

# **ENGAGING IN DIFFICULT CONVERSATIONS**

**Preventing and Resolving Family Conflict When Caring  
for a Family Member with Dementia**

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# **The Mediation Center of the Pacific, Inc. (MCP)**

**Is a 501(c)(3) not-for-profit corporation**

**Has served Hawaii's communities since 1979**

**Was the first mediation organization in the State**

**Serves over 7,000 people annually**

**Provides mediation and other dispute resolution  
services to address a broad array of issues**

# **Caring for a family member with dementia is stressful**

**Stress can lead to conflict**






**Studies show that family conflict is generally  
a component of the caregiving experience.**

Conflicts result in poorer physical and mental health of the caregiver, reduced quality of care for the elder, and irreparably broken family relationships



**The Failure to Talk and Discuss Concerns, Needs, Frustrations, and Values, is a Recipe for Conflict**





**Mediation and Family Conferencing  
Provide Family Members and  
Persons With Dementia, With the  
Opportunity to Safely Engage in  
Constructive Conversations and  
Problem Solving, to Support the  
Person With Dementia and  
Their Caregivers**

**Balance  
Independence  
With Safety**







## Guiding Values

Respect  
Self-Determination  
Empowerment  
Informed Consent  
Confidential  
Impartial

# MEDIATION

Is private

Involves the Family  
Members who are  
in Conflict

Focuses on key issues

Enables the  
participants listen to  
and understand each  
others' perspectives

Assists with the  
negotiation of  
agreements that  
meet everyone's  
needs

# HOW MEDIATION WORKS

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OPENING

GATHERING INFORMATION

NEGOTIATING

WRITING THE AGREEMENT

CLOSING





## The Mediator

Is impartial

Listens

Asks questions

Identifies needs

Assists with  
negotiating creative  
solutions that work  
for all

Memorializes  
agreements

# Issues Addressed in Mediation

## **Adult siblings in disagreement regarding:**

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- ❖ The level of care needed or being provided for the person with dementia
- ❖ Where the person with dementia should live
- ❖ How outside family members can visit and interact with the person with dementia during the pandemic
- ❖ What activities are “safe” for a person with dementia during the pandemic

## **Parents, one with dementia, in disagreement with their adult children regarding:**

- ❖ Whether the parents should move out of the family home
- ❖ Whether an adult child should move in with their parents
- ❖ What activities are “safe” for the parents during the pandemic
- ❖ Whether someone else should be managing the financial responsibilities

# Who Participates in the Mediation

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**The People Directly  
Involved in the Dispute**



- **Parents**
- **Adult Children**
- **The Person With Dementia**
- **Caregivers**
- **Guardians**
- **Attorneys**





## **When Mediation is Appropriate**

No elder abuse

The participants want to work out the issues

The participants are willing to look to the future

The participants gather the information and resources required to make informed decisions

## To Schedule a Mediation

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- Call 521-6767 between 8:30 a.m. and 4:30 p.m.
- The Client Services Specialist will contact the other participants
- Provide the Client Services Specialist with the names and contact information of the people who need to participate
- The Client Services Specialist will schedule the mediation at a day/time that works for all participants
- Everyone will be required to sign a confidentiality agreement in advance

**Mediations are Conducted at**

**Hale O Pono  
1301 Young Street**

Videoconference, telephone, and  
off-site sessions are also  
available



# For Mediations on the Neighbor Islands

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**Kauai Economic Opportunity Mediation Center      808-245-4077**

<http://www.kauainetwork.org/kauai-economic-opportunity-incorporated-keo/>

**Ku`ikahi Mediation Center**

**808-935-7844**

[www.hawaiimediation.org](http://www.hawaiimediation.org)

**Maui Mediation Services**

**808-244-5744**

[www.mauimediation.org](http://www.mauimediation.org)

**West Hawaii Mediation Center**

**808-885-55525**

[www.whmediation.org](http://www.whmediation.org)



# Family Conferencing

Creating plans that supports the needs and values of a family member with dementia



## **A Family Conference**

- Brings everyone involved in the care and support of the person with dementia together
- Focuses on the values and needs of the person with dementia
- Provides everyone involved with the person who has dementia, with the opportunity to provide input
- Facilitates the creation of a plan with action steps, to support the needs and values of the person with dementia



