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ASSOCIATION DES HOMES ET INSTITUTIONS SOCIALES SUISSES
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Elder Mediation in Retirement and Nursing Homes (RNH)

Dominik Lehmann
Director of Communication CURAVIVA Switzerland
Mediator FH

Presentation overview

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2. Benefits of Elder Mediation in RNH
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RNH = Retirement and nursing homes

1. CURAVIVA Switzerland

- CURAVIVA Switzerland is the national umbrella organisation for 2,350 homes and social institutions (with approx. 130,000 employees and over 100,000 residents)

Homes & institutions	Number
Retirement and nursing homes	1,578
Total in-patient and day-patient places	82,122
Disabled adults	446
Total in-patient and day-patient places	13,504
Children and youth	332
Total in-patient and day-patient places	9,810

Updated: March 2011

- Representation of interests:
CURAVIVA Switzerland represents societal, health, educational, social and economic-political concerns and positions of homes and social institutions in the areas of:
 - Elderly people
 - Adults with disabilities
 - Children and young people with special needs
- Practical support:
CURAVIVA Switzerland offers its members various services (BESA, Human Resources, online shop, publishing, advisory network, purchasing pool, etc.) as well as a wide range of further training opportunities.



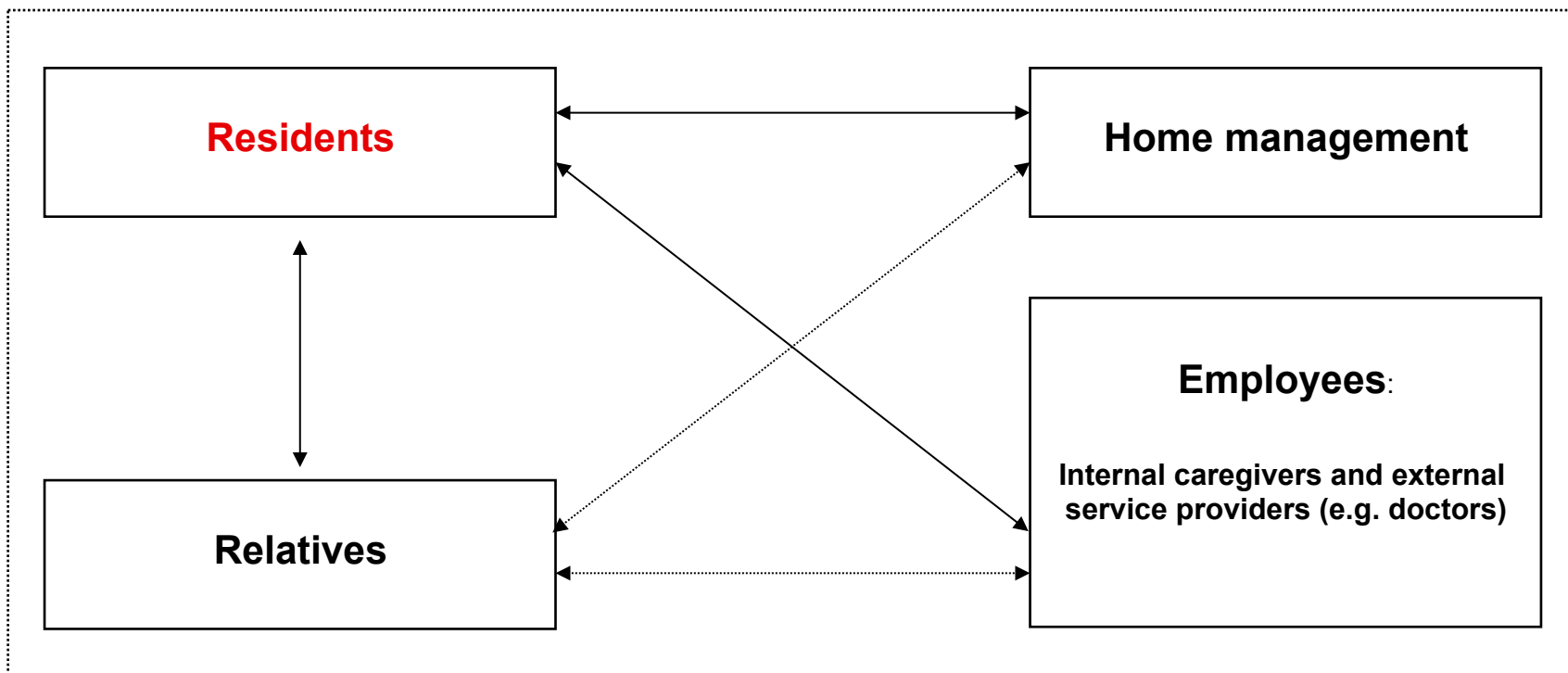
Objective of CURAVIVA Switzerland: To improve the quality of life and work in homes and social institutions

2. Benefits of Elder Mediation in RNH

Improvement of living and working conditions:

- Promotion of dignified treatment for the elderly (prevention, crisis intervention, listening to concerns, combating all forms of violence)
- Balance of power and rights (e.g. between residents and management)
- Empowerment: self-directed conflict resolution
- Transformation of conflict and communication culture
- Balance between professional support and personal care
- Increase in social peace
- Increased motivation among employees
- Greater sense of well-being among residents
- Better cooperation: teamwork

3. Primary conflict parties in RNH



4. Primary conflict areas in RNH

- Care and nursing
 - General quality
 - Meals
 - Waiting times
 - Social interaction
 - Administration of medications
 - Physical care
- Financial aspects
 - Invoicing
 - Placement in care system
 - Contractual matters
 - Being moved to another room or apartment
 - Performance problems among insurers (EL, IV, pension fund, life insurance)
- Mobility and/or freedom restrictions

5. Specifics of Elder Mediation in RNH

- Power imbalances between the affected, care-dependent person and the institution or home: During mediation in homes, a private person often has to stand up to an entire institution.
- During mediation in a retirement or nursing home, the affected elderly person (resident of the home) is often unable to be present due to illness. Therefore, the elderly person is often represented by a relative.
- Short mediation sessions are usually advisable - especially when the resident is present at the mediation meeting.
- The interests of the representatives (relatives) and the person being represented (resident) may differ. If possible, always confirm details with the elderly person as well.

6. Criteria for Elder Mediation in RNH

- Basis: - Recognised mediation training
 - Broad experience in mediation
 - Professional guidelines for Elder Mediation (spec. regarding RNH)
- Background knowledge of legal aspects (contractual matters)
- Knowledge of Family Mediation (familial matters)
- Knowledge of functions within a retirement and/or nursing home (processes, departments, environment, etc.)
- Knowledge of the central issues facing people in retirement or nursing homes (what do people living in retirement and nursing homes need and worry about?)
- Fundamental knowledge of care and nursing
- Knowledge of the charter for the dignified treatment of elderly people

7. Implementation of Elder Mediation in RNH

- Making Elder Mediation known in homes:
Publication of a brochure about Elder Mediation in retirement and nursing homes (to be sent to all retirement and nursing homes)
- Advertising mediators who offer home-specific EM:
Publication of a list with people/agencies offering professional and experience-based Elder Mediation in retirement and nursing homes (Elder Mediation Pool)
- Promotion of the coordinated and professional practice of EM in homes:
Creation of home-specific EM criteria

Thank you very much for your attention!