

Small Claims FAQ

What do I need to do before my mediation?

1. Email smallclaims@resolvecenter.org with your name, case number, date and time of mediation;
2. View the orientation video found on our website,
3. Review and sign your agreement to mediate on Resolve's website <https://resolvecenter.org/jackson-county-small-claims-mediation/>,
4. Prepare and format any supporting evidence you may want to show during your mediation.
5. If you are new to Zoom, download the free application to your computer or smartphone.
 - a) Find Zoom resources at <https://support.zoom.us/hc/en-us/categories/200101697>
 - b) We highly recommend practicing before coming to your mediation session.

There can sometimes be audio or visual issues with different forms of technology and it is best to have that figured out before you come to discuss your matter in Small Claims Mediation.

How long will my mediation take?

Mediations are normally scheduled in two-hour blocks. Most mediations can be completed in this time, but each mediation is different and may take longer depending on the case. If you have time constraints or concerns, please mention them to your mediator.

What if I don't have a computer or smart phone?

You can call into the zoom session with a landline or cell phone by calling the phone number provided in your Zoom invitation. You will need to have access to the internet and email for signing documents.

If you do not have the ability to do either, please contact Resolve at smallclaims@resolvecenter.org or call 541-770-2468 ext. 302 so we can assist you in finding a way for you to appear to remotely.

Where do I find my Zoom link?

The Zoom link for your remote mediation appearance will be emailed to you by Resolve Center about a week before your scheduled Mediation appearance. If you have not received your appearance instructions or your Zoom link, please email smallclaims@resolvecenter.org or call Resolve at 541-770-2468 ext. 302 with your name, email address, phone number, case number, date and time for your Small Claims mediation.

Can I reschedule if I don't want to mediate remotely or have a schedule conflict?

Resolve does not have the authority or ability to reschedule or postpone your mediation session. For all schedule related questions and requests, call the Jackson County Circuit Court at 541.776.7171 ext. 302.

What if the other party is late or doesn't show up?

If a party fails to appear at the scheduled date and time, the present party will be offered a chance to request that the court grant a default judgment or dismiss the case. We will notify the court of the parties' failure to appear. You will need to contact the courthouse to complete additional paperwork before a dismissal or a judgement in your favor can be entered.

What if I can't join the zoom session or get disconnected during my session?

If you are having technical difficulties before or during your session, immediately email smallclaims@resolvecenter.org or call the Resolve office at (541) 770-2468. We understand that things happen, and will work with you to get you into your mediation.

How do I share evidence during mediation?

There are three ways to share documents and photos during mediation.

1. sharing your computer screen in the zoom session,
2. linking and sharing the evidence by email or Zoom chat, or
3. emailing your evidence to smallclaims@resolvecenter.org the day of your mediation. ***Resolve is not responsible for storing evidence and all documents and photos will be deleted after your session.***

How will I sign my agreement and other forms?

You will need to have access to the internet and email for signing documents. Before your mediation concludes, all forms requiring a signature will be sent to you through eSign Genie at the email address you provided and you will be able to sign with an electronic signature. No printer or scanner is necessary.

Will I get a copy of our agreement and other documents?

Yes, once all the parties in your case have completed the electronic signature process. You will receive a copy of the signed agreement or other documents by email. If you need a copy at a later date, you may contact the Jackson County Circuit Court and request additional copies of your agreement for a fee.

Can I have a witness with me?

No, mediation sessions are limited to only the named parties in the case and a support person if **all** parties in the case agree. Witnesses are not permitted in mediation.

What if I want a person to support me?

You may have a support person if **all** named parties agree. The support person must sign an agreement to mediate before the date of the mediation and must be willing to abide by confidentiality standards.

a) Support person attending by Zoom:

After your support person signs an agreement to mediate on Resolve's website, Resolve will contact them with a link to your Zoom session. At the beginning of the mediation, the support person will be placed in a waiting room and Resolve will move named parties in the case into the mediation session. Support people will remain in the waiting room until you, the mediators, and the other party are able to discuss including support people to the case. If there is agreement on including the support person, Resolve will move them into the mediation session.

b) Support People in the Same Physical Location as the party:

If your support person is in the same physical location as you, they may share your camera, phone, or computer. However, if there is not agreement from all the other parties in the session for the support person to attend the mediation session, they will need to immediately leave the physical space you are using. You will need to be prepared for them to find a separate location in your home, office or other space where they cannot see or hear the mediation.

What if I have a No Contact Order?

If you have a restraining order, stalking order, or no contact order with someone else named in the case, please call Resolve Center at 541-770-2468 ext. 302 or email at smallclaims@resolvecenter.org prior to your scheduled mediation session.

What if I need an Interpreter?

If you need an interpreter, please request one at least four days before your mediation by calling the Jackson County Circuit Court at 541-776-7171 ext.196. A qualified court interpreter will be provided to you at no charge. You may not bring a friend or family member to interpret for you.

Who will my mediator be?

Mediators are professional staff from Resolve and trained volunteers. To be a mediator, one must have good communication skills, the ability to remain impartial, and a commitment to resolving conflict through collaboration. Complete a 36-hour course in mediation skills plus 6 hours of training in court procedures. All mediators also serve an apprenticeship – observing mediations and conducting supervised mediations. This qualifies the mediator for small claims cases.

Are there any additional fees for mediation?

There is no additional charge for mediation services in small claims court. The Small Claims Mediation Program is a cooperative effort of Jackson County Circuit Court and Resolve, a Nonprofit Community Dispute Resolution Center.

What are the benefits of mediation?

- Parties have a voice in their case and greater control over the outcome
- Parties report high satisfaction
- Parties do not need to bring evidence or witnesses
- Mediation significantly reduces court caseloads
- Research shows that people who reach an agreement in mediation are more likely to comply with the terms than those who are ordered to make payment without mediation.