



Joy Hernandez
Certified Mediator
ODR Contracted
Mediator
Certified PC/DM
JH ADR Services

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JH ADR Services is dedicated to providing collaborative and effective online mediation & facilitation services for individuals and organizations seeking genuine solutions, not just a quick fix. Providing private client-focused mediation services for:

- Domestic relations (divorce, co-parenting, etc.)
- Landlord-tenant/Eviction
- Business disputes
- Community/neighbor
- Small claims
- Elder and probate
- Employment
- Homeowner's Associations
- Personal injury

In addition, JH ADR Services also provides services for Parenting Coordination/Decision-Making and Conflict Coaching.

Joy Hernandez (Owner/Principal Mediator) is passionate about helping those in conflict find the right solution for their specific situation so they can move forward with their lives.

Professional Background

Joy Hernandez, Mediator & Owner of JH ADR Services, has over 20+ years of experience working in numerous professional roles collaborating with global, national, and regional organizations. She has provided such services as cost/value analysis, negotiation oversight, and contract drafting and implementation for commercial, occupational, and other enterprise-related transactions. Joy has also worked closely with the various organizations in assisting them with the facilitation and management of numerous long-term professional collaborations, many having been established solely from her efforts.

Joy is an ardent conflict resolution professional who truly believes there is always a solution to every problem. Her primary goal is helping her clients find the right solution so they can overcome the issue and move forward with their lives in the best way possible.

ADR Experience

Joy has been a certified mediator since 2009 in the State of California. Joy received her BA in Communication in 2006. Between 2009 and 2019, Joy worked with various Dispute Resolution Centers (DRC) around Southern California as well as other non-profits to provide mediation services for those in conflict.

She renewed her mediation certification in 2019 and continued to expand her breadth of knowledge by attaining her master's degree in Dispute Resolution in 2020 and then launching JH ADR Services shortly thereafter. She has continued to expand her ADR knowledge and skill base through continuing education classes, training programs, and certifications. Topics include interpersonal and co-parenting communication, domestic violence, emotional intelligence, as well as certifications in Divorce Mediation, Online Mediation, and Parenting Coordination/Decision-Making.

Some of the many trainings and certifications include:

- Certified Mediator (2009 And 2020)
- Certified Divorce & Family Mediator (2021)
- Certified Workplace Mediator (2022)
- Certified Parenting Coordinator & Decision-Maker (2023)
- Mental Health & Mediation Certification (2022)
- Domestic Violence Training (2024)

With a desire to utilize her skills in a meaningful way, Joy launched JH ADR Services in 2020, with the goal of providing support and assistance during those times it's needed most. Since its inception, JH ADR Services has helped hundreds of individuals and/or organizations find solutions and create paths to move forward.

Joy is associated with and/or member of numerous organizations including:

- Association of Family and Conciliation Courts (AFCC)
- Academy of Professional Family Mediators (APFM)
- Mediation Association of Colorado (MAC)

- Colorado Bar Association (CBA) FLS
- Southern California Mediation Association (SCMA)
- Better Business Bureau, Western Region, Volunteer Mediator
- Colorado Office of Dispute Resolution, Contracted Mediator

Approach

Joy truly respects the mediation process and the opportunity it provides the parties in having total control over their outcomes. The best person to decide the issues in life that matter, is the person who has to live with the decision each and every day – that's YOU. No one should have to be told by attorneys and judges what they have to live with and how their life should look. Mediation provides everyone with the greatest opportunity and ability to create enduring outcomes that really make sense for them.

Joy's approach to dispute resolution is client focused. The key to her approach comes from understanding that everyone is different, and everyone needs something different from the mediation process. She strives to assist the parties to be at their best so that they can effectively determine what their best outcome looks like. She encourages collaboration, focused communication and creative problem-solving so that the parties can find solutions that work for them.