# Pre-Planning is Key

## Identify

**The purpose of meeting**

## Prioritize

**The key issues**

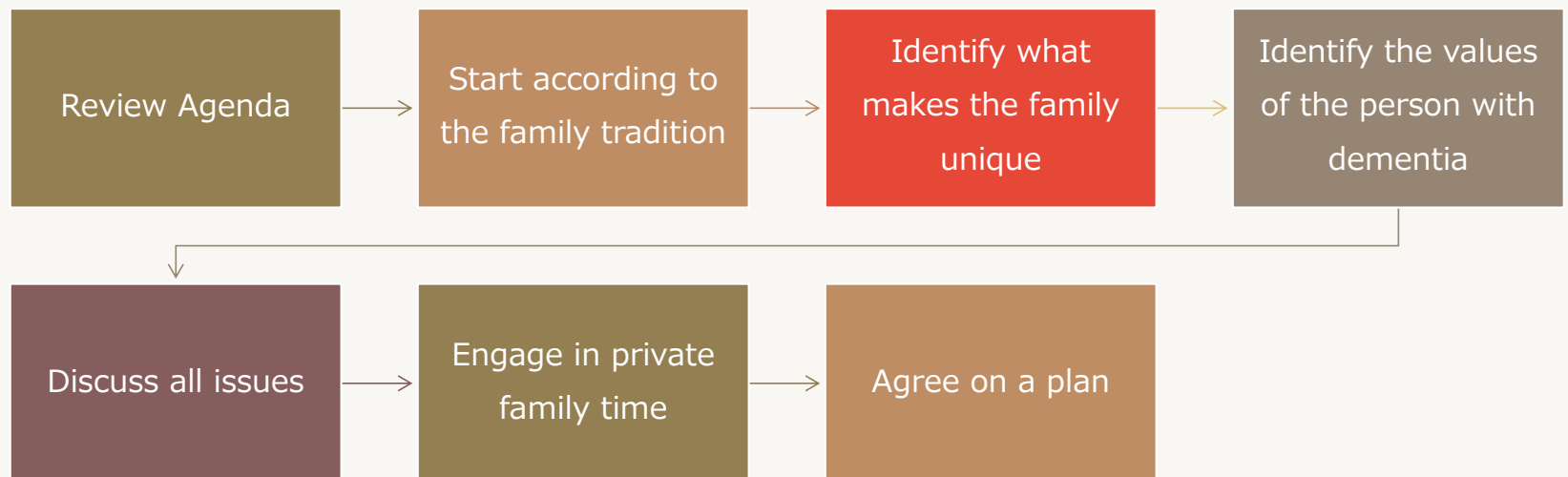
- What phase is the person with dementia at?
- Are there legal issues involved?
- What resources have they accessed?
- What resources do they need to access first?

## Learn about

**The family culture**



## During the Meeting



# **Issues to Address**

**Medication Management**

**Assistance with daily skills (dressing,  
bathing, eating)**

**Living arrangements**

**Food preparation**

**Cleaning**

**Socializing**

**Safety During the Pandemic**

# **Additional Issues**

- **Financial decisions**
- **Healthcare decisions**
- **End of life preferences**
- **Funeral arrangements**

# When to Participate in Family Conference

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The person with dementia wants their children and other family members to understand and respect their values and choices

The person with dementia needs more assistance

The level of care required for the person with dementia is changing

The primary caregiver needs help


**The children of the person with dementia are concerned about the safety and care of the person with dementia**

**The family members of the person with dementia want to strengthen communication about the care and support of the person with dementia**

**Family members who reside off-island want to provide support to the person with dementia and/or the caregiver and don't know how**

