



The Lagos Multi-Door Courthouse Online Dispute Resolution Guidelines

Considerations and Resources for Users

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Introduction to Online Mediation

This is a guide to help Mediators, Parties, Lawyers, and other Users interested in submitting and engaging in online dispute resolution at the Lagos Multi-Door Courthouse (LMDC). This document outlines the Case Referral Procedure for the referral of cases to the LMDC, the Pre-Mediation Meeting Guidelines, Mediation Session Guidelines. It also provides access to the LMDC Case Referral Forms and Mediation Forms (Appendix 1); and a sample mediation agreement template. Helpful Zoom settings are included to ensure the Zoom platform is adequately set up for commencement of a mediation session.

This document will be revised from time to time, and we encourage Users to share their recommendations for improving it. Please send any recommendations for inclusion to lmcregistry@lagosmultidoor.org.

Mediation Case Referral Procedure

1. The initiating party (Applicant) sends a formal notification of an intention to refer the case to Mediation at the Lagos Multi-Door Courthouse to the other party (Respondent) by email, WhatsApp or delivered post and have proof of delivery/evidence of formal notification.
2. After a formal notification of an intention to refer the case to Mediation has been sent by the Applicant, the Applicant should refer a matter to the LMDC by completing the requisite forms.
3. A link or the forms will then be sent by the LMDC Registry to the Respondent by email or WhatsApp to fill out the electronic Pre-Mediation form and submit.
4. The Registry sends a notification by email or WhatsApp to the Applicant to state that the Respondent has been contacted to fill the necessary forms.
5. Upon completion of all pre-mediation forms by the Applicant and Respondent, the Case Manager will convene an online pre-session meeting with all parties. (*See Pre-session meeting guidelines*)
6. Upon agreement of all parties to proceed to mediation after the pre-session meeting, the Case Manager will convene a mediation session within 5 working days from the Pre-Mediation meeting date.

STAGE ONE: PRE- MEDIATION MEETING

The following is an outline of the Pre- Mediation Meeting:

1. Parties and/or Counsel are informed of the type of mediation (online mediation) and the following:
 - A. Technology: Inform parties of technology requirements:
 - I. Reliable electrical supply
 - II. Access to stable internet connection
 - III. A laptop/tablet/Android phone with a microphone and camera.

- IV. Zoom audio/video conference service provider¹
- B. Mediation Forms: Parties will be informed about the mediation forms (Agreement to Mediate Online/confidentiality forms) to be forwarded to the parties after the Pre-Session Meeting. The forms are to be duly signed, scanned and forwarded to the Case Manager via E-mail or WhatsApp within 3 working days before the mediation session.
- C. Passport photographs of Parties should be signed by Parties at the back of their respective passport photographs and both sides of the passport photographs should be scanned and forwarded to the LMDC for identification of the Parties during the ODR Session.
- D. Where the Party is a Corporation and there is a need to change the Representative, the Corporation should forward the new Representative's passport photograph duly signed as stated above to the Case Manager.
- E. Decisions to be reached with parties during a pre-session meeting. Confirm and agree the following:
 - I. Confirm the appropriate parties
 - II. Explain/Educate the parties about mediation and that their agreement can become a consent judgement of the High Court of Lagos State.
 - III. Discuss the format for online mediation.
 - IV. Confirm both parties agree to mediation.
 - V. Inform the parties that video conferencing will be deployed (Alternate channels will be deployed where technical problems arise – parties may be required to provide their telephone number to the mediator at the commencement of the mediation session).
 - VI. Inform Parties that they would be required to login to the Mediation session 15 minutes before the session starts.
 - V. How long a party should wait online for the other party before leaving the meeting (maximum 15 minutes from the time scheduled for mediation except otherwise agreed by the parties).
 - VI. Date of mediation (take 3 tentative dates for discussion with the mediator). Upon confirmation of the date by the Mediator, Case Manager will inform parties of the agreed mediation date.
 - VII. Accurate email addresses/WhatsApp numbers for communication of information
 - VIII. That parties will receive an email or WhatsApp invite containing the Zoom link for the mediation session latest the day before the agreed mediation date.
 - IX. Inform the Parties how the mediation forms will be signed
- F. Case Manager to inform parties of enforcement options (Through the Court. However, parties and counsel should be encouraged to abide by their agreement in view of the current situation in the Country).

