulnerable persons, a connectedness with all participants based on compassion as well as responsiveness, to achieve their wellness and to value their relationships independently of their function to self-interests.

Impartiality by contrast demands personal indifference towards special needs to serve fairness and equidistance towards parties to achieve justice. To ask for an attitude of care while being impersonal creates an intimacy paradox. If personal indifference and equidistance are replaced by interoceptive awareness of self and its regulation, reflectiveness is achieved to recognize mediation as open-ended process and honor the self-determination of participants while staying connected. To be partial then is the attitude to be compassionate, to communicate participants' emotional states back to them that they feel felt. To be multidirectional is to add interoceptive to interpersonal awareness: mediators' effect on the relationship of participants should be complemented by the effect these relationships have on mediators. Mediators differentiate between their own and participants' different mental states. Not from the outside, but from the inside out they communicate - from a differentiated state of responsive openness to connect not to a preferred mental state, but to whatever state, participants present them with.

6

### **10:00 – 10:30 Elder Mediation and Ethics — Anita Dorczak (CA)**

The presentation will explore the nature of unconscious bias as a normal function of the brain, its origin, its role in reasoning and its impact on the Elder Mediator's participation in the mediation process.

Some of the most prevalent myths about aging and older adulthood dealing with the body, the mind, the self, living context and end of life issues will be presented along with the evidence of the studies published in academic journals and books which "bust" the myths.

Finally, some suggestions will be provided with regard to the ways which will mitigate bias and ensure a mediator's neutrality as required by the Code of Ethics.

### **10:30 – 10:50 Nutrition Break**

### **10:50 – 11:20 Sensitivity in Elder Mediation — Judy McCann Beranger (CA)**

What empowers people? What diminishes them? How are we influenced by language regardless of our age or the culture of the family or society in which we live? As an Elder Mediator's practice grows we become profoundly aware of the importance of how valuable it is to be deeply sensitized to the particular needs, feelings and values of those with whom we are working. It is essential to develop a profound sense of mindfulness which requires a deeper sensitivity towards older people. Empathy and compassion become hallmarks of connecting participants in a way that before the mediation may have seemed unlikely, if not impossible. It comes across in our interest, in our caring attitude, our attentiveness to participants – both verbally and nonverbally and in how we grow our skills as an elder mediator weaving compassion, caring and openness in everything we do. Allowing time for self-reflection ensures the development of our own abilities to become more compassionate and aware of the possibilities for all who attend. As Elder Mediators we can be the instrument to make these possibilities surface. We do that by acquiring a culturally rich, non-verbal language, by acknowledging the issues, emphasizing the wellness component, and by asking the right questions at the right time wrapped in a caring, and passionate belief that collectively the participants themselves can move closer to where they need to be. This presentation will provide insight into the critical importance of enhancing your sensitivities towards your clients with a view to facilitating the best outcomes.

**11:20 – 11:50 Safeguarding the Rights of Older Adults: A Rights-Based Approach to the Prevention of Elder Abuse and Implications for Elder Mediation — Dale Bagshaw (AU)**

This presentation will examine the new ‘Strategy to Safeguard the Rights of Older South Australians (2014-2021)’ which is based on the *South Australian Charter of the Rights and Freedoms of Older People* (2011). The Charter is a declaration of principles that are ‘rights-based’ rather than ‘needs-based’. The presenter will analyse the implications of the rights-based focus for elder mediation, with reference to the findings of a national research project which gathered data to inform the development of models of elder mediation to prevent the financial abuse of older people by their family members. Financial abuse is the most commonly reported form of abuse of older people in Australia.

