

Tips for Successful Mediations/Arbitrations with Zoom

This Tip Sheet provides topics and useful links to promote the efficient running of videoconference labour mediations and arbitrations.

Internet: [Hard Wire](#) desktop; [Ethernet adaptor](#) for laptop; close to router for Wi-Fi

Rules: See [OLMAA Tripartite Guidelines](#) for mediations and arbitrations

Process: See [Best Practices for Remote Hearings](#) (E-hearings Task Force)

App: [Zoom](#); Connection by browser disabled to protect hearing quality

Counsel: Hold client sessions in advance to practice and verify audio/video

Bandwidth: Close all unnecessary apps; reboot router if speed issues

Host: Arbitrator enables [key security settings](#) for all hearings (ex: no recording)

Attendance: Counsel provide appearance list of people Host will admit to hearing

Start: Show up 10 minutes early to resolve any personal technical issues

Lock: Host may lock meeting as added security measure

Name: Ensure [participant display name](#) reflects that on Host's appearance list

Breaks: More frequent than for in-person arbitrations; [videoconference fatigue](#)

Breakouts: Host will assign [breakout rooms](#) at start for private caucusing

Recording: Counsel ensure no attendee will record hearing *by any means*

Audio: [Pre-test](#); turn audio off unless speaking; use headset/buds

Video: [Test before hearing](#); do not use HD - saves bandwidth

Camera: [Position webcam properly](#)

Chat: Avoid "everyone" messages; private message counsel during hearing if needed

Smartphone: Host/Counsel use email for tech issues & breakout room "virtual knocks"; Use "Reply All"

Co-Hosts: Host and Counsel may agree on parameters for [Co-Host authority](#)

Disclosure: In advance, counsel agree or Host decides; Ex: [Protocol for docs](#)

Files: Counsel use email to share documents; [Chat file share option disabled](#)

Eye contact: Arb listening but also running hearing, taking notes, reading exhibits

Witnesses: [Preparation and testimony protocol](#)

Objections: Host will [move witness to Waiting Room](#)

Exhibits: [Bates Numbered PDF](#); [shared Dropbox folder](#); [Bookmark tabs in PDFs](#)

Screen Share: Show documents/exhibits on screen during hearing

Expedited Arb: Briefs in Word; Exhibits/case law in [bookmarked](#) and [Bates numbered PDF](#)

Case Law: Highlight key passages; hypertext link to full document online (CanLII)

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