LMDC ODR Pre-Mediation Meeting Slides - <https://lagosmultidoor.org/odr-pre-mediation-session/>

¹The LMDC does not take responsibility for any challenges with the use of the audio/video conference service provider.

STAGE TWO: LAGOS MULTI-DOOR COURTHOUSE MEDIATION SESSION GUIDELINES

1. The mediation session is convened by the Lagos Multi-Door Courthouse Case Manager or Mediator via Zoom
2. Where necessary, the Case Manager introduces the Mediator to the parties, assigns the Zoom Host function to the Mediator and signs out of the Zoom platform. (The Case Manager can be contacted if required).
3. All participants are required to enable the Video settings of the Zoom Platform upon signing in to the mediation session.
4. All participants are required to indicate their full name when signing into the Zoom Platform.
5. The Mediator introduces himself/herself, requests for introduction from the parties and counsel and confirms how the parties and counsel would like to be addressed.
6. The Mediator explains the principles and phases of mediation and also discusses issues affecting online mediation, such as:
 - a. **Ground Rules:** Timing guidance such as how long each party has to make his/her opening statement; approximately how long caucuses will take; What a party should do when the Mediator is in Caucus with another party; How long the entire mediation will take (2 hours recommended except the parties agree otherwise). These ground rules could be typed on a blank document and shared using the 'document sharing tools'.
 - b. **Confidentiality:** Mediator will discuss confidentiality of the mediation session.
 - c. **Privacy:** The parties and Mediator must ensure that only the confirmed participants are present at the session.
 - d. **Recording:** Inform parties that recording is not permitted.
 - e. **Coordination of the process:** Inform parties that their microphones would be muted unless they are required to speak. However, they could take notes on a paper of any issue they would like to address.
 - f. **Technological Challenges:** Ask for parties to be patient where there are technological challenges with communication and agree alternate channels of communication where required.
 - g. **Mediation Forms:** The Mediator will explain the Mediation Forms and ask parties to complete the Forms.
 - h. **Caucus Sessions:** The Mediator will explain the caucus sessions and how they would work on the Zoom platform.
 - i. **Communication:** Primarily through verbal communication but the Mediator could use a blank or white board to capture points, create an agenda, document options created by the parties or generated by the mediator
7. **Conclusion of Mediation:**
 - a. Mediator to read out the Terms of Settlement and share a copy with the parties and counsel. Parties and Counsel could also assist with drafting the Terms of Settlement.
 - b. Parties should complete the Feedback Forms.

8. Execution of the Settlement Agreement:

- Upon conclusion on the agreed Terms of Settlement by the Parties and the Mediator, the Terms of Settlement is forwarded to the Case Manager/Head of Unit for confirmation that it is in accordance with the organisation's preferences or formalities.
- Upon confirmation the Case Manager will forward the Terms of Settlement in PDF Format to the Claimant/Applicant for signing.
- The Claimant /Applicant and Counsel are expected to download, print and initial on each page of the Terms of Settlement and append their signatures on the signature page, scan and send back to the Case Manager.
- The Case Manager confirms the TOS as the agreed Terms by the parties and forwards the signed Terms of Settlement to the Defendant/Respondent and Counsel for signing (same process with the Claimant/Applicant applies).
- After all Parties and Counsel have signed the Terms of Settlement, the Case Manager forwards the TOS to the Mediator for signing (same process for execution by the Parties applies). Subject to the agreement of Parties and the Mediator, Parties can deploy the use of electronic signatures on the Terms of Settlement.

9. LMDC's Official Endorsement on the duly executed Terms of Settlement:

- The duly executed Terms of Settlement shall be forwarded to the Registrar for the official LMDC stamp to be affixed on it.
- Copies or Certified True Copies (CTC) of the Original Terms of Settlement shall be made available upon request to the Parties and the Court for enforcement or consent Judgement.

