

Code of Ethics for Mediators **(2018)**

Introduction

The Code of Ethics for Mediators (2018) is intended to be used, along with the Code of Ethics for Mediators in Community Mediation and Dialogue Centers (2018), as a uniform and common code of ethics for all mediators in Israel, as part of promoting a vision of consensual dispute resolution by professional mediators who enjoy public trust.

The Code sets out the ethical standards of conduct applicable to mediators and is intended to enable mediators, mediation centers and non-community mediation centers and organizations, including MAHUT mediators and mediators handling court cases, to affirm the ethical norms of conduct they accept, thus promoting ethical practice of mediation, specialization in the field of mediation, and public trust in the profession of mediation and mediators.

A mediator, a mediation center, and an organization of mediators who undertake to act in accordance with the Code will bring it to the attention of the mediation parties and the general public in their publications, on a website associated with them, or in other ways.

The Code was adapted for non-community mediators in the private and public markets by the Mediator Ethics Forum, established by the Kiryat-Ono Community Mediation Center, in cooperation with Ono Academic College, under the direction of Dr. Omer Shapira and coordination of Carmela Zilberstein.

The code is based on the Code of Ethics for Mediators (2014) of the Kiryat Ono Community Mediation Center, developed by members of the Ethics Forum, and the Code of Ethics for Mediators in Community Mediation and Dialogue Centers (2018), adopted in collaboration with the Israeli

Association of Community Mediation and Dialogue Centers, Gishurim Program, and the Ethics Forum.

The Code does not replace the Courts (Mediation) Regulations, 1993 (hereafter - Mediation Regulations), or other professional standards that may apply to the mediator but supplement them.

The code is intended for both male and female mediators, and everything written in male language also refers to female. Where the code refers to the mediator's obligations towards a mediation center, the reference is to a mediator who mediated on behalf of a mediation center or a mediation organization.

Code Summary

I. Self-determination

The mediator shall conduct the mediation based on party self-determination, with the parties being free to make decisions with competency, voluntarily without coercion, on the basis of relevant information.

II. Impartiality

The mediator shall exercise his role without preference of one party over another.

III. Conflicts of interest

The mediator shall avoid a conflict of interest or an appearance of conflict of interest at all stages of the mediation or act to neutralize them.

IV. Mediator Competence

The mediator shall accept a case and mediate only when he has the knowledge and skills required to mediate.

V. Confidentiality

The mediator shall maintain the confidentiality of the information that came to his knowledge during the performance of his role.

VI. Diligence and Care

The mediator shall exercise his role with the availability and attention required to carry out the process.

VII. Maintaining Human Dignity

The mediator shall maintain human dignity in his dealings with the participants and others.

VIII. Honesty

The mediator shall be honest in his dealings with the participants and others.

IX. Professional Integrity

The mediator shall exercise his role out of a commitment to the nature of mediation and the role of the mediator.

X. Maintaining the Standing of the Profession and the Mediation Center and Public Trust in Them

The mediator shall exercise his role in a manner that maintains the standing of the profession, process, and the mediation center (when he is a member of one), and public trust in them.

XI. Advertising and Marketing

The mediator shall be truthful and avoid misleading when advertising mediation services, persuading to use mediation services, or providing information about his qualifications, experience, and the services of the mediation center (when he is a member of one).

XII. Charges and Fees

The mediator shall verify before the mediation begins that the parties have received information about the charges and fees that will apply to them in respect of the receipt of mediation services as well as about expenses and additional payments that may be incurred during the mediation.

XIII. Advancement of the Mediation Profession

Advancement of the mediation profession for the benefit of the public and the profession is an ideal the mediator should assist in achieving.

XIV. Fairness

The mediator shall exercise his role fairly, following all the Standards in accordance with their spirit and purpose.

The Code of Ethics

Introduction

The code of ethics contains the norms of ethical conduct that apply to mediators in Israel (hereafter – the Standards).

Mediation is a process in which an impartial third party (mediator) assists the parties to the dispute to have a dialogue and make voluntary decisions through, among other things, identifying issues, defining issues and clarifying them, understanding different perspectives, identifying interests, finding possible solutions and evaluating them, and reaching an agreement when they wish to do so.

The provision of mediation services is a social interest: mediation enables people to engage in dialogue and address disagreements on a consensual basis. Mediation promotes a better society based on dialogue, social harmony, and agreement.

