

Small Claims Appearance Information

Thank you for working with Resolve for the mediation portion of your Small Claims process.

Due to COVID 19, there are several things you will need to know prior to your mediation in order to be successful. Please read this document carefully as much of it is required for your participation.

Contact Resolve at smallclaims@resolvecenter.org or 541-770-2468 ext. 302 if you have questions.

Before the day of your mediation you will need to:

1. Email smallclaims@resolvecenter.org with your name, case number, date and time of mediation. We will send you a Zoom invitation for you to appear for your mediation.
2. View the Jackson County Small Claims Mediation Orientation video
 - a. Link to Video: <https://resolvecenter.org/jackson-county-small-claims-mediation/>
3. Sign an Agreement to Mediate form [Page 3]
4. Prepare to use Zoom for your mediation by computer or by phone [Page 2]

This document covers:

1. Zoom Information
2. Agreement to Mediate forms
3. Preparing for your Small Claims Mediation
 - a. Sharing documents and evidence
 - b. Signing documents
 - c. Failure to Appear and Late Arrivals
4. Accommodations and Support People
 - a. Support People
 - b. ADA accommodations
 - c. Interpreters
5. Additional Contact Information

Zoom Information

- You will receive an email with a Zoom link by Friday the week before your mediation. If you have not already, please email smallclaims@resolvecenter.org with your name, case number, date and time of mediation.

- When you join the Zoom meeting, you will be in a waiting room. It can take up to 15 minutes for us to process parties into their mediation rooms. We will be with you as soon as we can.

- If you are new to Zoom
 - Download the free application to either your computer or smartphone.
 - We highly recommend practicing before coming to your mediation session.
 - Review Zoom resources on joining meetings at:
https://www.youtube.com/embed/hlkCmbvAHQQ?rel=0&autoplay=1&cc_load_policy=1

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.

If you do not have access to a computer or smartphone:

You can participate by calling in with a regular phone or landline. Please follow the instructions in the Zoom invitation to join by phone.

If you have questions, are uncomfortable with the Zoom platform, or have accessibility concerns you are encouraged to call Resolve at 541-770-2468 or email smallclaims@resolvecenter.org.

Resolve does not have the authority to reschedule the date or time for your case. Please contact the Small Claims Clerk at the Jackson County Circuit Court at 541-776-7171 ext. 581

Agreement to Mediate

- Review and electronically sign your Agreement to Mediate BEFORE your mediation session date by visiting Resolve's website at <https://resolvecenter.org/jackson-county-small-claims-mediation/>. You will be asked to enter your name and email before you can view the form. This is not your signature. You will be able to read the document in full before you sign it.
- Every person participating in mediation, including all parties and non-party support people, need to sign their own form.
- If you have any questions about the content of the document, email us at smallclaims@resolvecenter.org

Preparing for Mediation

Sharing Evidence or Documents for your Mediation Session:

- To share documents in your mediation you will have three options:
 1. Using the share screen function.
 2. Uploading documents into the chat function.
 3. If you are appearing by phone only, you will need to email the documents the day of your mediation to smallclaims@resolvecenter.org .
- Resolve is not responsible for holding or tracking your documents.
- All documents shared will be deleted immediately after the session is over.

Signing Documents:

1. Signatures on any document (an agreement, a trial notice, continuance, default, or dismissal) will be done electronically through the program ESign Genie.
2. You will not need to download anything; the signatures will come through your email.

Failure to Appear/Late Arrival:

1. If you do not arrive for your session at the day and time listed, the other party may request that the court grant a default judgment or dismiss the case.
2. If you are experiencing complications with technology or will not be able to make the session you are welcome to email us at smallclaims@resolvecenter.org
3. Resolve does not have the authority to reschedule your case. Please contact the Jackson County Circuit Court at 541-776-7171.

Support People: Only named parties to a case may participate in mediation unless everyone in the mediation agrees to include a support person. *Support people are defined as anyone brought to the mediation that is not a named party on the claim.*

Remember that you cannot be represented by an attorney in a small claims matter, though you are able to seek legal advice on the matter at any time.

Support People 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.

Support People in the Same Physical Location:

If the other party does not agree to their participation in mediation, they will need to leave the physical location 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 hear the confidential material being discussed.

Accommodations:

ADA Accommodations: If you need assistance or accommodations, please contact the Jackson County Circuit Court at 541-776-7171 ext. 197 or email JacksonADA@ojd.state.or.us for ADA accommodations.

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

For Interpreter Services: If you need an interpreter, please request one at least four days before your mediation by calling the ADA contact at the courthouse 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.

For More Information:

Jackson County Circuit Court

Telephone

541.776.7171

Fax: 541.776.7057

Courthouse Hours

Monday thru Friday, [Excluding Holidays](#)

8am - 12pm and 1pm - 4pm

Courthouse doors open at 7:30am

ADA Contact

541.776.7171 x196

JacksonADA@ojd.state.or.us

Court staff can provide:

- General information about court procedures, rules and practices
- Instructions and forms that the court developed for some proceedings (forms are not available for all legal proceedings)
- Court schedules and information on how to get matters scheduled
- Public information in court records
- A list of low-cost or no-cost legal services available in the community
- Information about the Oregon State Bar's Lawyer Referral Service and TEL-LAW program
- The location of local law libraries open to the public.

Please know that we understand these are difficult times AND that being in Small Claims is already stressful enough. We will do our best to work with you with the inevitable tech issues and or other complications. Please call us or email us with special cases that were not addressed above.

Thank you,

Resolve Mediation Staff

541.770.2468

smallclaims@resolvecenter.org

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Resolvecenter.org