



Elder Mediation World Summit & Symposium

8-10 June 2009

Stillorgan Park Hotel, Dublin

Programme

MONDAY 8th JUNE 2009

Time	Theme/Title	Speaker
1.20 pm	REGISTRATION - TEA & COFFEE	
1.45 pm	Introduction and Welcomes	Maurice O'Connell CEO Alzheimer Society of Ireland, Chair Alzheimer Europe
2pm	Canadian Address	Mr. Patrick Binns Ambassador of Canada to Ireland
2.10pm	An Introduction to Mediation and Issues of Ageing	Judy McCann-Beranger Elder Mediation International Network
2.50pm	Mediation - An Integral Part of Comprehensive Care	Bill Acorn Person with Dementia
3pm	My Experience of Mediation - A Caregiver Shares her Experience	Patricia Mutch Family Carer
3.20pm	Understanding Person Centred Standards - A Primer for Mediators	Christine MacDonnell Commission on Accreditation of Rehabilitation Facilities
4pm	Closing Remarks	Judy McCann-Beranger

TUESDAY 9th JUNE 2009

Time	Theme/Title	Speaker
9am	REGISTRATION - TEA & COFFEE	
9.30am	Opening Remarks	Dr. Patricia Donihee On Behalf of President Linda Bonnell Family Mediation Canada
9.40pm	Issues of Ageing - The European Experience	Jean Georges Alzheimer Europe
10.20am	"Transcend Conflict-Transform Lives" The Success of Mediation in Residential Care Settings	Kate Wilson Director of Nursing, New Brunswick, Canada
11am	TEA & COFFEE	
11.20am	Families Advocating for Mediation	Richard Jamieson and Patricia Mutch Family Carers Judy McCann Beranger Accredited Mediator and Trainer
11.45am	Launch of Alzheimer Society of Ireland and Community Mediation Northside Pilot Project	Maurice O'Connell CEO Alzheimer Society of Ireland Colin Daly Northside Community Law Centre Áine Brady TD Minister of State for Older People and Health Promotion
12.30pm	LUNCH	
1.30pm	Elder Mediation in Practice	Geoffrey Corry Accredited Mediator and Trainer, Ireland
2pm	Understanding the Role of the Mediator, the Counsellor and the Case Manager - can they work together?	Dr. Pat Donihee Family Mediation Canada
2.30pm	What Mediators Need to Know About Dementia	Dr. Mary Cosgrave Consultant in Old Age Psychiatry- Mary Bolger Service Manager, Kildare, Alzheimer Society of Ireland
3.20pm	Exploring the Mechanisms of Keeping Older People at Home	Dr. Judy-Lynn Richards University of Prince Edward Island
3.50pm	Closing Remarks	Judy McCann-Beranger

WEDNESDAY 10th JUNE

Time	Theme/Title	Speaker
8.30am	REGISTRATION - TEA & COFFEE	
9am	Opening Remarks	Karen Erwin President Mediators' Institute of Ireland
9.15am	Ageism - The Myths and Realities of Ageing	Charles Furlotte Research Coordinator University of Ottawa Anne Dempsey Senior Helpline
9.50am	Mediation and Legal Issues Explored	Patricia Rickard-Clarke Law Reform Commission Linda Johnston Mediator and Lawyer Northern Ireland
10.50am	TEA & COFFEE	
11.10am	Elder Mediation in Action - A Caregiver Respite and Relief Project: No one needs to stand alone	Shelley Vaillencourt CEO of the Alzheimer Society of Cornwall, Ontario
11.50pm	Elder Abuse - Building Frameworks to Secure the Future of Older People	Sarah Marsh Dedicated Elder Abuse Officer, HSE Dublin Mid - Leinster
12.20pm	Lunch	
1.20pm	The Role of HIQA and the Social Services Inspectorate in Residential Care	Niall Byrne Deputy Director (Operations) with HIQA Social Services Inspectorate
1.50pm	An Interactive Case Study - A Complex Elder Mediation Case	Kathy Church Established Mediator in Canada
2.15pm	Issues of Ageing Across the World: The panel will discuss issues of ageing and provide an opportunity for delegates to join in discussion on identifying policies and frameworks that address these issues and the role elder mediation can have in this.	PANEL INCLUDES: Linda Ochsenfeld (Chicago, USA) Craig Ward, (United Kingdom) Cyril Malherbe (Switzerland) Rosário Zincke (Portugal)
3.05pm	The Future of Elder Mediation	Judy McCann-Beranger Elder Mediation International Network Karen Erwin Mediators' Institute of Ireland
3.35pm	Certification Programme	
4pm	Closing Remarks	Maurice O'Connell and Judy McCann Beranger