The standards are intended to:

- A. Inform mediators about the Standards of conducting mediation and guide them in carrying out their work.
- B. Inform the parties to the mediation about the process, their rights and obligations, and the obligations of the mediator and his rights.

C. Enhance public confidence in mediation as a conflict resolution process.

The standards include different levels of guidance:

- A. Obligations – the Standards indicate the duties of the mediator, specifying the actions he must take or refrain from taking.
- B. Permissions – the term "may" indicate actions that the mediator may choose whether to take or not. The decision of the mediator shall be made in the exercise of justifiable professional discretion on the basis of good reasons.
- C. Aspirations – each of the Standards signifies an ideal that calls for the maximum realization of the standard beyond its mandatory component. The ideal dimension describes the behavior of an exemplary mediator, acting above and beyond the duty imposed on him. Therefore, a mediator whose behavior fulfills the ideal deserves special appreciation. However, a mediator who does not meet the ideal does not violate an obligation and does not therefore deserve criticism.

The standards reflect the mediator's obligations to:

A. The parties

The mediator has a duty of trust towards the parties and must be worthy of their trust in all his actions.

B. The Profession and Colleagues

The mediator has a duty towards the profession and his colleagues to maintain the standing of the profession and the public's trust in the mediation process and in the mediation profession.

C. The Mediation Center

A mediator acting on behalf of a mediation center has a duty of trust towards the center. The mediator must be worthy of the trust of the center in all his actions and maintain the standing of the center and the public's trust in it.

D. The Courts

A mediator handling a case referred by a court shall follow the professional rules applicable to mediators as determined by the court and maintain the standing of the court and the public's trust in it.

E. The General Public

The mediator has a duty to conduct the mediation in a manner that avoids harming important social interests, including the maintenance of the rule of law and the standing of mediation and the mediation profession and public trust in them.

The standards are not intended to replace relevant legislation and case law or other professional rules that may have binding force, such as the Mediation Regulations, but supplement them.

The standards should be read, interpreted, and applied as a whole. The duties of the mediator are not absolute but relative and no duty has prima-facie priority over another. As a result, it may happen that the action of the mediator required under one obligation is contrary to another. In these situations, the mediator shall:

- A. Search for an alternative course of action that avoids violating any duty and is consistent with all his obligations.
- B. Terminate or withdraw from the mediation when he cannot find such course of action, minimizing the harm resulting from the violation.

A mediator who is undecided on how to act in certain circumstances after reading the Standards may consult with the Ethics Forum

while maintaining the anonymity of the parties to the mediation.

The Standards

Standard I. Self-determination

The mediator shall conduct the mediation based on party self-determination. Self-determination means that the parties are free to make decisions with competency, voluntarily without coercion, on the basis of relevant information.

A. The parties may exercise self-determination regarding any issue to be decided, procedural or substantive, at any stage of the mediation, including the appointment of the mediator, participation in and withdrawal from the process, and the outcome.

B. The mediator has the authority to make those decisions that are necessary for the mediation to be conducted in accordance with the Standards. However, due to the parties' right to self-determination, the mediator must involve the parties in the decision-making process and either obtain their consent to the decision or follow their choice.

C. Notwithstanding the foregoing:

1. The mediator may make decisions without involving the parties in the decision-making process when their involvement is practically impossible (e.g., in deciding which questions to ask) or inconsistent with the Standards (e.g., involving them would violate professional integrity, impartiality, or confidentiality).
2. Having involved the parties in the decision-making process when possible as stated above, the mediator must decide, even against the will of the parties to:

(a) terminate, postpone, or withdraw from the mediation if he cannot conduct the mediation in accordance with the Standards (e.g., due to incompetence or a serious conflict of interest); or

(b) refuse a request of the parties which is inconsistent with the Standards (e.g., refuse to give professional advice); or

(c) perform an act that he is under a duty to perform by an express provision in the Standards or by a compelling external standard (e.g., disclose confidential information to a non-participant required by law).

D. Party Competency –

The mediator shall not conduct the mediation in circumstances in which a reasonable mediator would have been under the impression that a party is incompetent to participate in the process. Party competency is the basic capacity (ability) to perceive information, process it and understand its meaning and implications, in order to make a decision.

A mediator who believes that one of the parties suffers from incompetency that impairs his ability to participate in and understand the mediation, shall take measures to assist the party to understand the process, participate in it and exercise self-determination, including postponing mediation or involving a representative or a supporting person. If taking these measures is impossible or unsuccessful – the mediator shall terminate the mediation.