For further enquiries, please contact the Registry on 09092020879, 08094592495 (from 9am – 4pm) ;send an email to enquiries@lagosmultidoor.org or see The **Lagos Multi-Door Courthouse Mediation Session Guidelines**

APPENDIX 1: Case Referral Forms and Mediation Session Forms.

Click on the links below to complete the Relevant Forms

Case Referral Forms

<https://forms.gle/LsuwPN1hYRbea9AW8> (Applicant's Form)

<https://forms.gle/DSTbwWVKbyGDjp5S9> (Respondent's Form)

Mediation Session Form

<https://forms.gle/T7zR2xQNUxkDrdWr8> (Agreement to Mediate Online/ Confidentiality Form)

<https://forms.gle/CwkiPTMRioPHPugv5> (Mediator's Form)

Feedback Form

<https://forms.gle/PNRidxayt2FEQLF57>

APPENDIX 2: Helpful Zoom Settings

ZOOM SETTINGS

(WHAT TO ENABLE)

1. **HOST VIDEO:** Start meetings with host video on
2. **PARTICIPANT VIDEO:** Start meetings with participant video on. Participants can change this during the meeting
3. **AUDIO TYPE (COMPUTER AND MICROPHONE:**
Determine how participants can join the audio portion of the meeting. When joining audio, you can let them choose to use their computer microphone/speaker or use a telephone. You can also limit them to just one of those audio types. If you have 3rd party audio enabled, you can require that all participants follow the instructions you provide for using non-Zoom audio)
4. **ENABLE PERSONAL MEETING ID:** A Personal Meeting ID (PMI) is a 9 to 11 digit number that is assigned to your account. You can visit [Personal Meeting Room](#) to change your personal meeting settings
5. **USE PERSONAL MEETING ID (PMI) WHEN SCHEDULING A MEETING**
6. **ONLY AUTHENTICATED USERS CAN JOIN MEETINGS FROM WEB CLIENT:** The participants need to authenticate prior to joining meetings from web client
7. **EMBED PASSWORD IN INVITE LINK FOR ONE-CLICK JOIN:** A numeric password will be required for participants joining by phone if your meeting has a password. For meeting with an alphanumeric password, a numeric version will be generated
8. **MUTE PARTICIPANTS UPON ENTRY:** Automatically mute all participants when they join the meeting. The host controls whether participants can unmute themselves.
9. **UPCOMING MEETING REMINDER:** Receive desktop notification for upcoming meetings. Reminder time can be configured in the Zoom Desktop Client
10. **REQUIRED ENCRYPTION FOR 3RD PARTY ENDPOINTS (SIP/H.323):** By default, Zoom requires encryption for all data transferred between the Zoom cloud, Zoom client, and Zoom Room. Turn on this setting to require encryption for 3rd party endpoints (SIP/H.323) as well. This provides the required security for mediation.

11. **CHAT:** Allow meeting participants to send a message visible to all participants. Prevent participants from saving chat; and disable meeting participants from sending a private 1:1 message to another participant.

12. **FILE TRANSFER:** Hosts and participants can send files through the in-meeting chat

13. **ALWAYS SHOW MEETING CONTROL TOOLBAR:** Always show meeting controls during a meeting.

14. **SHOW ZOOM WINDOWS DURING SCREEN SHARE**

15. **SCREEN SHARING:** Allow host and participants to share their screen or content during meetings (Under who can share? Enable all participants. Who can start sharing when someone else is sharing? Enable all participants)

16. **ANNOTATION:** Allow participants to use annotation tools to add information to shared screens (White Board).

17. **NONVERBAL FEEDBACK:** Participants in a meeting can provide nonverbal feedback and express opinions by clicking on icons on the Participants panel

18. **ALLOW PARTICIPANTS TO RENAME THEMSELVES:** Allow meeting participants to rename themselves

19. **REPORT PARTICIPANTS TO ZOOM:** Hosts can report meeting participants for inappropriate behavior to Zoom's Trust and Safety team for review. This setting can be found on the Security icon on the meeting controls toolbar.