The Aims of this Summit are to:

- Increase awareness of elder mediation and its benefits and to build knowledge through practical case studies
- Facilitate discussion amongst professional mediators, older peoples representative groups and those with an interest in the area around the opportunities and challenges of providing elder mediation, in particular for people with dementia and their families
- Share good practice in elder mediation from various countries across the world
- Offer mediators a set of practical options for facilitating equal opportunities for participation in decision-making, consultation and complaints processes
- Provide an opportunity for networking and questions and answers.

Biography of Speakers

Maurice O’Connell, CEO - Alzheimer Society of Ireland / Chair - Alzheimer Europe

Maurice took up the post of CEO of the Alzheimer Society of Ireland in 1999. As CEO he plays a central role in driving and growing the organisation and representing the Society in a variety of fora nationally and internationally. Prior to taking up the post in the Society he worked in various non-governmental and educational organisations for over 18 years. He is currently Chair of Alzheimer Europe which is an umbrella organisation for 31 associations in 28 European countries.

Judy McCann-Beranger, Chairperson - Elder Mediation International Network

Judy is a comprehensive certified mediator, counsellor, educator, author and Chair of this World Summit and Symposium on Mediation with Issues of Ageing. Judy has been instrumental in bringing the field of elder mediation to the international agenda. Judy is the recipient of several National Leadership Awards and is a past president of both Family Mediation Canada and Family Service Canada. Judy is also a guest lecturer for several Universities and is chair of the Elder Mediation International Network.

Patricia Mutch, Carer

Patricia has been married for 55 years. Her 78 year old husband, Don has been living with a dementia for approximately 10 years. As a caregiver, Pat will share her experience of mediation and the significant turning point it presented for Patricia and her family.

Christine MacDonnell, Managing Director - The Commission on Accreditation of Rehabilitation Facilities (CARF)

Christine began her varied career in the health care industry as an occupational therapist after graduating from the University of Southern California. Coming to CARF in 1991, Christine served as the Managing Director of Medical Rehabilitation and Ageing Services. She represents CARF at international, national, regional and local meetings to promote and interpret standards and the use of accreditation as a quality business strategy throughout the continuum of care.

Jean Georges, Executive Director - Alzheimer Europe

Before Jean joined Alzheimer Europe in 1996, he worked as a journalist and as a parliamentary assistant to members of the Luxembourg and European Parliament. His main duties in Alzheimer Europe include support to the Board, liaison with the member organisations and other European umbrella organisations and overall project management of the various projects of the organisation. In 2006, he was appointed as one of the two patient representatives on the Management Board of the European Medicines Agency and he is also a member of the Executive Committee of the European Patients' Forum.

Kate Wilson, Director of Nursing, New Brunswick, Canada

Kate is a Director of Nursing in Grand Manan Nursing Home which is in a rural area in New Brunswick Canada. Kate has an M.A. in Conflict Analysis and Management. She has over 30 years of nursing experience and has had to manage difficult situations within her residential care settings. She has a proven track record of implementing mediation processes in residential care settings to the benefit of both her staff and the residents.

Richard Jamieson, Carer

Richard and his wife have 3 children. Richard’s father was 55 when he was diagnosed with Alzheimer’s disease. Richard will speak about his families experience with elder mediation and how it helped them to make decisions. Richard works as a consultant and uses his business development skills to help launch and manage new businesses and projects.

