

## 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 their audio/video

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

**Host:** Arbitrator controls [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:** Arbitrator may lock meeting as added security measure

**Name:** Ensure [participant display name/organization](#) reflects Appearance List

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

**Breakouts:** Arbitrator creates [breakout rooms](#) at start for private caucusing

**Recording:** Counsel ensure no attendee records hearing *by any means*

**Audio:** [Pre-test](#); use mute unless speaking; use headset/buds for best sound

**Video:** [Test before hearing](#); do not select HD video option - saves bandwidth

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

**Chat:** Avoid “everyone” messages; private message your counsel if needed

**Emails:** Arbitrator/counsel may use email for tech issues & breakout room “virtual knocks”; Use “Reply All” for emails with arbitrator

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

**Disclosure:** In advance, counsel agree or arbitrator 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](#)

**Screen Share:** [Show documents/exhibits on screen](#) during hearing

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

**Cut/Paste:** Acrobat DC (paid version) allows anyone to cut/paste PDF content

**Exhibits:** [Combine exhibits/case law in single PDF](#) with [Bookmarks](#). Refer everyone to PDF page ex: page 157/987

**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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