**11:50 – 12:20 The International Certification Process for Elder Mediators — Greg McCann Beranger (CA)**

Health charities, seniors’ organizations, government and non-government

organizations involved with issues of aging are well positioned to promote elder mediation as a valuable service for the families and other groups utilizing their services. Referral is a necessary component of these organizations, and referral to qualified, informed professionals who adhere to a standard, is a necessary component of these referral systems. The Elder Mediation International Network (EMIN) recognizes the need for an international standard for certification of mediators specializing in issues of aging - one which acclaims the competency of mediators and speaks with a strong and credible voice. This session will review the requirements for attaining the “Cert.EM” designation.

**12:20 – 13:20 Lunch (provided)**

**13:20 – 13:50 Couple Relationships In Old Age: Old Loves, New Loves, Marriage, Separation And Divorce — Iris Fillié Utz (CH)**

People in Europe have a life expectancy of about 80 years. One who gets married in his or her twenties can count on being married for more than 50 years. The generation who now grows old, has high divorce rates. This generation is familiar with separation, as a means to correct an unsatisfactory relationship.

Couples in their sixties, seventies and even eighties separate. What are the reasons for these separations and are there differences to other age groups? Do they wish to live alone or is a new partner the reason for separating? How do sixty plus singles look for a



new partner? Are there differences between divorced and widowed singles? And how content are those who stay in a long term marriage?

### **13:50 – 14:20 Elder Mediation and Elder Law – Ulriche Höcke**

What do Elder Mediation and Elder Law have to do with each other? Do they relate like mediation and law in general? Do they have a common approach or are they just two different forms to answer specific age related issues?

Elder Mediation is a way to effectively assert senior citizens' rights. It is a specific field of mediation. Elder Mediation as well as Elder Law can be variously defined and executed. Therefore, just as Elder Law can be understood in many different ways so too can Elder Mediation. One commonality is that they are both areas that are being continuously adapted and developed. Accordingly, as terminology comes to be understood at a deeper level it too is adjusted.

From the legal point of view of a lawyer who mainly acts in the field of social legislation, Elder Mediation is an opportunity for senior citizens to represent their interests on a broader base than it might be done exclusively by legal or judicial representation - especially in age related issues.

While the logic of the law is marked by structure and rules, mediation is diverse and flexible. That makes mediations more advantageous compared to the purely legal representation of clients. In Mediation, clients' interests are front and centre thus it can be more successful, comprehensive, solution-oriented, sustainable and responsible. Therefore, Elder Mediation should be part of the skills of all lawyers who act in the field of senior citizens' rights — as, in general, lawyers should be competent in mediation.

Just as Elder Mediators recognize the importance of interdisciplinary cooperation with medical, psychosocial, educational and other professions so too will lawyers as they develop this new skill set. Traditionally when lawyer are acting as lawyers, this is often not possible.

### **14:20 – 15:10 More Than I Can: Stories from Caregivers Taken for Granted**

Attendees will view a film by Herbert Link featuring compelling stories and interviews about caregivers. Caregiving, a task more typically performed by women, can last for many years and challenge caregivers to their limits. The film explores many issues facing caregivers. How do caregivers manage and cope with the stress? What were the challenges

they encountered? Do they get the help and support they need from others? Were they appreciated for the work they were doing? What motivated them to continue providing care? How do caregivers manage the range of difficult emotions brought on by the never-ending demands? How can caregivers take time out for themselves while providing care for others.

**15:10 – 15:30 Nutrition Break**

**15:30 – 16:30 Conversation Cafe**

CC 1 – The challenges and rewards of everyday care

CC 2 – Recognizing and addressing the myriad of emotions that present in Elder Mediation

CC 3 - Dealing with grief and "good" dying

**16:30 – 16:40 Adjourn for the Day**

10

**Organisational instructions for the ceremony in the evening.**

**18:30 – 22:00 Ceremony in the Pöstlingberg Schlössl (dinner provided)**



**Presentation of Sherren Leadership Award & Elder Mediation Certifications**

Join with us at the Pöstlingberg Schlössl to present this year's special recognitions & enjoy a special kind of experience. We will celebrate the past year's accomplishments while feasting at this historical venue which boasts great food and a magnificent view of the majestic City of Linz.

