



Superior Court of California
County of San Francisco
UNIFIED FAMILY COURT

FAMILY COURT SERVICES
READINESS CALENDAR
REMOTE ORIENTATION AND MEDIATION INSTRUCTIONS

Family Court Services (FCS) child custody and visitation orientation and mediation services will continue to be provided remotely until further notice.

The Readiness Calendar prepares you for the next steps in your court process. Before you are able to meet with the judge to hear your case, you are required to complete a mandatory Parent Orientation Class and participate in a mandatory mediation with a trained mediator who works with families and children when there are disputes. The parent orientation and mediation are free services staffed by Family Court Services (FCS).

YOU MUST COMPLETE THE MANDATORY ORIENTATION CLASS BEFORE YOU CAN PARTICIPATE IN YOUR MANDATORY MEDIATION SESSION. The San Francisco Superior Court will continue to offer mandatory Family Court Services Parent Orientation process by remote video conferencing from a location of your choice. Family Court Services is pleased to announce that we will continue to conduct our mandatory parent orientation by using the BlueJeans application. **FOR THE BEST EXPERIENCE, PLEASE DOWNLOAD THE BLUEJEANS APPLICATION TO YOUR DEVICE PRIOR TO YOUR READINESS CALENDAR COURT DATE** at <https://www.bluejeans.com>. You may still participate in the orientation without downloading the application.

The Court will provide you with a BlueJeans meeting link to participate in your orientation class at your Readiness Calendar court hearing date. **This is a remote orientation class and it will NOT take place at the courthouse.** Prior to your Readiness Calendar court date, please complete the Family Court Services Confidential Screening Form Survey Monkey found below and include your email address.

**YOU ARE NOT REQUIRED TO BE PRESENT AT THE COURTHOUSE FOR
YOUR ORIENTATION AND MEDIATION**



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REMOTE ORIENTATION/MEDIATION INSTRUCTIONS FOR PARENTS

All Family Court Services (FCS) mediation appointments will take place by BlueJeans video conference or telephone.

1. The Court will schedule your mediation appointment at the Readiness Calendar.
2. If you are requesting a voluntary mediation, please contact your assigned mediator directly. Please be aware that both parents must agree to participation in the mediation process.
3. Before the mediation, you are required to participate in a mandatory remote orientation class. FCS orientations and mediations are scheduled at the call of the Readiness Calendar. The Court will provide parents with a BlueJeans meeting link for your orientation class and a mediation date. The Court will also provide a back-up court hearing date if you and the other parent in your case do not reach an agreement in FCS mediation.

If you do not have access to technology or computer equipment, or if a disability or language barrier prevents you from completing the remote parent orientation; or if you have any general questions regarding orientation and mediation, please contact FCS at **415-238-3623** or **415-551-5060**.

FCS continues to offer the mandatory orientation class by remote video conferencing using the BlueJeans application. Go to <https://www.bluejeans.com>. Please download the BlueJeans application to your computer, laptop, tablet or cell phone device prior to your court date for the best experience. Although it is recommended, you do not need to download the application to participate in your mediation.

At your court hearing, you will be given a BlueJeans meeting link by the Court so that you can log on and participate in your orientation class. **YOU ARE NOT REQUIRED TO BE PRESENT AT THE COURTHOUSE FOR YOUR ORIENTATION AND MEDIATION.** You are welcome to participate in the orientation process by remote video from a location of your choice. There will NOT be any space available in the courthouse for you to participate in your orientation. The remote orientation class will begin with a video presentation. After the video presentation, a mediator will join you “live” to take attendance and answer any questions you might have.

Orientation is mandatory and you are required to remain logged on until you are dismissed by the mediator instructing the orientation class.

The remote video orientation is offered in English and Spanish. Please also read the Orientation handbook, *A Parent's Guide to Family Court*. The Orientation handbook is available online in English, Spanish, and Chinese and can be found on the Court's website. Please see the section below *Orientation Handbooks* and click on the desired handbook.



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REMOTE MEDIATION INSTRUCTIONS FOR PARENTS (CONT'D)

You are also required to complete our Survey Monkey *Confidential Family Court Services Form*, www.surveymonkey.com/r/SFUFCServicesForm prior to your mediation appointment. You can complete our Survey Monkey form at any time. You do not need to wait until your court date to complete the Survey Monkey intake form. Please be sure to include your email address. Your email address is needed to schedule your orientation. Please do not leave any sections blank on the form. Your form will not be shared with anyone and it is only viewed by your mediator to assist your mediator in preparing for the best way to support you and your family during your mediation session.

It is important that you include your current contact information on the form. The contact information you provide on the form will be kept confidential and it will only be viewed by your mediator. We require an email address from you in order to schedule your remote BlueJeans Parent Orientation class.

4. It is important to have as much privacy as possible during your remote Parent Orientation. **Please allow enough time to participate in your Parent Orientation and identify where you can be from 9am to 12 noon on the morning of your Readiness Calendar Hearing court date.**

5. If possible, please secure headphones for the appointment if there will be children or other adults nearby so they do not overhear the conversation. It is important for children to be protected from adult matters and disputes. Children should not be in the room or within earshot of your conversation at any time during your orientation or mediation appointment.

6. Recordings of any type during the orientation and mediation are prohibited by law.

7. We understand that parents will have children at home with them during this time and we will be as flexible as we can be. We ask that you be flexible and understanding as well.

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