



Thank you for working with Resolution Services for the mediation portion of your Small Claims process.

There are several things you will need to do prior to your remote mediation in order to successfully participate. Please read this document carefully and as much of it is required for your participation in these court ordered services. Contact us at cdrs@clackamas.us or 503.655.8850 if you have questions.

Before the day of your mediation, you will need to:

- Be prepared to log on to Zoom either by computer or phone
- Fill out an intake form

This document covers

- Zoom Information
- Intake
- Consent to Mediate and Confidentiality Agreement
- Preparing for Mediation
 - Sharing documents & evidence
 - Support people
 - Signing documents
 - No shows and late arrivals
- Accommodations
 - Closed Captioning
 - ADA accommodations
 - Interpreters



Zoom Information

The Zoom link for the session is located on the website at

<https://www.clackamas.us/ccrs/scmediation>

- To join you simply click the link and enter the identifying information if prompted.
- When you join the Zoom meeting, you will be in a waiting room. It can take up to 30 minutes for us to process the participants so please know we will be with you as soon as we can.
- If you are new to Zoom
 - Download the free application to either your computer or smartphone.
 - Find an easy-how-to-guide at this link:
<https://static1.squarespace.com/static/5b4ccb837e3c3aff68a91faa/t/5ba66614e79c705ac397dade/1537631766152/SUPER-EASY-GUIDE.pdf>
 - We highly recommend practicing before coming to your mediation session. There are occasional audio or visual issues with different forms of technology, and it is best to have that figured out before you come to discuss your matter in Small Claims Mediation.

If you do not have access to a computer or smartphone:

- You can participate by calling in with a regular phone or landline. Call the number below at the time of your meeting and follow the prompt instructions.
- You will still need to have access to the internet and email for signing documents.
- The number below will take you to the Zoom session but will act like a conference line on your end.

Landline Call Number for Zoom Session

1-253-215-8782

Meeting ID: 503 650 5636

Password: 6305

If you do not have access to the internet please consider these resources:

<https://libguides.clackamas.edu/covid-19/internet> or call the court house at **503-655-8453** to ask how to request and in person mediation.

If you are uncomfortable with the Zoom platform or have accessibility concerns you are encouraged to call the court house at 503-655-8453. Clackamas County



Resolution Services does not have authority to reschedule your case or mediation date.

Intake

Please make sure to fill out an intake form before your mediation session at the website: <https://www.clackamas.us/ccrs/scmediation>

- Every person participating in mediation, including all parties and non-party support people, need to complete a separate intake so they are in our system for electronic signatures.
- It is possible to use the same email (if necessary) for two individuals and we still ask for each participant to fill out the form.

Consent to Mediate and Confidentiality Agreement

- You will be asked to sign a Confidentiality Agreement at the beginning of your mediation session. There is a copy of the form on the website for your review.
- If you have any questions about the content of the document, email us at [cds@clackamas.us](mailto:cdrs@clackamas.us).

Preparing for Mediation

Sharing Evidence or Documents for your Mediation Session:

- Please email any documents you want to share for your mediation to CDRS@clackamas.us with your case number in the subject line. The coordinator will get the documents to your mediators.
- Clackamas County is not responsible for holding or tracking your documents.

Support People:

- Only named parties to a case may participate in mediation unless everyone in the mediation agrees to the inclusion of a support person. Support people are defined as anyone brought to the mediation that is not a named party on the claim.
- Any support person(s) you bring must also fill out an intake located on the website.
- Support People by Zoom:



- You may invite people to support you in the mediation by sharing the Zoom invitation with them. At the beginning of the mediation you will all be placed in a waiting room. The coordinator will be moving named parties into the mediation rooms. Support people will remain in the waiting room until you, the mediators, and the other party are able to discuss including support people to the case.
- Support People in the same physical location:
 - Support people in the same location as you can join with you in the virtual mediation room. However, if the other party does not agree to their participation in mediation, they will need to leave the physical space where you are located. You will need to be prepared to find a separate location in your home, office or other space where they cannot hear the confidential material being discussed.
- Remember that you cannot be represented by an attorney in a small claims matter, however, you may seek legal advice at any time by reaching out to your legal representative.

Signing Documents:

- Signatures on any document (an agreement, a trial notice, continuance, default, or dismissal) will be done electronically through the program Hello Sign.
- The signatures will come through your email and you do not need to download anything.

No Show/Late Arrival:

- If you do not arrive for your session at the day and time listed, the other party will be offered to fill out default judgment or to dismiss the case.
- If you are experiencing complications with technology or will not be able to make the session please email us at cdrs@clackamas.us.
- Clackamas County Resolution Services does not offer refunds for the prepaid mediation services.

Accommodations

ADA Accommodations and No Contact Orders:

If you need assistance due to a disability, or if you have a restraining order, stalking order, or no contact order with someone else named in the case, please call



Resolution Services at 503.655.8850 or email at cdrs@clackamas.us prior to your scheduled mediation session.

For Interpreter Services:

If you need an interpreter, please request one at least four days before your mediation by calling the Small Claims Clerk at the courthouse at **503-655-8453**. A qualified court interpreter will be provided to you at no charge. You may not bring a friend or family member to interpret for you.

For More Information:

Visit <http://www.clackamas.us/ccrs/scmediation> for more information. Clackamas County Resolution Services can be contacted at cdrs@clackamas.us or 503-655-8850.

CCRS Staff
cdrs@clackamas.us
503-655-8850