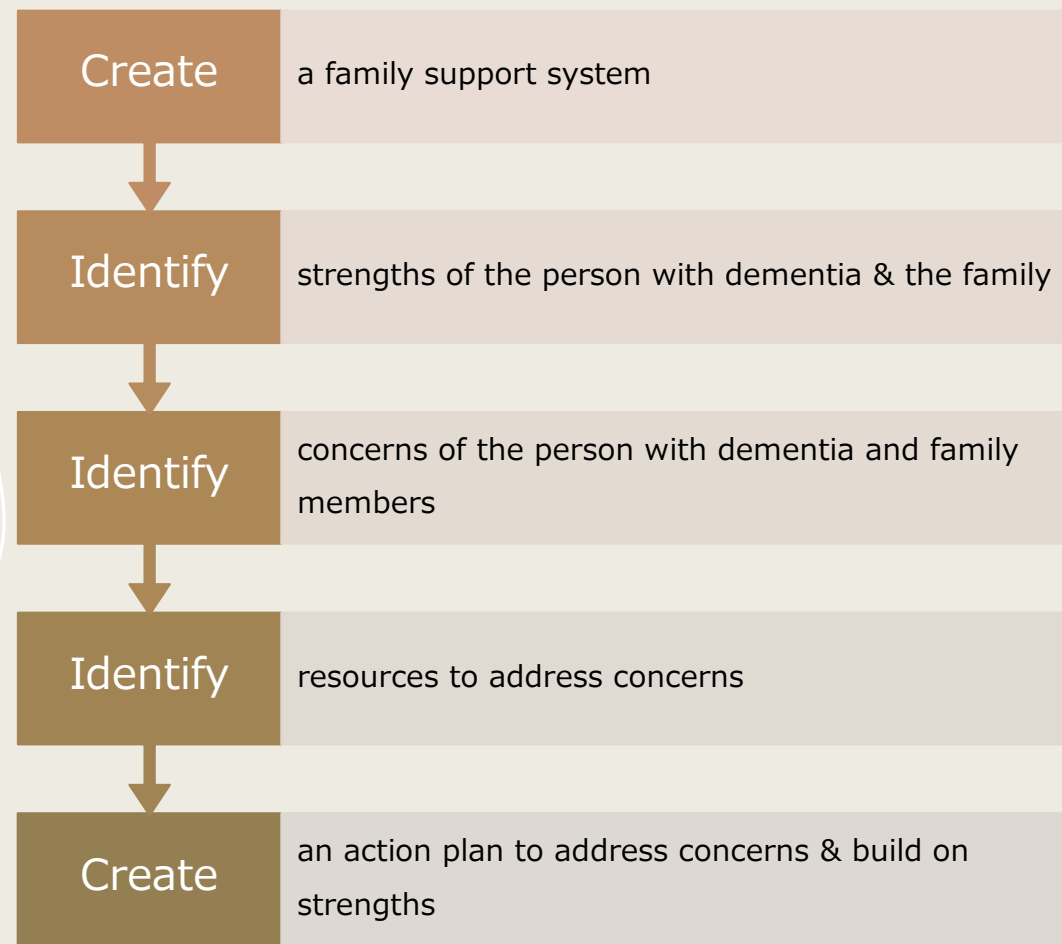
**Family members disagree with the current care and needs of the person with dementia**





**Family Plans Should be  
Updated as the Stages  
of Dementia Change**

# Early Stages of Dementia



# Middle Stages of Dementia

Review

strengths of person with dementia and family



Identify

current roles of family members in supporting and/or caring for the person with dementia's needs



Identify

additional resources needed (In-home care/Assisted living)



