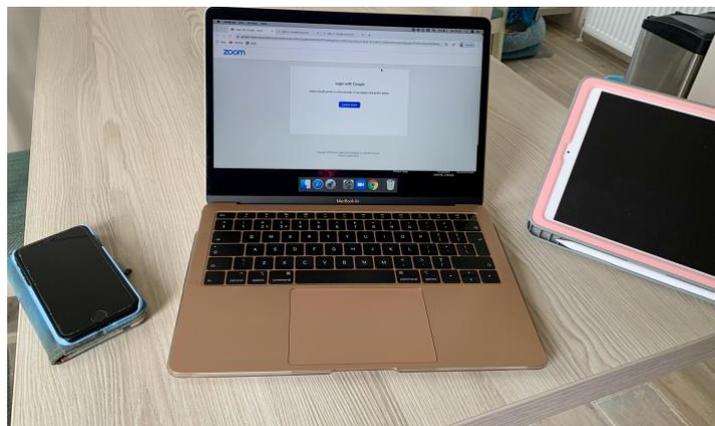


ONLINE FAMILY MEDIATION - CORONAVIRUS



In response to the COVID-19 Pandemic we are able to offer specialist Family Mediation online.

We understand the additional stress and anxiety that all families in the UK are experiencing. The additional pressure for families who are being forced to self-isolate under the same roof make take it's toll.

So whether your in the process of separating, already separated or concerned about the time you are able to spend with your child then we can help.

Helping separated parents have difficult conversations and find a mutually agreeable way forward.

ONLINE MIAMS & MEDIATIONS

Children 1st Mediation are a team of registered qualified Family Mediators.

We have prepared this short guide to help you get the best from your online mediation experience. We hope that we will help separated parents with who are in dispute to find a mutually agreeable way forward and to get the best results possible from online mediation.

Whilst in our experience a direct communication where we can see one another is the best approach to MIAM's and mediation, we can in exceptional circumstances undertake MIAM's by telephone during this crisis, for those of you who do not have access to a smartphone.

For Mediation appointments we can use What's app, Facetime, Skype and Zoom to undertake MIAM's and Mediations. Most people have internet ready devices today which means we can successfully carry out mediation online.

All you need is one of the following devices:- smartphone; PCs or Macs, tablets or Iphone which has a webcam or video camera.

As a rule, the bigger the screen, the better your experience is likely to be. It will make seeing the others taking part and viewing documents so much easier.

Make sure you have a good internet connection or 4G. This is as important as the quality of your device, so is the speed of your internet connection. If using 4G make sure that you data allowance on the call, as video calls consume a lot of data fast.

Just remember to close down all other software that uses the internet on your device to maximise the bandwidth available for your call. But don't worry. If for any reason you have issues with video quality and you're in an online meeting with us, we'll simply reschedule.

MIAMS

FaceTime: If your device uses Apple's macOS or iOS operating systems, FaceTime is a robust, reliable – and free – platform you can use. (Suitable for MIAM's only)

What's app: Whether you have an apple device or android device we can meet online via What's app. All you have to do is download the app.

Online Mediations

Zoom: is video conferencing software that you won't need to create an account for, though you will need to download a small file or app to your device. It works through an internet browser, and all you need to do to join the video meeting is click on a link which we will send to you. We can have 3 people in the meeting.

Skype: is easy-to-use software and is also free to download onto your device - you will need to set up an account to use it, therefore if you don't already have a skype account we will not ask you to make one, instead use Zoom.

Whichever way we decide is best to meet with you online we will take all the hard work out of it by organising everything for you and sending you a link for you to join us online.

Make sure you have your device's camera at around eye level, ensuring that you're not holding it freehand. Feeling physically comfortable during the call is paramount, so having your arm outstretched for an hour or two will not be an option. Besides, you'll probably want your hands free to make notes. Which means you might want to sit at a table with a notepad and pen, too. Ensure your space is well lit so that you can be seen clearly. Avoid sitting with a strong light source behind you, like a window.

Why is it important that we can all see one another's faces?

It's important that all the participants involved are able to see your facial expressions. This can help them measure the tone of what it is you're saying or feeling.

Where should I be when I'm in the meeting?

It is important to choose a quiet space that will be free from possible interruptions, children, pets, the sound of a washing machine spinning, or the post man.

It is important that Children are not able to overhear the discussions during our meetings, which we ask you to ensure.

It is also important that speak in a private space as the meeting will be confidential and it can be emotional. So pick a space where you won't be overheard or interrupted.

Ideally you'll have your device's camera at around eye level. And please ensure you're not holding it freehand. Feeling physically comfortable during the meeting will be important.

You'll may want your hands free to make notes. Which means you might want to sit at a table with a notepad and pen.

Ensure your space is well lit so that you can be seen clearly. Avoid sitting with a strong light source behind you, like a window.

Choose a mediator who is registered and accredited with the Family Mediation Council, they will be able to prepare you with what to expect. We have the special skills that are needed to help make working online a positive experience for all those involved.

So if you'd like us to conduct an online mediation for your problem or dispute, then call us on 0800 061 4905 or email us on info@children1stmediation.co.uk

Children 1st Mediation

March 2020