

# Clackamas County Resolution Services

## Volunteer Agreement

Clackamas County Resolution Services (CCRS) goal is to train and support proficient and confident volunteer mediators and facilitators. We create a learning environment through a mentor process that supports the individual needs of our volunteers, provides practical training, and provides continuing education throughout the year. To support this goal, I commit that as a volunteer, I will, to the best of my ability:

### **Demonstrate commitment**

- Maintain a regular & predictable schedule as agreed with CCRS coordinator(s).
- Contact CCRS as soon as possible when I am unable to attend as scheduled. I understand clients and employees depend on me to provide public service. I also understand that my own health and safety is essential to provide quality services.
- Immediately notify my CCRS coordinator(s) if any circumstances arise that impairs my ability to serve as a volunteer.
- Attend volunteer meetings and continuing education opportunities regularly.

### **Serve as an ambassador**

- Represent CCRS services and mission to provide conflict resolution services to people and their organizations experiencing conflict and those seeking resources so they can resolve their differences peacefully, develop skills for the resolution of future conflicts and build safe, healthy relationships and communities.
- Promote and support services offered by CCRS

### **Effectively communicate and collaborate with the CCRS team**

- Follow office procedures in order to maintain consistency.
- Share ideas and information with CCRS employees, interns, and other volunteers which support and improve CCRS services, both in individual cases and in overall structural and programmatic ways.
- If volunteers make telephone calls for their service area and are uncomfortable using a personal phone they communicate this with the coordinator so the coordinator can allow them usage of the office landline.

### **Use effective communication and conflict management skills**

- Practice effective communication with each other, CCRS employees, and clients.
- During co- mediator debrief I will use my conflict resolution abilities to discuss potential learning moments directly with my co-mediator.
  - If I want support in having this type of discussion, I will refer to accountings, impacts and conjectures (as defined on the attached sheets).
- If I experience conflict with another volunteer, intern, or employee, which I find sufficiently significant, I will;
  - Practice 100% accountability for my thoughts, feelings, needs, and actions.
  - Address the conflict directly with the person as soon as possible.
  - Use interest-based and trauma-informed processes appropriate to the conflict, including mediation and the attached tools of accountings, impacts, conjectures.
- If I experience conflict with another volunteer, intern, or employee, which I find sufficiently significant I or the other party is not comfortable discussing the conflict one-on-one;
  - I understand I can seek an agreed third party to serve as a mediator or facilitator to follow the clearing process (as defined on the attached sheets).

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- CCRS will provide a staff mediator to serve the mediator/facilitator role unless the individuals involved choose to have someone else serve in that role.

### **Commit to a culture of learning and awareness of equity and inclusion**

- As Resolution Services mediators we strive to ensure Clackamas County is a place where all people receive mediation services in a way in which they are honored and celebrated for the richness in diversity they bring.
- I ensure my ability to provide a sense of safety, connection, and belonging for all our participants by speaking to equity concerns in our debrief process and supporting each other in our learning.
- To support these commitments I agree to complete 3 hours of equity, inclusion and diversity continuing education hours per year.

### **Maintain a growth mindset**

- Regularly set goals and seek assistance to achieve them.
- Come ready to be a learner and a mentor.
- Ask questions.
- Participate in debrief using the attached feedback model.

### **Abide by relevant codes of ethics**

- Oregon Mediation Association Core Standards can be found on their website.

Clackamas County Resolution Services  
Volunteer Agreement

**Treat confidential information appropriately**

In my volunteer role with Clackamas County Resolution Services, I will have access to confidential information, protected under both Oregon and Federal law. This information may be oral, written, or electronic.

I will learn and adhere to applicable CCRS policies and procedures, codes of ethics, and state and Federal law, including those rules and laws which refer to the confidentiality of client services and records.

I will not disclose information which I receive in my capacity at Clackamas County Resolution Services, at any time, except within the scope and course of my service to the County. This includes the name of any client of the County, either current or past, during or after my time as a volunteer.

