



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.

Joy Hernandez, owner/mediator, has a passion to help those in conflict to assess and identify options which will allow them to resolve their own disputes so they can move forward with their lives.

JH ADR Services provides private mediation services for divorce/family issues, co-parenting, landlord-tenant, small business disputes, community/neighbor, elder and probate, employment, HOA, and personal injury. We are also contracted with the State of Colorado, Office of Dispute Resolution as a certified mediation provider.

In addition, JH ADR Services is also now providing support for Parenting Coordination/Decision Making along with conflict coaching.

Professional Background

Joy Hernandez, Mediator and Founder of JH ADR Services, has over 20 years of experience working in 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 assisted the organizations in the facilitation and management of numerous long-term professional associations, many having been established solely from her efforts.

Joy is a passionate conflict resolution professional who believes there is always a solution for every problem. With the goal of helping her clients find the right

solution in order to allow them to overcome the conflict and move forward in the best way possible.

ADR Experience

Joy has been a certified mediator since 2009 in the State of California. 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 this certification in 2019 and has continued to expand her breadth of knowledge through various training programs and certifications. Some of the topics have included communication, domestic violence, emotional intelligence, certifications in Divorce Mediation, and Parenting Coordination/Decision-Making. Joy holds a BA in Communication and a MA in Dispute Resolution.

Trainings and certifications include (not an exhaustive list):

- Certified Mediator, 40hr training
- Certified Divorce and Family Mediator, 36hr training
- Parental Coordinator/Decision Maker, Colorado, 15hr training
- Elder and probate
- Ethics, diversity, and bias awareness
- Domestic Violence training

With a desire to be able to help more, JH ADR Services was launched 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 opportunities moving forward.

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

those 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.

Joy's approach to dispute resolution is client focused. Each person needs something different, by making sure to provide the needed support and assistance for each client as they need it, is key to her approach. 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.