



DALLAS COUNTY DISPUTE RESOLUTION CENTER
GEORGE L. ALLEN, SR. COURTS BUILDING
600 COMMERCE ST. 6TH FLOOR STE. 681
DALLAS, TEXAS 75202

MEDIATOR EXPECTATIONS

INTERACTION WITH DCDRC:

- AS A VOLUNTEER MEDIATOR YOU ARE EXPECTED **TO BE ON TIME FOR THE MEDIATION** THAT YOU AGREED TO FACILITATE. ATLEAST **24 HOUR NOTICE IS REQUIRED FOR YOUR CANCELATION OF INVOLVEMENT.**
- AS A VOLUNTEER MEDIATOR YOU ARE EXPECTED TO **MAINTAIN PROFESSIONALISM** WITH THE DCDRC, CLIENTS, AND OTHER STAKEHOLDERS BEFORE, DURING AND AFTER THE MEDIATION IN WHICH YOU ARE FACILITATING. **PROFESSIONAL ATTIRE** IS ALSO REQUIRED WHEN MEDIATING OR INTERACTING WITH THE DCDRC.
- AS A VOLUNTEER MEDIATOR YOU ARE EXPECTED TO ADHERE TO **ARTICLE VI. EMPLOYEE STANDARDS OF CONDUCT**, WHILE ENGAGED IN VOLUNTEERING ACTIVITIES FOR THE DCDRC.
- AS A VOLUNTEER MEDIATOR YOU ARE EXPECTED **TO CHECK IN WITH THE DCDRC STAFF UPON ARRIVAL AND WAIT IN A DESIGNATED WAITING AREA UNTIL YOUR MEDIATION BEGINS.** THE DCDRC STAFF MAINTAINS ACCESSIBILITY FOR YOU TO COMMUNICATE WITH THEM; HOWEVER INTERACTION IS EXPECTED TO BE CONSIDERATE OF THE STAFF'S TIME TO COMPLETE THEIR WORK RESPONSIBILITIES. PRIMARILY, **EMAIL** IS ENCOURAGED TO COMMUNICATE WITH DCDRC STAFF, TO MAXIMIZE CUSTOMER SERVICE FOR CLIENTS.
- AS A VOLUNTEER MEDIATOR YOU ARE EXPECTED TO ADHERE TO THE **MODEL STANDARDS OF CONDUCT FOR MEDIATORS** FROM THE AMERICAN BAR ASSOCIATION.

BEFORE YOU BEGIN:

- AS A VOLUNTEER MEDIATOR YOU ARE EXPECTED TO SIGN IN ON THE **SIGN IN SHEET** AND HAVE ALL PARTIES SIGN IN.
- AS A VOLUNTEER MEDIATOR YOU ARE EXPECTED TO COLLECT THE **PRE-INTAKE FORMS**, IF THEY HAVE NOT ALREADY BEEN COLLECTED BY THE DCDRC.
- AS A VOLUNTEER MEDIATOR YOU ARE EXPECTED TO HAVE PRO SE PARTIES, READ AND SIGN THE **PRO SE DECLARATION FORM.**
- AS A VOLUNTEER MEDIATOR YOU ARE EXPECTED TO COVER THE **AGREEMENT TO MEDIATE** PRIOR TO MEDIATION WITH THE PARTIES, AND HAVE PARTIES PROVIDE THEIR SIGNATURES ALONG WITH YOUR OWN.

AFTER THE SESSION:

- AS A VOLUNTEER MEDIATOR YOU ARE EXPECTED TO ENCOURAGE THE PARTIES TO ANONYMOUSLY COMPLETE THE **CLIENT EVALUATION FORM**.
- AS A VOLUNTEER MEDIATOR YOU ARE EXPECTED TO COMPLETE A **MEDIATOR EVALUATION FORM**.
- AS A VOLUNTEER MEDIATOR YOU ARE EXPECTED TO SUBMIT THE **ADR REPORT SHEET**.
- AS A VOLUNTEER MEDIATOR YOU ARE EXPECTED TO REFER PARTIES TO THE **WHAT HAPPENS NEXT** SHEET FOR WHAT TO DO AFTER THE MEDIATION HAS ENDED, WHICH IS PROVIDED BY THE DCDRC.
- AS A VOLUNTEER MEDIATOR YOU ARE EXPECTED TO TELL CLIENTS THAT YOUR WORK IS COMPLETED AT THE END OF MEDIATION. YOU ARE EXPECTED TO **END YOUR INTERACTION WITH THE PARTIES UPON COMPLETION OF THE MEDIATION**, TO AVOID CONFLICTS OF INTERESTS AND/OR ETHICAL ISSUES. SOME EXAMPLES COULD INCLUDE; WALKING PARTIES TO COURT CLERKS, WALKING OUT OF THE BUILDING WITH ONE PARTY, SCHEDULING SERVICES AT THE PARTIES PLACE OF BUSINESS, ECT.
- AS A VOLUNTEER MEDIATOR YOU ARE EXPECTED TO **ADHERE TO THE CONFIDENTIALITY** OF YOUR CASE. DO NOT DISCUSS PRIVATE OR PERSONAL CONCERNS FROM THE MEDIATION IN PUBLIC.

COMPLIANCE

- AS A VOLUNTEER MEDIATOR YOU ARE **EXPECTED** TO FOLLOW THESE EXPECTATIONS. FAILURE TO DO SO COULD RESULT IN **TERMINATION OF YOUR VOLUNTEER SERVICE** WITH THE DCDRC.

PRINTED NAME

SIGNATURE

DATE

THANK YOU FOR YOUR WILLINGNESS TO ASSIST DALLAS COUNTY. WE ARE GRATEFUL TO HAVE YOU AMONG OUR GROWING LIST OF MEDIATORS WHO OFFER THEIR EXPERTISE AND EXPERIENCE IN ALTERNATE DISPUTE RESOLUTION. WE HOPE YOUR VISIT WITH OUR CENTER IS REWARDING!