E. Voluntariness –

The mediator shall conduct the mediation under conditions that allow the parties to make voluntary, uncoerced decisions.

1. The mediator shall not exert pressure on any party designed to reduce his choice in decision-making.

(a) The mediator shall refrain from exerting pressure on the parties for reasons such as obtaining high settlement rates, egos, fees, outside pressures from referring cases entities, or the media.

2. The mediator shall take appropriate steps to prevent the exertion of pressure designed to reduce party choice by other participants in the mediation.

(a) The mediator shall be aware of power imbalances between parties. A mediator who suspects that a party's decision has been or is about to be made out of feelings of distress, helplessness or lack of choice, as a result of pressures of mediation participants or non-participants, shall explore with that party the basis for those feelings and whether they are justified in the circumstances.

(b) If after this clarification the party wishes to proceed with the decision, his decision shall be considered voluntary provided that he is competent to participate in the mediation.

F. Informed Decisions–

The mediator shall conduct the mediation under conditions that enable parties to make informed decisions. An informed decision is a decision that has been made on the basis of relevant information.

1. A mediator cannot ensure that parties make decisions that are based on complete information. However, the mediator shall take steps, consistent

with the Standards, so that party decision-making is based on the information relevant to the decision-making. Relevant information is information the knowledge or ignorance of which could influence the decision, or the choice made.

2. The information that the mediator shall provide to the parties will include the following:

(a) The nature of mediation and the mediation style of the mediator.

(b) The differences between mediation and other dispute resolution processes such as litigation, arbitration, counseling, and therapy.

(c) The role of the mediator.

(d) The duties of the mediator according to the Standards.

(e) The right of the parties to withdraw from mediation at any time and for any reason.

(f) The right of the parties to consult other professionals and the importance of such consultation when it is required for decision-making.

(g) The duty of the parties to act fairly and in good faith.

(h) The need to take account of the interests of a minor or incapacitated person related to the dispute.

(i) The provisions of the agreement to mediate between the parties and the mediator or the provisions of the Common Agreement under the Mediation Regulations (when the parties were referred to mediation by a court).

3. The mediator shall terminate the mediation due to missing information if all the following conditions are met:

- (a) Relevant information is not known to a party and he is unaware of its absence; and
- (b) The information is such that if a reasonable party had known about it, he would not have agreed to continue with the mediation or would not have agreed to the proposed mediated outcome; and
- (c) The mediator has exhausted all possible steps consistent with the Standards to make that party aware of the information (including asking questions or referring the party to outside experts).

Standard II. Impartiality

A mediator shall exercise his role impartially. Impartiality means freedom from external manifestations of favoritism of one party over another in word or action.

A. Accepting Cases –

The mediator shall not accept a case for mediation if:

- 1. He cannot conduct the mediation impartially; or
- 2. There is a reasonable concern that he will not be able to conduct the mediation impartially or without an appearance of partiality, in circumstances that could jeopardize the standing of the profession, process, or mediation center and public trust in them.

B. In Conducting the Mediation –

- 1. The mediator shall avoid conduct that favors a party (partiality in fact) or

might appear as an act of favoritism in the eyes of a reasonable person (an appearance or concern of partiality).

- (a) The mediator shall not prefer a party to another because of his race, ethnicity, sex, age, religion, nationality, sexual orientation, personal characteristics, background, values and beliefs, or conduct at the mediation.
- (b) The mediator shall not accept or give a gift, favor, loan, or other valuable item that may raise a concern of partiality.

2. Legitimate preference as an exception to the principle of impartiality –

Impartiality is not an absolute principle. Notwithstanding the prohibition on favoritism as aforesaid, a mediator shall treat a party differently in circumstances where same treatment will result in an advantage to a party or in harm to a party and preference is required to ensure the ethical right of a party to self-determination or other right in accordance with the Standards. Preference will be justified if the following cumulative conditions are met:

- (a) The preference shall be limited to the minimum necessary to ensure the self-determination or other right of a party.
- (b) The mediator shall take appropriate measures, for example using separate meetings, to prevent as far as possible an appearance of favoritism.
- (c) The mediator's conduct shall not violate any other ethical duty.

(d) The preference shall not jeopardize public trust in the process.

