



Truce! Using Elder Mediation to Resolve Conflict among Families, Seniors, and Organizations

Patricia Bertschler, Laurette Cocklin

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TRUCE! Using Elder Mediation to Resolve Conflict among Families, Seniors, and Organizations is a handbook that distinguishes between counseling and mediation, lists situations in which mediation is recommended, and offers many case studies from the authors' own mediation practices as well as from other contributing mediators/professionals in the healthcare field. They also list steps of a mediation to show how simply the process works. Worksheets for caregivers, financial checklists, communication tips, and dozens of referral sources are listed to round out this practice handbook.

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