

TERMS OF ONLINE FAMILY DISPUTE RESOLUTION

General Terms

- 1.1 The parties agree that, should this process proceed using online technology, they will comply with these and any other Terms of Conditions for Online Family Dispute Resolution posted to the Riverdale Mediation website.
- 1.2 The parties confirm that they are each capable of doing mediation / arbitration / parenting coordination / screening online, that they are able to use the technology effectively and that the use of an online platform for this mediation / arbitration / parenting coordination / screening will not constitute a power imbalance that they cannot manage.

Technology

- 2.1 The Mediator / Arbitrator / Parenting Coordinator / Screener and RML do not endorse any of the information and communication technology products or services used to conduct the mediation / arbitration / parenting coordination / screening.
- 2.2 We prefer to use the secure platform by **Zoom.us** to conduct your online mediation / arbitration / parenting coordination / screening.
- 2.3 Your Mediator / Arbitrator / Parenting coordinator / Screener will send a link for you to use to connect to the meeting; there is no need to download anything to your computer. If you want to learn more about zoom, you can look at their tutorials available at <https://support.zoom.us>.
- 2.4 The Mediator / Arbitrator / Parenting Coordinator / Screener and the parties confirm that they are each participating from their own separate, private and secure computers, using secure and private internet connections (eg / no use of public Wi-Fi), private and secure email accounts and private and secure telephones. They confirm that they each have suitable devices with microphones and cameras.
- 2.5 Participants will log into the meeting five minutes prior to the scheduled start time to test equipment.
- 2.6 Technology Failure Protocol. The technology may not always work as intended. Any

party having difficulty with the platform and unable to join or stay in a scheduled meeting will screen immediately email the mediator / arbitrator / parenting coordinator / screener. If the online mediation / arbitration / parenting coordination / screening session cannot start or continue it will be canceled and rescheduled as soon as possible.

Confidentiality and Privacy

- 3.1 The Mediator / Arbitrator / Parenting Coordinator / Screener and the parties represent that no person, other than the parties and an intern, will observe, overhear, be within seeing or hearing distance, participate in or have any access of any kind to any part of this mediation / arbitration / parenting coordination / screening process without the written consent of the Mediator / Arbitrator / Parenting Coordinator / Screener and the parties.
- 3.2 In particular, each party agrees none of their children will be present or within seeing or hearing distance, or have access of any kind to any part of the mediation / arbitration / parenting coordination / screening process unless that child will be participating in some way in the mediation / arbitration / parenting coordination / screening, and this has been expressly agreed upon by the parties and the Mediator / Arbitrator / Parenting Coordinator / Screener in advance in writing.
- 3.3 The entire mediation / arbitration / parenting coordination / screening process and each session is confidential and cannot be used in a subsequent court proceeding for any purpose.
- 3.4 Absolute Prohibition on Photography or Recording. You, nor anyone on your behalf, shall NOT screen shot, audio or video record any mediation / arbitration / parenting coordination / screening session or portion thereof. In the event that you learn of an audio or video recording or screen shot of any session, you will take immediate measures to destroy the photo or recording and will not share the photo or recording with any third parties.
- 3.5 The parties and Mediator / Arbitrator / Parenting Coordinator / Screener agree to share any written documents arising from this process by email using password protection whenever feasible. They will use any document sharing platforms with mutual consent.
- 3.6 All other standard confidentiality terms remain in effect, including the prohibition on sharing any information about this mediation / arbitration / parenting coordination / screening process with children, on social media or in any way.

Mediation/Arbitration/Parenting Coordination Process

- 4.1 The parties shall provide the Mediator / Arbitrator / Parenting Coordinator / Screener with satisfactory government issued photo identification.
- 4.2 All participants agree to take all reasonable measures to ensure that you are not interrupted during your entire online mediation / arbitration / parenting coordination / screening sessions. This includes arranging for appropriate childcare, notifying family and friends of your unavailability for social media, texting etc. All phones should be kept on silent, and may not be used to record any part of the process.
- 4.3 Waiting Room. Participants will enter the meeting 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 / arbitrator / parenting coordinator. The mediator / arbitrator / parenting coordinator / screener may check in with each of you privately. The session will then proceed either with you in these separate “breakout rooms” or together, as the mediator / arbitrator / parenting coordinator deems best.
- 4.4 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. 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 / arbitration / parenting coordination / screening session. Please be patient, as there is often a brief delay in sound transmission.