



Collaborative Resolutions Group, Inc.
P. O. Box 931
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Guidelines for CRG Online Mediation Services

Please follow these guidelines when participating in CRG phone or online mediation sessions:

- a. Use only a **SECURE** password protected internet connection, without public access;
- b. Locate a **QUIET** space where you can talk freely without interruptions, and without the presence of people who are not part of the mediation (please tell your mediator of all people present in the space you use);
- c. Respect the **PRIVACY** and confidentiality of the process by ensuring that there are no other people (including children) present or within listening range, and that you do not post links to the session on social media or in other public places;
- d. Be on **TIME**. If a participant does not log into mediation within 10 minutes of the agreed upon start time, the session will be canceled and a cancellation fee may be charged;
- e. Be **PATIENT**. Technological glitches (including lag time and delays) can happen. Please remember that we're all learning how to use new technology. If the connection fails, try the session link again; **CONTACT** the Case Coordinator or the Mediator if you need support;
- f. Speak **RESPECTFULLY** and be mindful of facial expressions and body language;
- g. Be **ATTENTIVE** to the session, silence your phone, and avoid unrelated texts, calls, emails, messages, notifications, and technology that distract participation;
- h. **DO NOT RECORD** the session in any way; and
- i. **DO NOT SHARE** sensitive personal information during the session (account numbers, Social Security, dates of birth, etc.) – make other arrangements if needed to share that info.

CONTACT INFO FOR CRG:

Info@crg-collab.org (413-774-7469)

ONLINE MEDIATION PLATFORMS – ZOOM

CRG currently uses Zoom for online mediations (<https://zoom.us>). If all parties agree, it may be possible to conduct mediation sessions by phone, FaceTime or other platforms – contact CRG for details.

Learning how to use Zoom:

While Zoom is relatively easy to use and your Case Coordinator or Mediator will work with you to ensure that you are familiar with the technology, we encourage you to prepare for your online mediation session by learning how Zoom works. The following links may be helpful:

- Upload the latest version of Zoom before a meeting [click here](#); related to software updates: [On viewing what version of Zoom you're running](#), [On how to update to the most recent version of Zoom](#)
- [How to join a Zoom Meeting](#)
- [How to configure your audio and video for a Zoom meeting](#)
- [Frequently Asked Questions](#)

Some people are just learning how to use Zoom and other platforms, and may initially not feel very comfortable with this way of talking together. Please speak to your Case Coordinator or Mediator if you have any questions or concerns about mediating in this way, or if you need help finding ways to address technical issues.

Security concerns and recommendations:

While CRG Case Coordinators and Mediators are committed to confidentiality, we do not have control over information collected and used by online platforms like Zoom. Whenever you use an online platform, identifying data such as IP, MAC Address and other network information may be shared with the platform (see details on next page). Each platform handles personal and consumer data differently; it's important to have an understanding of how your information is being collected and used.

- For full information about how Zoom uses your data when you access Zoom or Zoom websites please refer to [their most recent privacy policy](#). Additionally, the privacy policy details **your right** to have access to data collected by Zoom and encourages users with questions about the policy to reach out to their security team at privacy@zoom.us

Acknowledging the information given here about the use of online platforms is a part of signing the Agreement to Mediate; you are responsible for reading through these materials and doing your part to ensure the privacy of the session and the security of your computer and internet connection.