## Wednesday, May 4, 2016

**08:45 – 09:00 Registration**

**09:00 – 10:00 Keynote: Conflicts at the End of Life. From the experience of a palliative physician and certified mediator — OA Dr. Hans Zoidl (A)**

Abstract in preparation...

**10:00 – 10:30 Elder Mediation Respite & relief Program — Marie Murphy (CA)**

The Elder Mediation Respite and Relief Program is a program that started in 2008 in partnership with the Champlain Local Health Integration Network and the Alzheimer's Society of Cornwall, Ontario. The program was introduced to provide additional support for patients, caregivers and their families to cope with issues relating to dementia care. The patient centered program guides caregivers so they can self-identify their needs through elder mediation and identify necessary financial supports so that they can better care for themselves and their family at home.

The Elder Mediation Respite and Relief Program will be reviewed from its beginnings to its recent expansion and its future endeavors. The Champlain Community Care Access Centre (CCAC) is a not for profit organization which connects Ontarians of all ages with health and support services they need to remain safe at home.

Marie Murphy is the manager of Care Coordination for the Champlain Community Care Access Centre and is responsible for the Respite and Relief Elder Mediation Program. Marie is quite passionate about this ground breaking program and committed to growing it throughout Ontario ensuring that Elder Mediation is an integral part of Home Care and Care Coordination. Marie's background is in Nursing with extensive experience in critical care, home care and mental health.

**10:30 – 10:50 Nutrition Break**

**10:50 – 11:10 New forms of living and care arrangements in Germany and their impact on Elder Mediation — Angela Fuhrmann (D)**

In Germany there are more and more projects where people reside together, often initiated by private individuals who organise themselves in associations and cooperatives. Communities and the housing sector recognise the value of these concepts. Even the German government together with the forum for community living has initiated a model programme called “Living together – Staying independent “.

Community living projects reflect different living circumstances and lifestyles in old age. They are a response to the increasing isolation in one-person households. Structures are developed enabling elderly people to support each other. With this in mind, projects are pre-emptively established to jointly overcome difficulties occurring in old age or to be supported by younger people.

Self-determination and independence characterise these projects. Lengthy group processes have to be overcome. It is about finding good common solutions. This can cause a variety of conflicts, for example, when:

- the motives and values of different people (mainly 50+) come together in the desire to create new living arrangements.
- financial backgrounds differ.
- previous living styles are different.
- after years of discussion there is not enough space for all the interested participants within the project.
- after years of discussion and time pressure other interested parties need to be found in order to ensure continued funding to complete the project.
- relatives of people in need of care have to negotiate and agree with different companies, personnel and cooperative partners.

It is now generally recommended that this process requires professional support. Mediation is now recognized as a helpful service. The complexity of the group-and conflict process requires the mediators to be competent and have contacts in many different areas, to have a good amount of life experience and to be at the same time visionaries.

**11:10 – 11:40 The Mediative Intake Interview for a Residential Care Home — Alexandra Eder (A)**

Taking care of a loved one often puts a strain on the family as a whole. Children are put in a role which nature never intended them to take on as care providers for their parents. They help with food intake, personal hygiene, even the change of nappies, all this without having received professional training. Neither do they have access to an adequate support network.

A residential care home can be a good alternative, even though it is often seen as a last resort. At that point, according to experience, emotional pressure runs high. In this situation, an intake interview led by an Elder Mediator with can result in a benefit for everyone involved.

Ideally, the involved persons in an interview with the Elder Mediator would be: the future nursing home resident, the next of kin, the head of the nursing service and the nursing home manager. This group starts by defining common goals, such as efficient acclimatization to the new way of life. The next step should be to talk about interests and requirements of all participants and to establish mutual understanding for everyone's positions.

As a result, the new resident can appreciate the necessity of certain internal structures. At the same time the nursing staff is being made aware of special needs regarding the future resident. The nursing home manager leads the discussion according to the basic principles of mediation, including the technique of asking questions and the visualization of results.

