



Small Claims FAQ

What do I need to do before my mediation?

1. If you are new to Zoom, download the free application to your computer or smartphone.
 - a. Find Zoom resources at <https://support.zoom.us/hc/en-us/categories/200101697>
 - b. We highly recommend practicing before coming to your mediation session.

There can sometimes be audio or visual issues with different forms of technology, and it is best to have that figured out before your scheduled mediation session.

How long will my mediation take?

Conferences are normally scheduled in two-hour blocks. Most conferences can be completed in this time, but each conference is different and may take longer or shorter depending on the case. If you have time constraints or concerns, please mention them to your facilitator at the start of the conference.

What if I don't have a computer or smart phone?

You can call into the zoom session with a landline or cell phone by calling the phone number provided in your Zoom invitation. You will need to have access to the internet and email for signing documents.

If you do not have the ability to do either, please contact Neighbor to Neighbor at smallclaims@n2nmediation.org or call 503-585-0651, opt 3 so we can assist you in finding a way for you to appear.

Where do I find my Zoom link?

The Zoom link for your remote conference will be emailed to you by Neighbor to Neighbor a few days before your scheduled mediation. If you have not received your appearance instructions or your Zoom link, please email: smallclaims@n2nmediation.org or call Neighbor to Neighbor at 503-585-0651, opt 3 with your name, email address, phone number, and case number.

Can I reschedule if I don't want to attend the conference remotely or I have a schedule conflict?

Neighbor to Neighbor does not have the authority or ability to reschedule or postpone your conference. For all schedule related questions, call the court that sent you notice to appear.

What if I can't join the zoom session or get disconnected during my session?

If you are having technical difficulties before or during your session, immediately email smallclaims@n2nmediation.org or call the Neighbor to Neighbor office at 503-585-0651, opt 3. We understand that things happen and will work with you to get you into your mediation.

How will I sign my agreement?

You will need to have access to the internet and email for signing documents. Before your mediation concludes, all forms requiring a signature will be sent to you through Foxit at the email address you provided and you will be able to sign with an electronic signature. No printer or scanner is necessary.

Will I get a copy of our agreement and other documents?

Yes, once all the parties in your case have completed the electronic signature process. You will receive a copy of the signed agreement or other documents by email. If you need a copy at a later date, you may contact the Circuit Court and request additional copies of your agreement for a fee.

Can I have a witness with me?

No, mediation sessions are limited to only the named parties in the case and a support person if all parties in the case agree. Witnesses are not permitted in mediation.

What if I want a person to support me?

You may have a support person if all named parties agree. The support person must sign an agreement to mediate before the date of the mediation and must be willing to abide by confidentiality standards.

A. Support person attending by Zoom:

After your support person signs an agreement to mediate on Neighbor to Neighbor's website, Neighbor to Neighbor 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 Neighbor to Neighbor 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, Neighbor to Neighbor will move them into the mediation session.

B. Support People in the Same Physical Location as the party:

If your support person is in the same physical location as you, they may share your camera, phone, or computer. However, if there is no agreement from all the other parties in the session for the support person to attend the mediation session, they will need to immediately leave the physical 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 see or hear the mediation.

What if I have a No Contact Order?

If you have a restraining order, stalking order, or no contact order with someone else named in the case, please call Neighbor to Neighbor at 503-585-0651, opt 3 or email at smallclaims@n2nmediation.org prior to your scheduled mediation session.

What if I need an Interpreter?

If you need an interpreter, please request one at least four days before your mediation. A qualified interpreter will be provided to you at no charge. You may not bring a friend or family member to interpret for you.

Who will my mediator be?

Mediators are professional staff from Neighbor to Neighbor and trained volunteers. To be a mediator, one must have good communication skills, the ability to remain impartial, and a commitment to resolving conflict through collaboration. All our mediators complete a minimum 36-hour course in mediation skills plus 8 hours of training in court procedures. All mediators go through an apprenticeship – observing mediations and conducting supervised mediations. This qualifies the mediator for small claims cases.

Are there any additional fees for mediation?

There is no additional charge for mediation services in small claims court. The Small Claims Mediation Program is a cooperative effort of Marion, Benton, Linn and Yamhill County Circuit Courts and Neighbor to Neighbor, a nonprofit Community Dispute Resolution Center.

What are the benefits of mediation?

- Parties have a voice in their case and greater control over the outcome
- Parties report high satisfaction
- Parties do not need to bring evidence or witnesses
- Mediation significantly reduces court caseloads
- Research shows that people who reach an agreement in mediation are more likely to comply with the terms than those who are ordered to make payment without mediation.