

MEDIATION

Mediation Program Framework

Dispute in a Long-Term Care Facility:

- 1) Care
- 2) Resident-to-Resident
- 3) Family Matters

Dispute referred by:
Facility Staff, Ombudsman, Family,
Resident, Regulatory, Other

Inappropriate Referral:
Staff issues, outside of the service area
abuse, end of life issues, issues under
arbitration

If resident is unable to participate
or needs assistance:
a party surrogate is named

Mediation does not occur

Reasons mediation does not occur:
- Not all parties agree to participate
- Dispute resolved without mediation

Mediation Occurs

All parties agree to mediation

If resident is a disputant:
Capacity and special needs are accessed
and accommodations made

Agreement is reached
and dispute is resolved

Partial Agreement
is reached

No Agreement
is reached

Follow-up occurs 3 and 6 month
after the mediation