C. The mediator shall withdraw if –

1. He cannot conduct the mediation impartially; or
2. There is a reasonable concern of partiality on his part that could jeopardize the standing of the profession, process, or mediation center and public trust in them.

Standard III. Conflicts of Interest

The mediator shall avoid a conflict of interest or the appearance of a conflict of interest at all stages of mediation or act to neutralize it in accordance with this standard. A conflict of interest is a situation in which an interest of the mediator conflicts with an interest of one party or more as a result of (1) the mediator's involvement in the content of the dispute or its outcome; (2) a past or present relationship, personal or professional, between the mediator and a mediation participant or a person related to a mediation participant; or (3) a legal, moral, ethical, religious, conscientious or other duty of the mediator to act in a particular way.

A. The existence of an actual or potential conflict of interest is relevant information for the parties because it raises a concern regarding mediator partiality or preference of the mediator's interest over the parties' interests. The mediator shall disclose it to the parties to enable them to exercise self-determination regarding selection of the mediator and participation in the process.

1. Prior to accepting a case –

(a) The mediator shall make a reasonable inquiry to

determine whether there are any facts that a reasonable person would consider likely to create a potential or actual conflict of interest for the mediator.

(b) If following the inquiry a conflict of interest has been found, the mediator shall disclose it to the parties as soon as practicable.

(c) After disclosure, if all parties agree in writing, the mediator may proceed with the mediation.

2. During mediation –

(a) If the mediator learns any fact after accepting a mediation that raises a question of a potential or actual conflict of interest, the mediator shall disclose it to the parties as soon as practicable.

(b) After disclosure, if all parties agree in writing, the mediator may proceed with the mediation.

(c) A mediator shall not solicit any future professional services, including future mediations, beyond the sessions necessary for the mediation.

B. A Serious Conflict of Interest –

Notwithstanding the foregoing, if the conflict of interest raises a reasonable concern that the mediator will not be able to avoid harming a party's interest, and as a result the process might be publicly perceived as faulty, thereby jeopardizing the standing of the mediation process, the mediation profession, or the mediation center, and public trust in them, the mediator shall withdraw or decline to proceed regardless of the express agreement of the parties.

C. Subsequent to the Mediation –

A mediator shall not establish a personal or professional relationship with parties, other individuals, or organizations, following a mediation in which they were involved, that would raise a reasonable concern that the mediator had a conflict of interest and conducted a faulty process that could undermine the standing of the mediation process, the mediation profession, or the mediation center, and public trust in them. In making the decision, the mediator should consider the time elapsed since the mediation, the nature of the relationship established, and the type of services offered.

Standard IV. Mediator Competence

The mediator shall accept a case and mediate only when he has the competence to exercise his role.

A. Competence to Mediate –

1. Basic Competence – The mediator shall mediate only when he has the knowledge and skills necessary for carrying out his role in an effective way. An effectively conducted mediation assists the parties to communicate, negotiate, and make voluntary decisions through, among other things, identifying issues and clarifying them, understanding different perspectives, identifying interests, searching possible solutions and evaluating them, and reaching an agreement when they wish to do so.

(a) Basic competence will normally require mediation training and experience.

(b) A mediator enlisted with a mediation program or organization shall comply with

the qualification requirements set by it.

2. Specific Competence – Specific competence means special knowledge and skills that go beyond basic competence requirements. A mediator shall have specific competence when he is reasonably expected to have it on the basis of the reasonable expectations of the parties or according to the rules of the organization on whose behalf he is mediating or because of other binding rules. Specific competence may be required, inter alia, due to the complexity of the case in question and cultural differences between the mediator and the parties.

3. The mediator will strive to participate in continuing education and related activities to preserve and improve his knowledge and skills relating to mediation.

B. The mediator shall provide the parties upon request with information regarding his training, education, and relevant experience to mediation.

C. Incompetence –

1. A mediator lacking basic competence, or specific competence when such is required, shall notify the parties and decline to mediate notwithstanding the parties' wishes that he mediate the case, unless his incompetence can be adequately addressed and compensated for through the involvement of other persons in the mediation.

2. A mediator shall decline to mediate when his ability to mediate is impaired by drugs, alcohol, medication, or other reasons.

Standard V. Confidentiality

A mediator shall maintain the confidentiality of information that came to his knowledge in the exercise of his role. Maintaining confidentiality means refraining from disclosure of information without a justified cause as provided in this Standard. The extent of confidentiality applying to a mediation will depend on applicable law, on rules agreed upon by the parties, or on other rules determined by the mediator or a mediation program that the parties agreed to abide by.

