

A DEDICATED MEDIATOR



Pictured: Bill Cattin

Bill is certainly no shirker of commitment. A home being torn up for renovations with workers pounding nails, running power tools, dragging cabinets around, none of that stops mediator Bill Cattin from volunteering as a mediator. In order to avoid the noise and confusion at home, Bill brings his laptop to the Northern Community Mediation office so that he can mediate in peace and quiet. You should also know that Bill is on the NCM Board of Directors and serves on the Facilities and Investment Committees.

EFFICIENCY

The staff is looking into seeing if there is a way to allow the mediators to handle DocuSign. If there is a way to do this, it would mean that prior to mediation, the Case Manager would send the Agreement Form with the names of the participants listed at the top of the page, as well as the e-mail addresses of those who would be signing if an agreement was reached. The mediator would then need to enter those e-mails into his/her address book prior to mediation. Assuming an agreement was reached, the mediator would then open up DocuSign, send the agreement to the participants with instructions to sign and return. Once all parties had signed, the mediator would save the document and forward it to the Case Manager. We will keep you posted as to whether or not this could work.

QUOTE OF THE MONTH

Cleaning your house while the kids are still growing is like shoveling the walk before it stops snowing. Phyllis Diller

SUGGESTIONS

For the protection of our mediators, NCM has always had the policy that mediators should not give out their last names. This includes not having your last name appear on your square when you are on Zoom. If you see your last name, you can delete it in one of two ways. In the upper right-hand corner are three dots. Click on those, and you will be able to delete your last name. Or, at the bottom of the screen, you can click on Participants. You will then see your name in the right-hand column. Click on where it says "More" and you will have the option to remove your last name. This is for your safety and protection so that you are not harassed at home by a client

If you are mediating a case that involves a student and the phrase "IEP" comes up let the parties involved know that if there is a need for an Individual Educational Profile to be developed or altered, NCM has mediators who could facilitate this process between the school and the parents.

Prior to mediation, the Case Managers send out several documents to the mediators. One of those documents is the Agreement Form. At the top of the page is a list of who is attending the mediation. At the bottom of the agreement form is a list of those individuals who should sign if an agreement is reached. If a person's name is not listed at the bottom of the page, it is inappropriate for him/her to sign.

ZOOM V. IN-PERSON MEDIATIONS

Prior to COVID, for the most part, all mediations were done in person. There were the occasional exceptions where one of the parties participated via conference call. COVID changed all of that such that all mediations have been done via Zoom since April 2020. Although it took a while to adapt to this new way of doing business, it has proven to be more efficient and cost effective. Additionally, the quality of service has not been diminished, as is evidenced by data such as the fact that the agreement rates have not dropped.

In talking with the other CDRP center directors, the trend is that Zoom will be the preferred method of conducting mediations. In-person will be the exception to the rule. This viewpoint is also reflected in the court system. I know that some of you simply do not want to do Zoom, and that is unfortunate. Our decision, however, is based upon what is best for NCM and the participants, particularly the clients and the attorneys. We are, after all, a service oriented organization. Feel free to call me if you would like to discuss this further.

USELESS FACT

Children grow faster during the spring than other times of the year.