

CALM, Inc. Policies and Procedures for Volunteer Mediators

1. All CALM volunteer mediators must have completed the 40/50-hour basic mediation training course from a CALM approved trainer or organization. These organizations include the following: CALM, Inc., Community Mediation Maryland, The University of Maryland Graduate School of Social Work, The Baltimore Mediation Center, Mediation Matters, Center for Dispute Resolution, a Federal Government Agency, the Northern Virginia Mediation Center and/or an accredited University degreed program.
2. All CALM volunteer mediators will have an office file which will contain the following information: volunteer application form, certificates, yearly performance review sheet for quality assurance purposes, any letter of recommendations, and other communication as deemed essential or necessary by the CALM, Inc. staff.
3. All CALM volunteer mediators will need to re-sign a Volunteer Mediation MOU once a year in April or January depending upon when they first signed on as a volunteer. If a volunteer mediator does not wish to re-sign they must submit a letter to the Executive Director of CALM stating their intention not to renew their volunteer mediator status with CALM before April 1st or January 1st. A volunteer mediator who decides not to renew will be placed on an inactive volunteer mediator list so they will continue to receive training and information about CALM activities. They will not receive information on cases.
4. All CALM volunteer mediators are required to take at least eight (8) hours of training every other year as stipulated by the Maryland Program for Mediator Excellence. CALM offers advanced mediation trainings and various other trainings throughout the year.
5. All CALM volunteer mediators will have at least one yearly observation by the Executive Director. Feedback will be given, discussed and a written evaluation will be placed in each mediator's file.
5. All CALM volunteer mediators are expected to arrive at least ½ hour before each mediation session to set-up and discuss mediation approaches and strategies with their co-mediator. All CALM volunteer mediators are expected to remain after the mediation session to clear the room of all mediation supplies and return all information to the office. CALM volunteer mediators are not to take files home with them (*see exception below). CALM volunteer mediators are expected to discuss how they felt and/or give feedback (pluses and deltas) about their role in the mediation with their co-mediator before they leave. If mediators have concerns or questions about the mediation itself or their co-mediators, they are expected to call the Executive Director to discuss these concerns or questions.
6. If you are paired with a mediator you have not mediated with before you are expected to meet or call each other at least a day or two before the first mediation session to discuss approaches/styles and expectations. It is suggested that this interaction be at least a one hour exchange.

7. If for any reason, you are unable to attend a scheduled session, you are to call the office or the Executive Director as soon as possible. The CALM office staff will find a co-mediator to replace you. You are not to find a “substitute” on your own.
8. All notes taken by co-mediators and observers are to be kept in the case file located in the CALM office.
9. Once you have had the appropriate MOU training, CALM volunteer mediators may type up draft MOUs from their notes in the office or at home with **copies** of the notes. Copies may be made on the CALM copier; your originals need to stay with the file at all times. These MOUs are to be emailed to the CALM email account or saved on the CALM computer so they may be kept in the working MOU file folder on the CALM computer. Questions about this process should be directed to the Executive Director.
10. CALM Volunteer Mediators who wish to mediate divorce mediations must have completed a 40-hour Divorce Mediation training from a CALM approved trainer. Divorce Mediators may draw up draft MOUs but may not have any contact outside the sessions with the participants. The Executive Director must read draft MOUs before the participants read them. The final MOUs are to be typed up by the office staff and a MOU signing meeting will take place between the Executive Director and the mediation participants.
11. Currently, MOUs that are not for a Separation/Divorce situation may be hand written and signed at the end of the mediation session, if all participants agree to this. Mediators **do not sign** the MOUs. Mediators only sign the “Consent to Mediate” form at the beginning of the mediation session.
12. CALM Volunteer Mediators are **not** to give out their personal information or to have direct contact with the participants between mediation sessions. All participant contact is to be done by or through the CALM office staff.
13. CALM Volunteer Mediators who have private practices or businesses are not to provide information about their practices, any literature, or business cards while conducting mediations, facilitations, presentations, or conferences for CALM. Any CALM Volunteer Mediator promoting their business in this fashion will be released from their commitment immediately and removed as a CALM Volunteer Mediator. If you have a skill to offer and wish the office staff to give out that information when appropriate please notify CALM staff and your business will be placed on CALM’s referral list. (CALM has lists of counselors, social workers, therapists, CPAs, attorneys, mediators, insurance agents, and other professionals we refer individuals to when they are requested.)
14. As CALM grows and expands through its Outreach Program, CALM Volunteer Mediators may be asked to take other specialized trainings in order to co-mediate such cases (i.e., workplace, elder, etc)

15. CALM Volunteer Mediators are expected to participate in activities other than mediations which may include yet are not limited to outreach opportunities, fundraising activities, and CALM committee work.

16. CALM volunteer mediators are free to use whatever model of mediation they are comfortable with as long as these basic mediation steps are followed:

- Welcome/Introduction
- Read and sign “Consent to Mediate” form
- Gathering Information (Sharing their story)
- Identify Issues
- Brainstorm possible solutions
- Discuss potential solutions from the possible solution list
- Assist the participants in developing their MOU

17. When a mediation session has concluded, CALM Volunteer Mediators are to fill out all appropriate paperwork such as the “next session” form, place all notes and paperwork in the file folder for the case and place in the mediation box. The mediation box and flip chart are to be placed back into the CALM office. Please do not leave anything in the hallways or rooms.

18. If this is the last mediation session (and there will not be a MOU signing) make sure the participants fill out an evaluation form. This form can be found in one of the folders in the mediation box. Once the form has been filled out place it in their file.

19. Inclement Weather: CALM will close the office and mediation sessions will be canceled due to inclement weather conditions based upon the Frederick County Public School (FCPS) schedule. This means that if FCPS are closed for the day due to weather conditions CALM is closed and daytime mediation sessions will not be held; if the schools open late CALM opens late and mediation sessions are held; if FCPS cancels all evening events due to inclement weather conditions then all meetings and mediations scheduled for that evening are also canceled. Cable Channel 18 is the FCPS television channel and they will post information there, you can also check www.fcps.org for inclement weather closings.

*Mediators not mediating at the Center currently located at 723 North Market Street may take the file, box, and flip chart home with them and must return them the following morning to the Center. This means if you are co-mediating in Emmitsburg or Brunswick you will pick up the mediation box and flip chart from the CALM office either the day before or the day of the mediation and return the mediation box including the file and the flip chart to the CALM office the very next morning. If there are difficulties with this procedure, you must notify the Executive Director or other office staff immediately.