Colin Daly, Managing Solicitor - Northside Community Law Centre (NCLC)

NCLC is a community-based legal centre that provides legal services to disadvantaged communities in the north east area of Dublin. NCLC provides legal services to those who otherwise could not afford to access them and also acts as a strategic resource within the community. In 2004 NCLC established a community mediation service “Mediation Northside” as a response to a local need for an alternative and appropriate dispute resolution service.

Geoffrey Corry, Accredited Mediator and Trainer - Mediators Institute of Ireland

Geoffrey has worked as an independent specialist in conflict resolution, mediation and peace-building for the last 20 years including the Family Mediation Service in Dublin and Board Member of the Family Support Agency. He served as Chairperson of the Mediators Institute Ireland (1998-2002) at a time

when the Institute expanded beyond family mediation into workplace and commercial mediation. He has been an accredited MII Practitioner Member since 1996.

Dr. Pat Donihee, Executive Member - Family Mediation Canada

Dr. Donihee has over 35 years of experience as a counsellor, mediator and custody evaluator. She founded her own consulting company 20 years ago following a career in the public sector. An author and speaker, Dr. Donihee has served in the non-profit sector on a multitude of local, provincial and national boards. Dr. Donihee is an executive member of Family Mediation Canada, a board member of Elder Mediation Canada and the Elder Mediation Certification Project.

Dr. Mary Cosgrave, Consultant in Old Age Psychiatry - Dublin, Ireland

Dr Mary Cosgrave is a Consultant Psychiatrist in the Psychiatry of Old Age. Since 2002 she has worked with the Health Service Executive and Beaumont Hospital in Dublin. Dr Cosgrave's special interests include Dementia in Persons with Down's Syndrome and she was awarded her MD on this topic in 2000. She is also interested in Psychotherapy in Elderly Persons and as part of an MSc in Psychoanalytic Psychotherapy, which was also awarded in 2000; she completed a thesis on the topic of The Dementia Process from a Psychoanalytic Perspective.

Mary Bolger, Service Manager, Kildare - Alzheimer Society of Ireland

Mary studied nursing at Sussex University and worked for 8 years in a Local Hospital on a Medical Ward. She then went to work as deputy manager in a unit for people with dementia with challenging behaviour. The opportunity then arose to return to Ireland and work with ASI in the role of Service Manager for the Kildare and Wicklow region where she manages home care, day care, social club and support group services.

Dr. Judy-Lynn Richards, Gerontologist - University of Prince Edward Island

Judy is a gerontologist, social demographer and associate professor at the University of Prince Edward Island. She teaches social gerontology, social demography, research and statistics. Judy's presentation provides an overview of research on the positive mechanisms that help older people to stay at home through to later life.

Karen Erwin, President - Mediators' Institute of Ireland

Karen is a professional mediator and facilitator specialising in conflict resolution. She also has an expertise in facilitating partnership, board and group disputes as well as in more personal disputes such as inheritance and separation of assets. Karen's commitment to mediation led her to establish her own firm, Erwin Mediation Services, and to become a professional mediator and facilitator. She is currently the President of The Mediators' Institute of Ireland and is also a council member of the Irish Commercial Mediation Association.

Anne Dempsey, Communications and Public Relations Officer - Senior Helpline

Anne's background and experience is as a writer, journalist, trainer and counsellor. Anne is currently employed as the Communications and Public Relations Officer for the Senior Help Line. The Senior Help Line provides opportunities for older people to talk to one of the older volunteers in the strictest confidence. Anne is also on the steering committee of Older & Bolder, an alliance of eight non-governmental organisations from the ageing sector in Ireland committed to a joint campaign for the implementation of the government's promise to develop a National Positive Ageing Strategy for Ireland.

Charles Furlotte, Research Coordinator of the HIV / HCV Prevention Research Team - University of Ottawa

Charles conducts research in the areas of aging, HIV and health and social services. He presented on ageism and social justice in elder mediation at the first World Summit in Ottawa, where he resides. He is currently Research Coordinator and Team Manager of the HIV/HCV Prevention Research Team at University of Ottawa's Faculty of Medicine.

