



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

OBSERVER EXPECTATIONS

INTERACTION WITH DCDRC:

- AS A VOLUNTEER OBSERVER YOU ARE EXPECTED **TO BE ON TIME FOR THE MEDIATION** THAT YOU AGREED TO OBSERVE. ATLEAST **24 HOUR NOTICE IS REQUIRED FOR YOUR CANCELATION** OF INVOLVEMENT.
- AS A VOLUNTEER OBSERVER YOU ARE EXPECTED TO **MAINTAIN PROFESSIONALISM** WITH THE DCDRC, CLIENTS, AND OTHER STAKEHOLDERS BEFORE, DURING AND AFTER THE MEDIATION IN WHICH YOU ARE OBSERVING. **PROFESSIONAL ATTIRE** IS ALSO REQUIRED WHEN OBSERVING MEDIATION OR INTERACTING WITH THE DCDRC.
- AS A VOLUNTEER OBSERVER YOU ARE EXPECTED TO ADHERE TO **ARTICLE VI. EMPLOYEE STANDARDS OF CONDUCT**, WHILE ENGAGED IN VOLUNTEERING ACTIVITIES FOR THE DCDRC.
- AS A VOLUNTEER OBSERVER 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 OBSERVER YOU ARE EXPECTED TO ADHERE TO THE **MODEL STANDARDS OF CONDUCT FOR MEDIATORS** FROM THE AMERICAN BAR ASSOCIATION, AS A VOLUNTEER OBSERVER FOR THE DCDRC.

BEFORE YOU BEGIN:

- AS A VOLUNTEER OBSERVER YOU ARE EXPECTED TO SIGN IN ON THE **SIGN IN SHEET.**
- AS A VOLUNTEER OBSERVER YOU ARE EXPECTED **TO INTRODUCE YOURSELF TO THE MEDIATOR** BEFORE INTERACTING WITH THE PARTIES.

DURING MEDIATION:

- AS A VOLUNTEER OBSERVER YOU ARE EXPECTED TO **NOT ENGAGE IN THE MEDIATION.** YOU ARE NOT THE MEDIATOR! YOU MAY ONLY ENGAGE AT THE DISCRETION OF THE PRESIDING MEDIATOR.

- AS A VOLUNTEER OBSERVER YOU ARE EXPECTED TO **MAINTAIN THE HIGHEST LEVEL OF PROFESSIONALISM** WHILE IN THE MEDIATION. YOU WILL NOT BE A DISTRACTION TO THE MEDIATION PROCESS. SOME EXAMPLES COULD INCLUDE; CHEWING GUM, SLEEPING, EATING, ETC. IF YOU ARE A DISTRACTION, A MEDIATOR MAY ASK YOU TO LEAVE THE MEDIATION.

AFTER THE SESSION:

- AS A VOLUNTEER OBSERVER YOU ARE EXPECTED TO COMPLETE A **MEDIATOR EVALUATION FORM.**
- AS A VOLUNTEER OBSERVER 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, ETC.
- AS A VOLUNTEER OBSERVER YOU ARE EXPECTED TO **ADHERE TO THE CONFIDENTIALITY** OF YOUR CASE. DO NOT DISCUSS PRIVATE OR PERSONAL CONCERNS FROM THE MEDIATION IN PUBLIC.
- **MEDIATOR WILL REPORT** TO THE DCDRC THEIR EVALUATION OF THE OBSERVER.

COMPLIANCE

- AS A VOLUNTEER OBSERVER 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!