



HELPING PEOPLE RESOLVE THEIR DISPUTES THROUGH VIDEOCONFERENCING MEDIATION

The practice of social distancing and sheltering in place are critical to fight the Coronavirus Pandemic. The stress of meeting these requirements and adjusting to our new lifestyle has resulted in increased conflict among families, co-workers, landlords and tenants and many others. To help people address conflict while complying with social distancing mandates, the Mediation Center of the Pacific, Inc. (MCP) has adapted its direct mediation and dispute resolution services by offering videoconference as well as phone mediations. With the assistance of MCP's impartial mediators, people can proactively resolve their conflict by talking through the terms of a mutually agreeable solution safely from their homes.

DON'T LET CONFLICTS ESCALATE ... SCHEDULE A MEDIATION SESSION TODAY

- Call 521-6767 between 8:30 a.m. and 1:30 p.m. Monday through Friday
 - o While the MCP staff is working remotely, they are receiving telephone calls.
 - o If all staff are busy, leave a voicemail and someone will return your call by the next business day.
- Mediation sessions are primarily scheduled at 9:00 a.m. – 12:00 p.m. noon, Monday through Friday.
 - o Some 1:00 p.m. sessions Monday through Friday may be available.
- Experienced mediators who have received specialized training in conducting telephone and videoconference mediation sessions will be assigned to work with you during your scheduled mediation session.
- Prior to the mediation session, you will be required to sign a Confidentiality Agreement via DocuSign.
 - o The Confidentiality Agreement reinforces that the mediation discussions are confidential and cannot be later shared by the mediators or the participants in a formal legal proceeding if the issues are not resolved in the mediation process.
 - o Anyone who was not previously scheduled to mediate in the session may not participate or be in the same room with you while you are in the mediation process.
- Email all documents for the mediation discussion to mcp@mediatehawaii.org prior to the scheduled mediation session
 - o The MCP staff will share the documents with the mediators through Google Drive
 - The mediators and the other party will not be able to print, edit or save the documents

PARTICIPATING IN A MEDIATION SESSION:

- An electronic invitation will be emailed to you to enable you to access the mediation process.
- You must have a fully charged desktop, laptop, tablet or smart phone to participate.
- The mediators will work with you and the other participants in joint and private sessions to help you discuss the issues and negotiate customized solutions that meets the needs of all participants.
- The mediators will memorialize the terms of the Agreement on a shared screen that all participants can view and provide input into as it is drafted.

To learn more, call 521-6767 between 8:30 a.m. and 1:30 p.m. Monday through Friday or go to MCP's website at www.mediatehawaii.org.