

Checklist for Introductory Calls to Parties from NVMS mediator Lucy Roberts

1. Introduce yourself (and co-mediator, if any) as mediators on behalf of NVMS who have been assigned to mediate their case online.
 - a. I (we) note that your court date is _____.
 - b. Ask the plaintiff to upload the Warrant in Debt in the “conversation” tab.
 - i. The DC400 Order permits mediators to introduce themselves and schedule/conduct the orientation.
 - ii. During the orientation (whether completed immediately before mediation or at a different time), circulate the Agreement to Participate to be signed by parties, or sign on the party's behalf with their consent and send it to the Court and Community Programs Coordinator at the end of the mediation.
2. Look at the “History tab” to review intake information.
 - a. Because this is a Pilot program, the court does not offer interpreters.
 - i. Ask if a friend or family member can serve as interpreter.
 - ii. Advise that the friend/family member interpreter will be required to sign/acknowledge the Agreement to Participate in Mediation.
3. Ask the party his/her understanding of mediation. Correct misconceptions.
4. Discourage discussion of the case.
 - a. Advise the party that s/he will have an opportunity to share his/her perspective in mediation.
5. Advise the party that mediation will occur online via ZOOM and ask if the party is familiar with the platform. If not, offer an invitation and five minute access to ZOOM after the phone call.
6. Ask if the party has any concerns about meeting the other party online.
7. Ask if the party wants to refer to any items/documents in mediation. If so, ask the party if s/he can share the items/documents in “Conversations” or be prepared to share them online or display them on screen on ZOOM.
 - a. If the party is unfamiliar, offer assistance.
8. Ask the party to reserve two (2) hours for mediation and advise that the actual time may be less.

9. Schedule mediation:
 - a. Provide a list of time slots available to the mediators, ideally in advance, and ask the parties to designate *all* available slots.
 - b. Ask the parties to include a two (2) hour window *within* the time slots, *e.g.*, 2:00p – 5:00p means *not to exceed* 5:00p.
 - c. Select a mutually convenient slot and advise the parties.
10. Advise the party to expect an email or an attachment in “Conversations” advising of the time/date of mediation and providing a link to the scheduled ZOOM meeting.
11. Advise the party that s/he should log in promptly to the ZOOM meeting as scheduled and may do so 5-10 minutes before the starting time.
 - a. Advise parties that they will be held in the waiting room until all parties arrive.
 - b. If a party experiences technical difficulties, urge him/her to contact one of the mediators promptly.
 - i. The mediator(s) will provide a contact number(s) for that purpose.
 - ii. Absent any contact from a party who fails to appear, the mediator(s) and opposing part(ies) will wait 15 minutes for all parties to appear before terminating the mediation upon the request/consent of the appearing party.
- *Note:* If you decide to attach the “*Tips, Ground Rules and Assurance for Parties*” doc from <https://nvms.us/civilmediationinfohub/> in “Conversations,” or to the email sending the ZOOM link, add the following caveats:
 - a. You do not need to download the ZOOM App.
 - b. We will allow you to enter from the Waiting Room when all parties have arrived. If a party has failed to appear in 15 minutes, we will admit the appearing party and discuss options, including terminating the mediation.
 - c. We will use the waiting room in lieu of break rooms if private caucuses with one party at a time are required.
12. Include a reminder of the technical security provisions in “Conversations” or a follow-up email, *e.g.*:
 - a. A private space
 - b. A secure WiFi
 - c. No eavesdropping
 - d. No unauthorized third persons, *i.e.*, persons not approved by all of the parties, with the exception of multiple parties, *e.g.*, two or more plaintiffs/defendants
 - e. Advise that subsequently approved third parties will be required to sign/acknowledge the Agreement to Participate in Mediation.
13. Provide contact telephone numbers to parties, and obtain parties’ contact numbers, for contact in technical emergencies or scheduling difficulties.