Patricia Rickard-Clarke, Full-time Commissioner - Law Reform Commission

Patricia was appointed the full-time Commissioner of the Law Reform Commission in 2001. She has played a lead role in the recent publication of Commission's consultation paper on Alternative Dispute Resolution and is a graduate of University College Dublin. Patricia was admitted as a solicitor in 1982. She became a partner in McCann FitzGerald specializing in Taxation and Trusts where she remained until 2002. Patricia is a member of STEP (Society of Trust and Estate Practitioners) and a consultant to the Law Society's Taxation Committee.

Linda Johnston, Lawyer and Accredited Mediator, Northern Ireland

Linda has been a practising lawyer in the private sector in Northern Ireland for 25 years. Her practice is predominately property and asset related, and increasingly Linda has focused on property issues affecting incapacitated adults, as well as those organizing their affairs in anticipation of incapacity. Linda is an accredited mediator with the Centre for Effective Dispute Resolution and sits on an advisory committee for Help the Aged.

Sarah Marsh, Dedicated Officer for Elder Abuse - HSE Dublin Mid - Leinster

Sarah qualified as a Social Worker in 2001 from Trinity College Dublin. Sarah then worked with the ASI where she set up the dementia case manager pilot programme. Sarah took up a post with the Dementia Services Information and Development Centre as Assistant Education Officer in 2003. Following that she worked as the Senior Social Worker in Brú Chaoimhin Nursing Home (HSE) where she established the first advocacy committee that included residents with dementia. Since 2007 Sarah has been employed as the Dedicated Officer for Elder Abuse in Dublin Mid-Leinster (HSE). Sarah is also currently the chair of Age Action Ireland.

Niall Byrne, Deputy Director of the Social Services Inspectorate - HIQA

Niall has particular responsibility for operational matters relating to the registration and inspection of residential services. Prior to joining the Authority, Niall worked for 10 years in the voluntary sector as Head of Service Quality with a major provider of supported accommodation services to people with physical disabilities. Prior to that he held a number of management and policy positions in central government. He holds degrees and postgraduate qualifications in public management, organisation studies, human development and quality in healthcare.

Shelley Vaillancourt, Executive Director - Alzheimer Society of Cornwall, Ontario, Canada

The objective of this workshop is to help to identify the components of a respite programme that provides support to caregivers in a concrete way. The project outlined by Shelley used elder mediation to build a relief plan and activate a support system for caregivers. Shelley has worked in the Health Care sector for more than 20 years and has served on numerous task forces and national committees. Shelley is a true pioneer in bringing creative options to provide optimal care.

Kathy Church, LL.B. Acc.F.M., An Established Mediator, Canada

Kathy is an established mediator in Peterborough, Canada. She has a depth of experience in working with multi-faceted dynamics. She is a lawyer who restricts her practice to mediation, training and consulting.

Linda Ochsenfeld, J.D., Attorney and Certified Mediator, Chicago, USA

Linda concentrates her mediation practice in the areas of elder care and workplace disputes. Linda has mediated numerous Medicare beneficiary claims and elder care disputes and represented parties in mediations before the U.S. Equal Employment Opportunity Commission. She has also served as coordinator for a Chicago programme that provided legal services for hospice patients and homebound senior clients where she now continues to serve as a volunteer.

Craig Ward, Solicitor, Mediator and Author, United Kingdom

Craig is the author of *Lasting Powers of Attorney: A Practical Guide* (2008). Craig has mediation experience in the areas of General Civil Litigation, Vulnerable Adults and Contentious Probate. He has a psychology degree and is a qualified solicitor. He worked for the Alzheimer's Society as their Information Officer providing information on dementia and the law.

Cyril Malherbe, (Switzerland)

Cyril is a legal advisor for queries regarding social security. Cyril has recently graduated from the Pro Mediation School in Geneva and is specializing in dispute resolution on health and social issues. His diploma thesis was devoted to elder mediation across Switzerland.

Rosário Zincke, (Portugal)

Rosário has been chairing the Board of the Portuguese Alzheimer's Association since 2000 and was elected to the Board of Alzheimer Europe in 2008. Professionally, she is a lawyer, especially interested in legal rights, incapacity, guardianship and many other legal issues related to people with dementia.