



## Volunteer



## Mediators

Mediators are volunteers who have completed the 40-hour training course that meets the standards set by the Michigan Supreme Court for basic community mediation training and have observed 10 hours of mediation. The 40-hour training is offered periodically by the UPCAP Resolution Services Program and the other 20 centers across the State.



The 40 or so volunteer mediators of UPCAP Resolution Services include several persons with specialized training and experience in Adult Guardianship and in elder care issues. These individuals – rather than general intake staff –prepare the parties for mediation via pre-mediation interviews. Interviews may be held via phone calls or via meeting at the elder's home or at a neutral site. Site and times for interviews and mediations are scheduled to be as convenient as possible for the mediation participants.



## About the Organization...

In 1988, the Michigan legislature established the Community Dispute Resolution Program (CDRP) to promote non-court alternatives for resolving disputes. Funding for the program comes from a portion of each filing fee collected in civil cases filed in Michigan courts.

UPCAP Resolution Services is one of 20 programs funded in part by the CDRP. The UPCAP Resolution Services Program is a non-profit organization founded in 1994 to promote resolution alternatives to the court process. The center provides citizens with the opportunity to mediate disagreements, determine their own solutions and resolve differences.

**1-800-780-3456 or  
(906) 789-9580  
or Call 2-1-1**



**Resolution Services Program  
U.P. Area Agency on Aging / UPCAP**

P.O. Box 606  
2501 14th Avenue South  
Escanaba, MI 49829



## UPCAP Resolution



## Eldercare Mediation

**Turning Complex Issues into  
Cooperative Solutions!**

**www.upcap.org  
1-800-780-3456  
906-789-9580  
or Call 2-1-1**

# Putting Mediation to Work for You

## What Is Mediation?

Mediation is a process that enables people to resolve disputes by talking with one another in an informal, safe and confidential setting. Trained, neutral mediators help the parties come to an agreement without judging right or wrong. Only the parties involved decide what is in the agreement, not the mediator.

Each party describes the dispute from his or her own point of view and offers possible solutions. The mediator helps the parties to focus on the real issues causing the problem, then helps them to find a workable solution. When the parties arrive at an agreement, the agreement is put into writing and becomes a binding contract.

Whether or not you reach an agreement in mediation, your legal rights remain intact. While many problems can be resolved in mediation, you can discuss with your attorney or a mediator whether or not the issues in your case can be mediated. Cases involving on-going violence are never mediated.



## Common Disputes Resolved by Eldercare Mediation

Conflicts or difficulties can arise between elder adults and their children or among children caring for elderly parents. Mediation provides a comfortable, safe and neutral setting for discussion. Mediators can guide the discussion to help all the parties plan for how to deal with the many issues that may exist or arise at any time, including:

- Health/medical care decisions
- Financial decisions
- Living arrangements
- Communication issues
- Decision making
- Personal, household care and maintenance
- Safety/risk taking/autonomy
- Family relationships (new or long-standing)
- Lifestyle choices
- Needs of other family members

## It works!

Mediation is a “win-win” rather than a “win-lose” solution. Over 80% mediations end in agreement, even when other attempts to settle have failed.

## It's convenient!

Most mediations are scheduled within two weeks, and most disputes are resolved in one meeting. Sessions can be scheduled weekdays, Saturdays, and evenings.

## It's confidential!

Almost everything disclosed during mediation is confidential and cannot be used in a lawsuit. The matter does not become part of the public record.

## It's affordable!

Court costs and attorney fees can be avoided or reduced. Cost of mediation is based on ability to pay.

## It's cooperative, not adversarial!

Mediation provides a comfortable, safe and respectful setting for discussion.



Visit our website - [www.upcap.org](http://www.upcap.org)