



Introducing Mediation as a New Service of Pro Senectute Region Bern

A Pilot Project in Cooperation with [:innovage.ch](http://www.innovage.ch)
www.pro-senectute-regionbern.ch
www.innovage.ch

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: innovage

:innovage unites retired persons experienced in management, administration or counseling willing to engage themselves as volunteers in projects of public utility.

Seven regional networks cooperate and thus ensure a country-wide exchange.

Pro Senectute

is the **biggest non-governmental organization** in Switzerland serving the older generation.

It pursues **“the well-being, dignity and the rights of the older person.”**



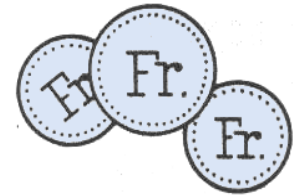
How does Pro Senectute Help?



Developing
skills



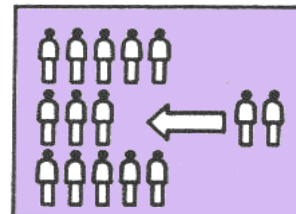
Promoting
self-help



Ensuring financial
security



Lobbying



Improving social
standing



Maintaining
independence

Pro Senectute, Social: Counseling Topics

- Financial and legal issues
- Questions regarding social security
- Nursing and general care-taking by relatives
- Death of close persons
- Curtailed mobility
- Decreased social contacts
- Illness and need for care
- Needing help
- Crisis regarding life's purpose
- Living arrangements in old age
 - > If appropriate referral to other services, cooperation and networking

Project Goals:

- Making Elder Mediation known and testing its value for age-related issues;
- Assessing the need for this service in view of its possible future implementation;
- Gaining practical experience in the field of Elder Mediation;
- Offering mediation for free to persons who could otherwise not afford it.



Triage by Phone

Offering the possibility to PS social workers to discuss cases with a mediator in which they consider **Mediation as an option.**

Options

- **Coaching** the socialworker regarding a mediative approach in the presented case;
- **Joint session** client/
socialworker/mediator

Decision to

- continue counseling with the social worker
- attempt a joint mediation (mediator/ social worker) with clearly defined roles
- do a mediation with an [:innovage](#) mediator
- refer the clients to a mediator in private practice (for a fee)

Evaluation

- Formal results:
 - Telephone conferences: 3
 - Mediation with agreement: 1
- Informal results:
 - Growing awareness of Elder Mediation and its potential within the team and its network (non quantifiable)

A brief case history:

The past is never dead. It's not even
past. (W. Faulkner)
A divorce mediation 25 years
after the fact

Mediation and Social Work

What they have in common:

- Assisting clients to find solutions tailored to their specific needs, within the system
- Developing options, comparing possibilities in order to gain clarity for the decision-making process

Mediation and Social Work

How they differ:

- Social workers often guide the conversation and make proposals for a solution
- Counseling sessions in social work are generally shorter
- Results are rarely written down for the clients



Pro Senectute

Good-bye and thank you
for your attention