20. **BREAKOUT ROOM:** Allow host to split meeting participants into separate, smaller rooms (enable allow host to assign participants to breakout rooms when scheduling)

21. **VIRTUAL BACKGROUND:** Allow users to replace their background with any selected image. Choose or upload an image in the Zoom Desktop application settings

22. **IDENTIFY GUEST PARTICIPANTS IN THE MEETING/WEBINAR:**
Participants who belong to your account can see that a guest (someone who does not belong to your account) is participating in the meeting/webinar. The Participants list indicates which attendees are guests. The guests themselves do not see that they are listed as guests.

23. **WAITING ROOM:** When attendees join a meeting, place them in a waiting room and require the host to admit them individually. Enabling the waiting room automatically disables the setting for allowing attendees to join before host
24. **SHOW A “JOIN FROM YOUR BROWSER” LINK:** Allow participants to bypass the Zoom application download process, and join a meeting directly from their browser. This is a workaround for participants who are unable to download, install, or run applications. Note that the meeting experience from the browser is limited
25. **EMAIL NOTIFICATION:** (Enable when a meeting is cancelled).
26. **BLUR SNAPSHOT ON iOS TASK SWITCHER:** Enable this option to hide potentially sensitive information from the snapshot of the Zoom main window. This snapshot displays as the preview screen in the iOS tasks switcher when multiple apps are open
27. **INVITATION EMAIL:** Participants will receive emails in a language based upon their browser/profile settings.
28. **REMOTE SUPPORT:** Allow meeting host to provide 1:1 remote support to another participant

WHAT TO DISABLE

1. **JOIN BEFORE HOST:** Allow participants to join the meeting before the host arrives
2. **AUTO SAVING CHATS:** Automatic save of all in-meeting chats.
3. **DISABLE DESKTOP/SCREEN SHARE FOR USERS:** Disable desktop or screen share in a meeting and only allow sharing of selected applications
4. **PRIVATE CHAT:** Allow meeting participants to send a private 1:1 message to another participant
5. **PLAY SOUND WHEN PARTICIPANTS JOIN OR LEAVE:** Play sound when participants join or leave
6. **FEEDBACK TO ZOOM:** Add a Feedback tab to the Windows Settings or Mac Preferences dialog, and also enable users to provide feedback to Zoom at the end of the meeting
7. **DISPLAY END-OF-MEETING EXPERIENCE FEEDBACK SURVEY:** Display a thumbs up/down survey at the end of each meeting. If participants respond with thumbs down, they can provide additional information about what went wrong

8. **REMOTE CONTROL:** During screen sharing, the person who is sharing can allow others to control the shared content
9. **CLOSED CAPTIONING:** Allow host to type closed captions or assign a participant/third party device to add closed captions
10. **SAVE CAPTIONS:** Allow participants to save fully closed captions or transcripts
11. **FAR END CAMERA CONTROL:** Allow another user to take control of your camera during a meeting
12. **AUTO-ANSWER GROUP IN CHAT:** Enable users to see and add contacts to 'auto-answer group' in the contact list on chat. Any call from members of this group will be automatically answered
13. **ONLY SHOW DEFAULT EMAIL WHEN SENDING EMAIL INVITES:** Allow users to invite participants by email only by using the default email program selected on their computer
14. **USE HTML FORMAT EMAIL FOR OULOOK PLUGIN:** Use HTML formatting instead of plain text for meeting invitations scheduled with the Outlook plugin
15. **ALLOW USERS TO SELECT STEREO AUDIO IN THEIR CLIENT SETTINGS:** Allow users to select stereo audio during a meeting
16. **ALLOW USERS TO SELECT ORIGINAL SOUND IN THIER CLIENT SETTINGS:** Allow users to select original sound during a meeting

APPENDIX 3: SAMPLE MEDIATION AGREEMENT