

**Courthouse In-Person Mediation Process**

1. **Login** to [WhenToHelp](https://whentohelp.com/logins.htm). Go to the “Schedule” tab to view mediation opportunities. Justice Court cases are in blue (Judge Beal) and green (Judge Holloway) letters. In person mediations occur at 10 a.m. on Tuesday and Wednesday. 2 p.m. mediations are on Zoom. Slots in red letters (District Court) and florescent pink letters (parenting plans) are also Zoom only.
2. **Sign up** according to your status (Observer, Co-mediator, Lead Mediator). Select “Click here to request this shift” and you will be assigned to that slot. Be sure to check for conflicts of interest.
3. **Case file** should be emailed to you and others by Jody 3 days prior to mediation – if you do not receive it, notify Jody.
4. **DocuSign** - Prior to mediation, make sure you can access [DocuSign](https://account.docusign.com/) (find the login credentials in an email from the CDRC) in case the parties opt for electronic signatures.
5. **Parking for the courthouse** – you can park for free in the parking garage at 128 W. Main Street (1 block from the courthouse). After the mediation, ask one of the court clerks for a parking pass. When you leave the parking garage, scan the parking pass.
6. **Arriving at the courthouse** – use the east door (on Ryman St.), try to arrive 20 minutes before the mediation – especially if you are the lead mediator.
7. **Check in with the civil clerks** – their office is the second door on the right as you enter from the east door (first floor). The clerk will hand you a packet containing the Mediator Report, Mediated Agreement, Evaluation Form (4 copies), Debriefing Form, and Observer Form. Handout the Observer Form to the observer(s) prior to the mediation. Return the unused forms to the clerk after the mediation. The clerk will let you know when all parties have checked in with them.
8. **Pick up the hotspot** from the clerk (the courthouse Wi-Fi is spotty at best) – to start the hotspot, push and hold the small square on/off button on the side of the unit. It will show “Welcome” when activated. You will be able to see the network on your phone when going to the available networks. If you click on the one that says “**Franklin T10 7245**” it will ask for the password which is “**doebb6ac**” (the network name and password are also located on the back of the unit). Entering the password will enable the hotspot so you can have internet access. **Please do not forget to shut down the hotspot** so we don’t continue to use data. Do this by pushing and holding the button on the side of the unit.



1. **Waiting for the mediation to begin** – after checking in and setting up the hotspot, sit on one of the benches in the rotunda. Do not chat with or seem overly friendly with any of the parties, including attorneys. We want to ensure we **maintain the appearance of neutrality**. You can interact with your co-mediator and observers.
2. **Mediation rooms** – once all the parties have checked in, a clerk will lead everyone to mediation rooms on the second floor. It’s best to wait to do introductions at the onset of the mediation, instead of in the rotunda or hallway. The clerk should designate a breakout room for caucusing as well as the mediation room. If a breakout room is not available, you can sit folks in the hallway benches if you need to caucus.

\*\*Note – be careful not to shut the outside door leading to the mediation rooms on the second floor. When the door closes, it locks. You will have to get one of the clerks to open it again for you.

1. **Mediate** – you’re a rockstar, you know how to do this! Trust the process.
2. **Agreement** – fill out the [mediation agreement](https://www.cdrcmissoula.org/_files/ugd/8aa8d1_b3ce6eba92714d76a8674f35f5c2319e.pdf) – either hard copy or on your computer. Be sure to get the email addresses and other contact information of the parties. If using DocuSign, remind the parties that if the agreement isn’t not signed in 48 hours it will be considered and impasse. You will need to follow-up and file an amended report after 48 hours. If the parties opt to use a hard copy, ask one of the clerks to make copies for you. Once the original is fully signed and dated by parties and attorneys, walk the parties down to the clerk’s office and have them wait outside until you get copies made. Afterwards, you can head back up to the mediation room to debrief or find a quiet bench outside the clerk’s office.
3. **Mediator Report** – fill out the [mediator’s report](https://www.cdrcmissoula.org/_files/ugd/8aa8d1_eff67ab32085498aa81ebc4327b484e5.pdf) and email it to info@cdrcmissoula.org and jpinfo@missoulacounty.us. If you opt to use a hard copy ask one of the clerks to scan it and send it to Jody.
4. **Observers** – have observers fill out the [observation form](https://www.cdrcmissoula.org/_files/ugd/8aa8d1_1676937fae2b4fe8b0374d0e505910cf.pdf) – either on paper or on their computer. This is for the observer’s benefit; they do not need to send it to anyone.



1. **Evaluations**: Ask the parties to fill out the [paper evaluation forms](https://www.cdrcmissoula.org/_files/ugd/8aa8d1_9c3aac6b689644948bc596b9eb236afe.pdf) – if they balk or are in a hurry, email them [CDRC Mediation Evaluation Form - Google Forms](https://docs.google.com/forms/d/15GzA79ic9vvdLd8uIg_gThQ89y5XkSVBrWOeA-eacxk/edit) which is also posted on the CDRC webpage . Explain the forms are a critical part of our process and we need the feedback to ensure we are providing professional, quality service. The statistics are also important when we request funding. Make sure Jody gets a copy of the evaluations
2. **Debrief with your co and observers** after the mediation. Use the [Debrief Form](https://www.cdrcmissoula.org/_files/ugd/8aa8d1_45fdc8feac52468dba68fa19144dd470.pdf), Evals, and Observer Form as fodder for discussion and reflection.

**Additional Notes:**

* Please plan your arrival so you have ample time to park, walk to courthouse, and check in with the court clerks.
* Remember you can park for free in the parking garage at 128 W. Main St. (just get a validation ticket from the court clerks)!
* Please dress appropriately – business casual works well.

**General Contact Information:**

* CDRC: 406.543.1157, info@cdrcmissoula.org
* Justice Court: 406.258.3470, jpinfo@missoulacounty.us
* Direct lines to JC Clerks, 406-258-3474 (Eyrnn) and 406-258-3328 (Jessie)

\*\*If you need to contact someone during your mediation, call Skip (406.493.7543), Paul (406.243.5291), Patrick (406.443.3439), or Colleen (406-544-3031).