Review

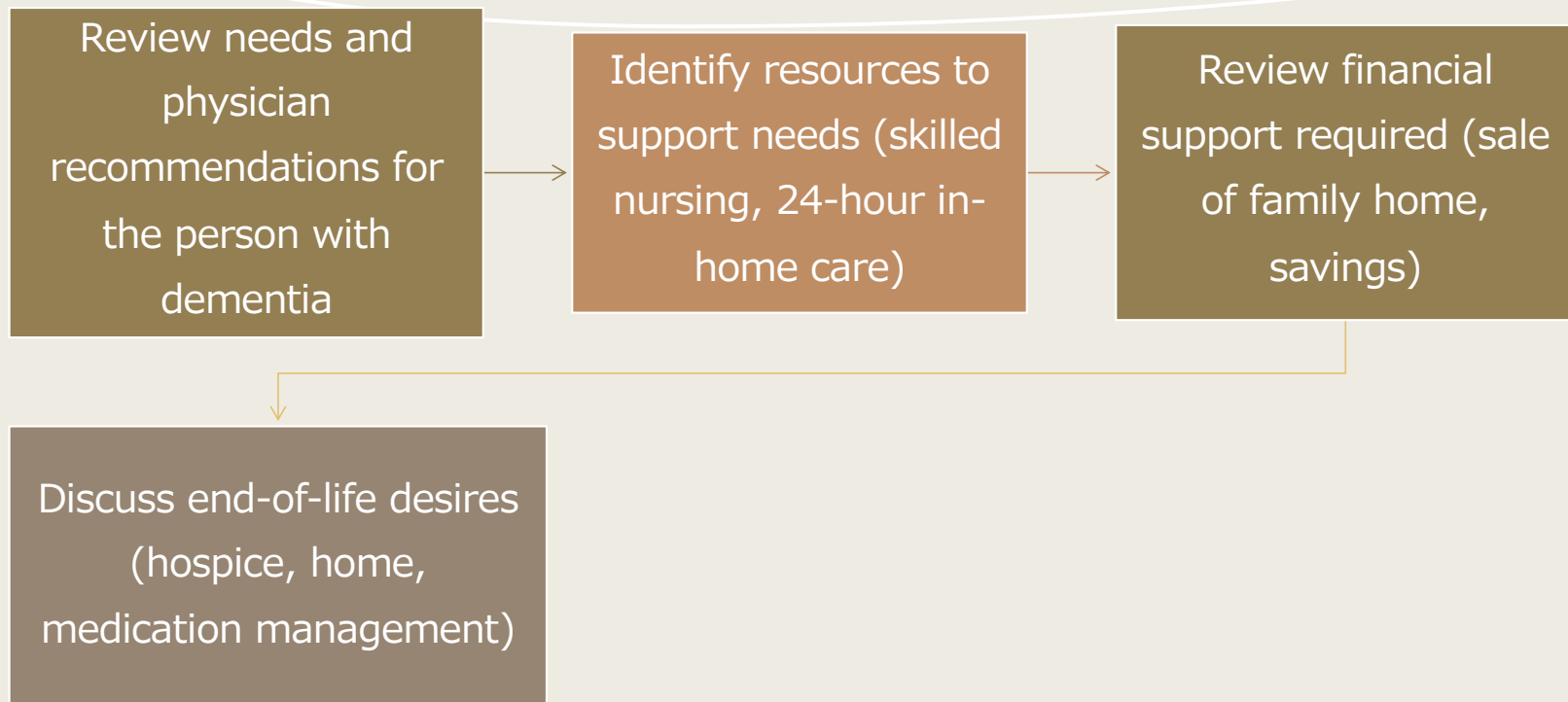
power of attorney for health and financial decisions



Identify

additional resources (financial planner, geriatric physician, assistive technology)

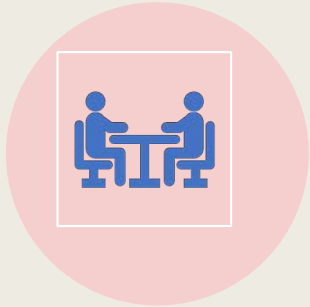
# Late Stage of Dementia



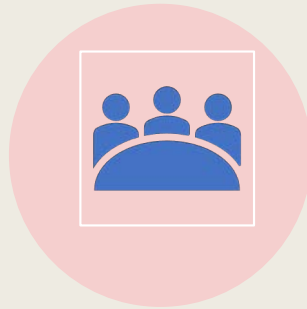
# How to Schedule a Family Conference

CONTACT MCP BETWEEN 8:30 A.M. AND  
4:30 P.M. AT 521-6767

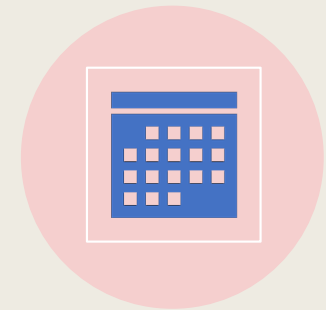
PROVIDE THE CLIENT SERVICES  
SPECIALIST WITH THE NAMES AND  
CONTACT INFORMATION FOR EVERYONE  
WHO SHOULD BE INVOLVED WITH THE  
CONFERENCE



THE CLIENT SERVICES SPECIALIST WILL  
CONTACT EVERYONE WHO SHOULD  
PARTICIPATE TO DETERMINE THEIR  
CONCERNS AND ISSUES, AND WHETHER  
ANYONE ELSE SHOULD PARTICIPATE



THE CLIENT SERVICES  
SPECIALIST WILL CREATE AN  
AGENDA FOR THE CONFERENCE



THE CLIENT SERVICES  
SPECIALIST WILL SCHEDULE  
THE CONFERENCE ON A DAY  
AND TIME THAT WORKS FOR  
EVERYONE

# The Poll

People with dementia should not participate in decision-making processes such as mediation or family conferencing **FALSE**

In mediation, the mediator decides who is right and who is wrong to end the dispute **FALSE**