A. Discussion of the extent of confidentiality with the parties

1. The mediator shall discuss with the parties the extent of confidentiality that applies to the process and to the mediator, and the existence or nonexistence of a mediation privilege and its scope. The mediator may refer the parties to obtain legal advice on the extent of mediation confidentiality and privilege.
2. The mediator shall promote understanding among the parties of the extent to which the parties will maintain confidentiality of information they obtain in the mediation.

B. Confidential information

The mediator shall not disclose the following types of information:

1. Information that came to his knowledge in the exercise of his role in connection with the mediation, whether before, during, or after the mediation.
2. Information regarding the conduct of the parties in the mediation.
3. Information that undermines the anonymity of the parties.

C. Disclosure of information

The mediator may disclose information that came to his knowledge in the exercise of his role in the following circumstances:

1. The parties agreed to the disclosure.
2. The information was obtained in a private session and the disclosing party agreed to the disclosure.
3. The disclosure is required or permitted by law or court order.
4. The disclosure is required by a mediation program that referred the case to the mediator regarding whether parties appeared at a mediation and whether the parties reached an agreement.
5. The information pertains to the attainment or non-attainment of an agreement and the disclosure is required for the purpose of updating the entity who referred the case to the mediator.
6. The disclosure is made for the purpose of professional consultation, research, teaching, evaluation, or training, provided that the anonymity of the parties is protected as well as their reasonable expectations regarding confidentiality.

Standard VI. Diligence and Care

The mediator shall exercise his role with diligence and care.

A. The mediator shall only accept cases –

1. When he is prepared and able to commit to the parties and the process the attention necessary for an effective mediation
2. When he can be available to the parties, respond to their needs without undue delays, and satisfy the

reasonable expectation of the parties concerning the timing of the mediation sessions and the pace of mediation.

- B. The mediator shall exercise his role –
1. Dedicating the time, resources and energy required for the provision of quality service that responds to the parties' needs.
 2. Actively striving to achieve the goals of the mediation.
 3. With due care to avoid harm to the parties.

Standard VII. Maintaining Human Dignity

The mediator shall exercise his role while maintaining human dignity.

- A. The mediator shall treat the parties, their representatives, co-mediators, and other participants with dignity and respect, patience, and courtesy.
- B. The mediator shall refrain in the exercise of his role from the use of abusive, discriminatory, humiliating, and profane language.
- C. The mediator shall promote mutual respect among the participants.
- D. The mediator shall treat with respect and dignity colleagues, other professionals, courts and other referring agencies, the media, and the public.

Standard VIII. Honesty

The mediator shall exercise his role with honesty.

- A. The mediator shall treat the parties, their representatives, and other participants with honesty. The mediator shall be truthful, avoid lying, and refrain from knowing misrepresentations that could undermine party self-determination.

- B. The mediator shall encourage the participants to be honest with each other.
- C. The mediator shall be honest in contacts with colleagues, referring bodies such as courts, the media, and the general public.

Standard IX. Professional Integrity

The mediator shall exercise his role with professional integrity. A mediator's conduct reflects professional integrity when he acts out of commitment to the nature and definition of both his role as a mediator and mediation.

- A. Decision-Making and Exercise of Professional Discretion –

A mediator shall make those decisions which are necessary according to the definition of his role for the execution of his role.

1. The mediator's decisions shall be consistent with the standard of self-determination and based on relevant professional considerations that could be reasonably justified.
2. A mediator shall take steps to the effect that appropriate participants (e.g., those authorized to make binding decisions on behalf of the party) take part in the process.

- B. Separation of Professional Roles –

The mediator shall distinguish between his role as a mediator and other professional roles.

1. The mediator shall not give parties professional advice or a professional opinion that applies professional (e.g., legal) principles to the facts of the mediation case.

(a) Notwithstanding the foregoing, the mediator may provide parties with general information that he is qualified by training or experience to provide,

emphasizing that it is not an opinion or professional advice, without mixing his role as a mediator and another professional role, as is consistent with the standard of self-determination and the standard of impartiality.

(b) The mediator may recommend parties, when appropriate, to seek outside professional advice, a professional opinion, or other professional services.

2. The mediator shall not undertake an additional professional role simultaneously in the same matter unless he has informed the parties of the implications of undertaking such an additional role and obtained their consent in writing.

