

David I. Karp Mediation Services
Online Guidelines and Ground Rules
818-515-9361, davidikarp@karpmediation.com

1. **Connecting:** You will receive an email invitation for our meeting aka our online mediation session. You can connect on any device. If you do not have a Zoom app, you will be prompted to download it and you must have it for breakout rooms. Sometimes I use my computer for video and my cell phone for audio. Phone numbers to phone in are included in the invitation to call in.
 - a. You should have a strong internet connection. DO NOT connect with public wifi or an unsecured internet connection. This will affect your privacy and confidentiality and those of others in the session.
 - b. Do not commence or participate in a zoom session anyplace other than in a private room (e.g, not Starbucks). Please, during the session, no interruptions from staff (at the office) or from others (at your home). No third parties who have not provided their signatures to the mediator on the confidentiality agreement; no eavesdroppers or interlopers; no recording of the session. These would affect everyone's privacy and confidentiality.
 - c. Connect early for the session, at least 10-15 minutes to deal with any unforeseen issues in connecting. If you cannot connect and need to speak with me call me at 818-996-6311 so I may try to help you. If you are disconnected for any reason, do not panic. Try to reconnect, then if necessary call me.
2. **Once connected:** You will find yourself in a waiting room. Please be early. I will wait five minutes past the start time before letting people into the main room. There I may give an introduction. I will then move you to a breakout room.
 - a. Be sure to turn on your microphone and video. Your microphone will be muted upon entry or reentry in any room (main room, breakout room). Controls are at the bottom of your participant panel.
 - b. Please take a break from other chores on your phone or computer while we are in session, i.e., stay off your phone and stay away from other distracting email, etc., or we will hear your keystrokes, etc. Turn off computer notifications that beep or ding or whatever.
 - c. Zoom cannot handle people talking over one another. It may latch on to one speaker and mute the other. Please take turns.

3. **Breakout rooms:** I will assign you to breakout rooms for private caucuses.
 - a. You will always know when I enter or leave the breakout room because you will see my image appear or disappear. In your breakout room you will have the ability to speak with one another, share documents, etc.
 - b. If I have left the breakout room and have not returned by the time you want me to do so, you may have to contact me (use help button). If there is no other way to communicate with me, you can call me at 818-996-6311 while in the session.
 - c. There are also little icons you can use to tell me if you need a break (coffee cup) and you can raise your hand if you want to tell me something.
 - d. Sometimes I am in another breakout room for quite a while discussing matters with another person or group. I will try to stop in to check on you and reassure you that you have not been abandoned, but I can't always do that. Do not panic; I have not forgotten you. Contact me if uncertain. Use the help button.
4. **Sharing:** Zoom has a great feature that allows sharing. Any of us can share documents, for instance. To do so, have the document open on your computer screen BEFORE you hit the share button. There is also a white board feature that we can write on.
 - a. When it comes time for the drafting of a settlement agreement, one side can draft and share it and others can see the work and comment on it audibly when ready. On my website there is a fillable form for settlement agreements first created years ago by and for the Los Angeles Superior Court. You can share it, and work on it from <https://www.karpmediation.com/forms/> or use your own. You can also use dropbox which I do not use.
 - b. You can also download documents via Zoom, another way to share.
 - c. For signatures on the settlement agreement if we have gotten that far, the document can be downloaded, printed, signed, scanned or photographed, and then returned via email. Some people use docusign. I do not have that availability at this time.
5. **Legal issues:** Privacy and confidentiality are paramount but vulnerable in online practice. That is why I have suggested: no third parties off camera, no eavesdroppers, no recording, no participation from a public wifi (like Starbucks) and no interruptions by others or from other tech devices.

6. **Online Courtesies & other things:** Mute your audio if you need to cough; take turns; be patient, be forgiving - some of us may be just learning to use Zoom, and something may go wrong at any time. If there are any technological stumbles on my part, I will adjust my time so you are not paying for my fumbling. I hope this will be a good experience.

Thank you.
David I. Karp.
March 26, 2020.