



ONLINE MEDIATION GUIDELINES

Technology

1. We use the online secure platform provided by **Zoom.us** to conduct your online mediation sessions.
2. When you receive your email invitation it will guide you how to download and install the software, which is **free**, and which can be used on a cell phone, tablet, computer, etc. You only need the Personal version. You will need to have a camera and a microphone, which cell phones, tablets and most laptops have. If your computer doesn't have a camera or microphone, they are available for purchase at most stores.
3. Zoom works very seamlessly and there will be a link that will allow you to directly click into the meeting. If you want to learn more about zoom, you can look at their [has tutorials available at https://support.zoom.us](https://support.zoom.us).
4. You will need a secure WiFi or Ethernet (hard-wired) connection for your computer. You should NOT use a public access WiFi connection, such as those available in public spaces and businesses and they are not secure and your information may be at risk in that situation.
5. You will receive the Agreement to Mediate to sign electronically through a platform called Docusign.com. If you have any difficulties please email admin@bfc-mediation.com or call 519-946-0808.

Confidentiality and Privacy

6. Only the people who have signed the Agreement to Mediate may be present in the same rooms used by participants during any online mediation session. You must confirm that you are alone in the room and that you cannot be overheard.
7. As set out in your Agreement to Mediate, the entire mediation process and each session is confidential and cannot be used in a subsequent court proceeding.
8. Absolute Prohibition on Recording. You, or anyone on your behalf, may NOT audio or video record any mediation session or portion thereof. In the event that you learn of an

audio or video recording of any session, you will take immediate measures to destroy the recording and will not share the recording to any third parties. You further agree that you will not transmit a live or deferred video or audio relay of the online mediation sessions to third parties.

Best Practices and Troubleshooting

9. Interruption Free Zone. You agree to take all reasonable measures to ensure that you are not interrupted during your online mediation sessions. This includes arranging for appropriate child care, notifying family and friends of your unavailability and making appropriate scheduling choices.
10. Technology Hiatus. Except for the computer or mobile device upon which you are conducting your online mediation session, you agree to turn off or put on silent any phones, tablets or computers and disable any alert announcements and/or texts for the duration of your online mediation sessions. Further, you agree to refrain from the use of social media, email and/or internet search engines, other than as may be necessary to conduct the session, during your online mediation sessions.
11. Early Log On. You agree that whenever possible, you will log on to the scheduled mediation session no less than 5 minutes in advance of the scheduled start time so that any technology issues can be resolved, and your mediation session can start on time.
12. Waiting Room. In order to preserve the neutrality of your mediator under all circumstances, you will enter the meeting each time you log on in a “virtual waiting room” until all parties have arrived. Once all parties are logged on and in the waiting room, you will be admitted into the meeting by your mediator. At first the mediator will check in with each of you privately. The session will then proceed either with you in these separate “rooms” or together, as the mediator deems best.
13. Technology Failure Protocol. You understand that despite all best efforts, at times technology may at time not operate properly and a scheduled online mediation session may not commence on time or may be interrupted. If you are unable to join a scheduled mediation session, please immediately call your mediator at **519-252-2772** in reasonable time, the online mediation session will be canceled and rescheduled as soon as possible.
14. Respectful Online Communication. Due to the nature of the online forum, it is especially important to allow each participant to finish their comment or statement before responding. In addition, the online format can amplify and exaggerate sound so maintaining a regular speaking voice is important. Finally, please remember that the camera does not always transmit hand gestures or non-verbal cues, so it is important to verbalize all communication during an online mediation session.