I will not remove client information from the CCRS office systems.

If I am authorized to access client information remotely, I will do so in a way that maintains client confidentiality. I will ensure that third parties are not able to monitor, overhear, see, or record any client information.

If I encounter a County client while out in the community, I will not initiate any acknowledgment of my history with them as a volunteer.

As a County volunteer, I am a mandatory reporter of child and elder abuse. This Confidentiality Agreement does not prevent me from making mandatory reports.

I will immediately notify CCRS if, during the time I am a volunteer, I am become affiliated with (through representation or in any other capacity) a CCRS client. In this event, I agree:

- Not to access any files, database, or other information regarding said client;
- Not to discuss the client, the other party in the case, nor the client's CCRS case with any CCRS employees, volunteers, or interns; and
- Not to use any CCRS client information in my representation of said person, including but not limited to that which would give the client any benefit or advantage over another, in court or otherwise.

I understand that disclosure of confidential information may subject me to statutory fines and/or civil liability, and that such disclosure is a violation of this Confidentiality Agreement.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

## Accountings, Impacts and Conjectures

### Overarching Principles for Repairing Rupture in Relationship (un-facilitated):

#### 1. Get consent

- The Sender asks the Receiver if they are open to an accounting, impact, or conjecture.
- The Receiver checks in with themselves and answers honestly. If they are not open at this time, they name what they need to be open (a later time, a witness).
- Sender and Receiver agree to a specific plan about what happens next.

#### 2. Speak from your own perspective

- What you saw, did, said, felt, thought, intended, wondered, worried about...

#### 3. Be concrete and specific

- Let the other person speak from their perspective.  
     “When you turned and walked away from me, I imagined you were angry”, not  
     “You stormed off in a huff.”

#### 4. Consider ending with an appreciation

- Both Sender and Receiver share an appreciation with each other.

#### 5. One at a time

- If the Sender's sharing brings up something for which the Receiver experiences rupture, then finish the Sender's process and begin a new process (immediately or later) in which the roles reverse.

### Three Different Approaches for Repairing Rupture (Accounting, Impact and Conjecture):

#### Accounting

*“Oops. I wish I hadn’t said or done that (or I wish I hadn’t said or done that in that way.)”*

Sender	Receiver
Ask if the other person is open to you sharing an accounting.	If are not open for any reason, tell the other person what you need to be open (a different time, a witness).  Work with the other person to make a specific plan about next steps.
<ul style="list-style-type: none"> <li>• Describe your own behavior, specifically. What did you say or not say? What did you do or not do?</li> <li>• Name how you felt when the incident happened. Use a feeling word.</li> <li>• Name the story you tell yourself about the impact you might have had.</li> <li>• Say how you would like to handle a similar situation differently in the future.</li> <li>• Ask the other person what they would like you to try in the future.</li> </ul>	<ul style="list-style-type: none"> <li>• Share your own experience of the incident, if you choose.</li> <li>• Name what would be helpful to you in a similar situation in the future.</li> </ul>
Share an appreciation	Share an appreciation

## Accountings, Impacts and Conjectures

### Impact

*"Ouch. That hurt."*

Sender	Receiver
Ask if the other person is open to you sharing an impact.	If you are not open for any reason, tell the other person what you need to be open (a different time, a witness).  Work with the other person to make a specific plan about next steps.
<ul style="list-style-type: none"> <li>• Describe the behavior, specifically. What did you hear them say or see them do?</li> <li>• Name how you felt when the incident happened. Use a feeling word.</li> </ul>	<ul style="list-style-type: none"> <li>• Acknowledge the impact. "I hear that when I _____, you felt _____."</li> </ul>
	Optional, if it fits for you... <ul style="list-style-type: none"> <li>• Validate: "It makes sense that _____."</li> <li>• Account for the behavior. Name the thoughts or feelings you were having at the time.</li> <li>• Offer a genuine apology for the impact.</li> <li>• Ask if there is something you can do for the other person.</li> </ul>
If asked, name something the other person can do for you.	
Share an appreciation	Share an appreciation

