



Notice for Custody Mediation Orientation
File Number: _____

PLEASE NOTE:

**You are required to complete orientation and submit your Intake form
WITHIN 10 DAYS of receiving this letter and notice.**

Dear Party:

Mediation Orientation is a requirement of the Mediation program. **All orientations are taking place online.** Prior to your mediation session being scheduled, you will need to complete the following steps for orientation:

1. **Complete a self-directed orientation session:** You are required to watch the full orientation session. At the completion of the orientation, click “continue” in the lower left-hand corner. You will need to fill out and submit the requested information for your participation to be confirmed.

- The self-directed orientation can be accessed with the following links:

(Press ctrl and click to access the links)

<https://www.nccourts.gov/form/child-custody-mediation-orientation>

<https://www.nccourts.gov/form/orientacion-sobre-la-mediacion>

2. **After you have completed the self-directed orientation session, complete and submit the Custody Mediation Intake Form:** To complete the intake form online, press ctrl and click on the following link and save the document to your desktop:

<https://www.nccourts.gov/documents/forms/custody-mediation-intake-form>

- **Make sure you save the intake form to your Desktop before filling it out!** If you do not save to your desktop first, your completed form will not save correctly.
 - After you have filled out the form and confirmed your information was saved on it, email it as an attachment to the following email address: DIST12.CustodyMediation@nccourts.org
 - If you received an intake form with this letter, you may return the completed form to us by regular mail to the mailing address listed below, or by email.
3. **Check your email for your mediation appointment information.**

Mediation sessions will take place in person; however, video conference on the Zoom platform may be used in the mediator's discretion or in cases of compelling hardship or necessity (e.g. A party lives more than fifty (50) miles from the Court or the parties have a current domestic violence protective order in effect and agree to participate via Zoom).

After receiving the completed *intake form*, the Custody Mediation office will send the parties an email with the *Notice for Custody Mediation Conference* which will include the date and time of the scheduled session. This will be sent to the email address you listed on your intake form. You will not receive a phone call, so please watch your email for your mediation appointment notice.

Please feel free to reach out to us by phone or email if you have any questions.

Respectfully,

The District 12 Custody Mediation Team

Susan Ahaus, Mediator for Harnett, Lee and Johnston Counties

Phone: (919) 209-5465

Email: DIST12.CustodyMediation@nccourts.org

Jamie Partin, Program Assistant for Harnett, Johnston & Lee Counties

Phone: (910) 814-4461

Email: DIST12.CustodyMediation@nccourts.org

Mediation Office mailing address:

Custody Mediation

Harnett County Courthouse

301 W. Cornelius Harnett Blvd.

Lillington, NC 27546