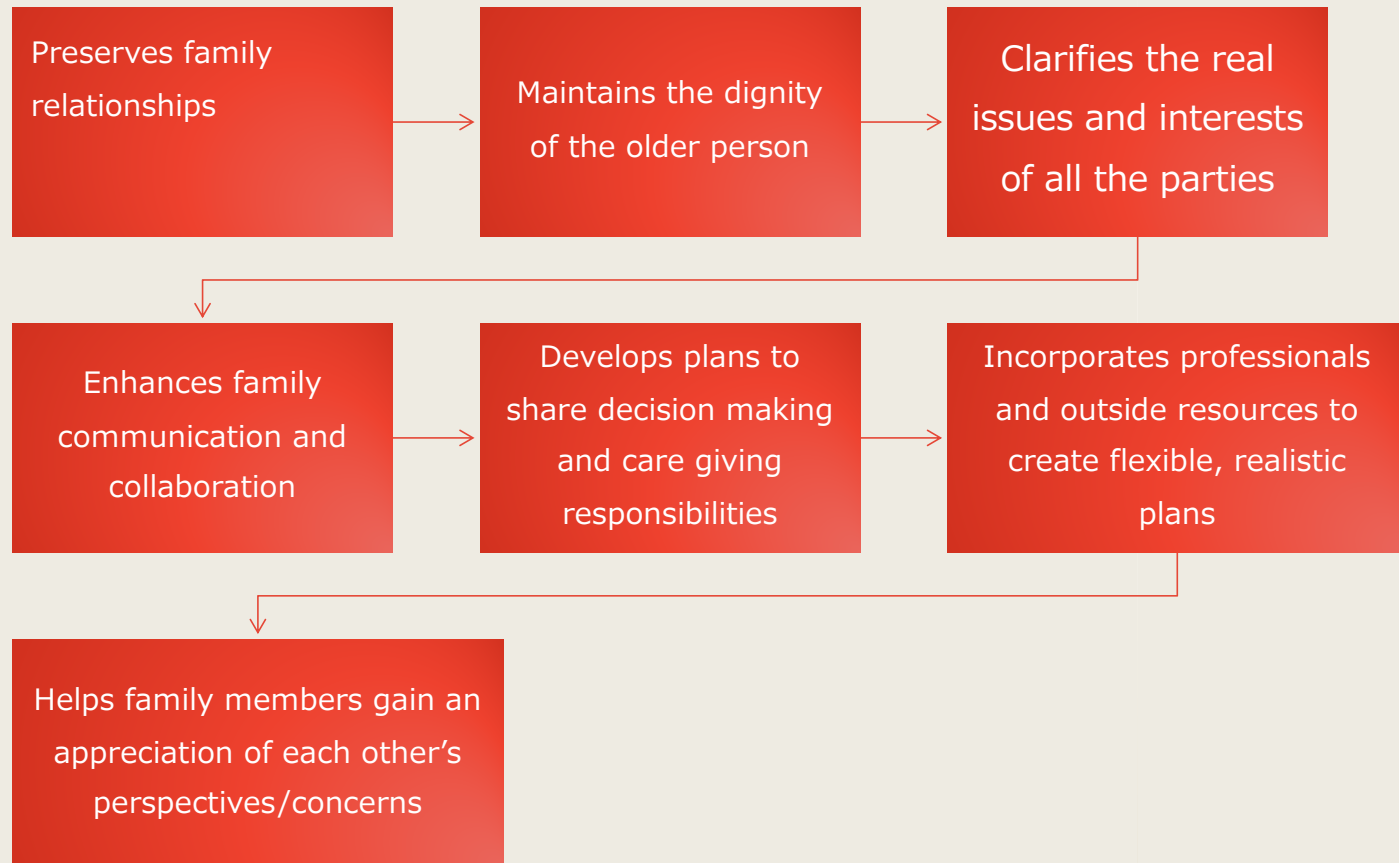
Mediation is only used once a lawsuit is filed **FALSE**

The family conferencing process is designed to help families talk and agree on plans to support the needs of family members with dementia **TRUE**

Through family conferencing, families can agree on who will make healthcare and financial decisions for a family member with dementia **FALSE**



# Mediation & Family Conferencing



The word "Mahalo" is centered in a bold, black, sans-serif font. It is set against a light beige background that features a large, faint, circular graphic element. This graphic consists of several concentric, slightly offset lines that create a sense of depth and movement, resembling a stylized lens or a large, shallow bowl. The overall aesthetic is clean and modern.

**Mahalo**