### Conjectures

*"The story I'm telling myself is impacting our relationship."*

Sender	Receiver
Ask if the other person is open to you sharing an impact.	If are not open for any reason, tell the other person what you need to be open (a different time, a witness).  Work with the other person to make a specific plan about next steps.
<ul style="list-style-type: none"> <li>• Describe the behavior, specifically. What did you hear them say or see them do?</li> <li>• Name the story you are telling yourself, or the meaning you are making.</li> </ul>	<ul style="list-style-type: none"> <li>• Name any "Grain of Truth". Are there any pieces of the person's conjecture that are true for you?</li> <li>• Name any pieces of the other person's conjecture that are not true for you.</li> </ul>
	Optional, if it fits for you... <ul style="list-style-type: none"> <li>• Account for the behavior. Name the thoughts or feelings you were having at the time.</li> <li>• Offer a genuine apology for the impact.</li> <li>• Ask if there is something you can do for the other person.</li> </ul>
If asked, name something the other person can do for you.	
Share an appreciation	Share an appreciation

## Clearing Process

### The Process for Repairing Rupture in a Relationship (facilitated):

To promote a healthy workplace, the Resolution Services Community uses a facilitated dialogue called the "clearing process." Inspired by our belief that we should practice the same conflict resolution skills we try to promote in the world, we utilize the clearing process when we notice our own trigger reactions to others in the office.

**WHY?** We know that we are in connection and engaged in work with many different people with different communication styles. As diverse human beings, we can anticipate that conflict will happen. By acknowledging, sharing and literally "clearing" our work space of tension, we foster a healthy work environment and deepen our insight into ourselves and those around us.

**WHEN?** When we notice our own trigger reactions.

### HOW?

#### 1. Pre-Clearing Steps

- A. Notice your own reaction
- B. Ask the other person if they are open to participating in a clearing process
- C. Find another individual to serve as a facilitator

#### 2. We identify three roles:

##### A. Sender

- i. Describes the specific behavior of the Receiver's that triggered my reaction
- ii. Describes the beliefs (conjectures or the "story I tell myself") resulting from my reaction
- iii. Describes the core feelings present
- iv. Describes when noticing the feelings and conjectures, what is FAMILIAR about this situation from my own life
- v. Identifies what I could do to help myself when I experience this reaction
- vi. Requests of what Receiver might do to help me

##### B. Receiver

- i. Self-soothes own reactivity
- i. Listens with full attention, openness, curiosity
- ii. Nods OK, no speaking during the "send"
- iii. Summarizes and validates at the end
- iv. Agrees to any requests you can

##### C. Facilitator

- i. Sits between both parties
- ii. Reminds them of their roles
- iii. Holds space for safety and exploration (self-soothe, soft affect, prompts)
- iv. Walks parties through the steps of the process

## Clearing Process

- v. Brings parties back to focus when they veer off the path
- vi. Ends the process

### **PROMPTS FOR FACILITATOR**

1. Sender to ask Receiver if they are ready for the clearing process
2. Remind each party of their role and the purpose the process
3. "Sender, please describe the **specific behavior** of Receiver's that you notice yourself reacting to..."
4. "Ok, when you noticed your reaction, what were your **beliefs** (conjectures)?"
5. "And what core **feelings** are present for you?"
6. "OK, and when you notice {feelings} and {conjectures} **what is familiar** about this from your own life?"
7. What could **you do to help yourself** in this situation?
8. What could the **Receiver do that might help** you?
9. What **new belief** and **new decision** could you make here?
10. Ask Receiver to summarize and validate, including agreeing to any of the requests if possible.
11. Invite both parties to share appreciations if desired.