

## 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 select HD video option - saves bandwidth

**Camera:** [Position webcam properly](#)

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

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

**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 oral testimony protocol](#)

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

**Exhibits:** [Multiple document PDF](#); [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 [combined in single PDF](#) with  
[Bookmarks](#) and [Bates numbering](#)

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

**Stuff Happens:** Technological glitches occur. Wifi goes down. Stay patient.

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