The advantage of a mediator led interview lies with a considerably shorter adaption phase for the new resident. Consequently, this facilitates the daily nursing home routine and lowers costs by reducing personnel needed for the new resident. So the mediator led interview results in a win-win situation.

### **11:40 – 12:10 Maximising The Engagement Of Adult Family Members Who Live “Far Away” Through Elder Mediation. — Frances Stephenson (IRL)**

Later Life Mediation mediators have worked with several families where one or more of the adult family members live outside the country of residence of the older person or ‘far away’. In this presentation six of our cases will be analysed as follows:

- Exploring what ‘living away’ means.
- Initial conversations with the person/s living away and their sibling/s and the insights gained from this.
- Shifts in perception during the mediation of sibling/s who live away and those close at hand.

- Outcomes in relation to the impact of the mediation on the parties involved.
- Reflections on the benefits and the challenges associated with enabling the person living away to be part of the mediation.

**12:10 – 13:10 Lunch (provided)**

**13:10 – 13:40 Meaningful Engagement In Late Stage Dementia - Dr. Pia Kontos (CAN)**

Persons living with dementia are among the most stigmatized groups in society, due largely to dominant assumptions that, with dementia, there is a steady loss of selfhood to the point at which no person remains. This tragedy discourse produces and reproduces stigma and misunderstanding about Alzheimer’s disease and related dementias, which promotes social exclusion rather than a caring community, and deprives people of their dignity. Contrary to ‘loss of self’, my research suggests that despite even severe dementia, there can be meaningful self-expression in storytelling, musical engagement, gestural communication, and humour. Drawing on my own observational research, as well as literature, art, and film, I will explore the richness of the social world of dementia. The examples I will share bring to the fore human relationships, creativity, the commonplace elements of social interaction, and the significance of the body – its gestures and movements – for self-expression. I argue that recognizing and supporting these embodied and relational dimensions of life is critical to ensuring that persons with dementia experience freedom from discrimination and have opportunities for engagement.

**13:40 – 14:10 Ageism and Age Discrimination as a Topic for Workplace Mediation — Martina Pruckner (A)**

In our society negative images of aging and being old exist. Referring to an "aging society", "obsolescence of society" or the populist ‘Methuselah conspiracy’ indicates prejudices in themselves. Not only do they affect the lives of senior citizens and those around them, they are social phenomena, which also influence counselling and support in conflict.

Essentially, we should handle ageing as part of the human condition as a whole and not differentiate between different phases of life. Therefore, it will be necessary to recognise the problems we have with regard to old age, aging and the aged and then to draw attention to the social and socio-political consequences.

Equal treatment and age discrimination are also part of the anti-discrimination policy of the European Union. They appear in statements and legally binding acts. Nevertheless, we must be aware, that law and directives are always just a reaction to actual situations. Combating discrimination of older people by referring only to legal prohibitions would be short-sighted and would not address the problem. It has to be tackled at its roots and we must change attitudes towards getting old.

This presentation intends

- to raise awareness of adverse attitudes towards the aging process and institutional practices that reinforce stereotypes about older people
- to discuss discriminatory practices with a special focus on the workforce and
- to show how mediators might consider ageism and age discrimination in mediation.

**14:40 – 15:00 Nutrition Break**

**15:00 – 15:30 Elder Mediation - Quo Vadis? Closing Panel Discussion — Representatives from different countries**

15

**15:30 – 15:40 Wrap-up and Announcements — Judy McCann Beranger (CA)**

**15:40 – 15:50 Leave-Taking and Preview for Summit 2018 — Helen Harnett (IRL)**

**Thanks to Donors:**

**LinZ**  
verändert



**AK**  
Oberösterreich

**LinZ AG**  
[www.linzag.at](http://www.linzag.at) | Immer bestens betreut