C. Appropriateness of Case to Process –

The mediator shall only conduct a mediation in cases that are appropriate and suitable for mediation considering the nature of mediation and its principles.

1. The mediator shall recommend that parties consider resolving their dispute through other processes such as arbitration, counseling, or neutral evaluation, when they are more appropriate than mediation.
2. The mediator shall take appropriate steps, including terminating the mediation, if he believes that the case is inappropriate for mediation, or that there is no reasonable likelihood that the parties will reach a mediated agreement, or where a party acts in a way that makes the conduct of mediation impossible.

D. Prevention of Process Abuse or Substantial Defect in the Process –

A mediator shall prevent an abuse of process for purposes which it has not been designed to serve and act to prevent a substantial defect in the process, including:

1. Prevent a use of mediation to further illegal conduct.
2. Not use information revealed to him during the mediation for any purpose not connected with the mediation.
3. Not present a dispute resolution procedure other than mediation as a mediation in an effort to gain the protection of rules or statutes pertaining to mediation.
4. Take appropriate steps, including terminating the mediation, when a concern arises that a participant is abusing the process.
5. Terminate the mediation if, after taking all possible steps consistent with the standards to induce a change in the parties' position, he believes that the mediated agreement the parties are about to reach might harm a vital social interest. Any of the following cases in which the parties are about to reach an agreement are to be considered as harming a vital social interest:
 - (a) An illegal agreement.
 - (b) An immoral agreement according to critical morality, that is, in the eyes of a rational, impartial person.
 - (c) An agreement in violation of public policy.
 - (d) An unconscionable or grossly unfair agreement, that is, its terms deviate from common social norms to a degree that jeopardizes the standing of the profession and public trust in the profession.

- (e) An agreement that might cause serious harm to nonparticipants.
- (f) An agreement that might cause harm to minors or incapacitated persons related to the dispute;
- (g) An agreement that jeopardizes the standing of mediation and the public's trust in it.

Standard X. Maintaining the Standing of the Profession and the Mediation Center and Public Trust in Them

The mediator shall exercise his role in a manner that maintains the standing of the profession, process, and the mediation center (when he is a member of one), and public trust in them. Maintaining the standing of the profession, process, and center means refraining from conduct that might devalue their public perception, harm their image or reputation, or diminish the willingness of the public to use mediation.

- A. The mediator shall exercise his role and discharge his duties in a manner worthy of the public's trust.
- B. The mediator shall refrain from conducting the mediation in a manner or in circumstances that raise a concern that the process is substantially defective.
- C. A mediator affiliated with a mediation center shall abide by all the rules and procedures of the center and refrain from conduct that harms the center and its public image.

Standard XI. Advertising and Marketing

The mediator shall be truthful and avoid misleading when advertising mediation services, persuading to use mediation services, or providing information about his

qualifications, experience, and the services of the mediation center.

- A. The mediator shall not make any promises as to outcome in any publication.
- B. A mediator affiliated with a mediation center shall not market his private services when acting on behalf of the center.
- C. The mediator shall not list names of mediation parties served without their prior permission.

Standard XII. Charges and Fees

The mediator shall verify before the mediation begins that the parties have received information about the charges and fees that will apply to them in respect of the receipt of mediation services as well as about expenses and additional payments that may be incurred during the mediation.

- A. Mediation fees shall not be contingent upon the outcome or amount of the mediated outcome.
- B. The mediator may terminate the mediation if the parties do not pay due fees.

Standard XIII. Advancement of the Mediation Profession

Advancement of the mediation profession for the benefit of the public and the profession is an ideal the mediator should assist in achieving some or all the following:¹

- A. Demonstrate respect for differing points of view, seek to learn from other mediators to improve the profession and better serve people in conflict.

¹ This Standard largely reproduces Model Standards, Standard IX and NY-CDRC Standards, Standard VIII.

- B. Strive to make mediation culturally, physically, and otherwise accessible to the public, including providing services at a reduced rate or on a pro bono basis as appropriate.
- C. Participate in research in the field when given the opportunity, including obtaining participant feedback.
- D. Participate in outreach and education efforts to assist the public in developing an improved understanding of, and appreciation for, mediation.
- E. Assist newer mediators through training, mentoring, and networking as appropriate.

Standard XIV. Fairness

The mediator shall exercise his role fairly. Fairness means following all the Standards in accordance with their spirit and purpose.