



Videoconference Hearings Expectations

Greetings. Since we have agreed to hold our hearings by videoconference, my office will supply an experienced “meeting concierge” for the hearing (helping ensure everyone is connected and moved into appropriate rooms as needed). To make this the best experience for all, please review and comply with the following.

Action Items: Prior to the hearing

- 1. Send my office the following lists not later than 24 hours prior to the hearing (i.e., not later than the morning of the last business day before the hearing):**
 - a. **List of your Team Members:** You will have a private room for your side to use prior to the start of the hearing and, if requested, to use during any breaks. Please supply a list of the individuals who are expected to attend the hearing in an official capacity as part of your team (such that they should be placed into the Union or Management private breakout room prior to the start of the hearing).
 - b. **List of your Witnesses:** Please supply a list of the names of individuals whom you expect to/may call as witnesses. If either side invokes the rule of sequestration, these are the individuals who will need to be placed in private witness rooms until called to testify.
 - c. If the hearing is open to interested members of the public and they will be provided the zoom link to join the meeting (vs being provided a location from which they can watch the hearing), all others who dial in will be identified with a “PA” prior to their screen name (to represent Public Attendee) and will be directed to keep their Video and Microphone turned off for the proceedings.

- 2. Forward Zoom information** to all appropriate individuals, including: the individual(s) responsible for alerting/sharing the link with other interested public attendees; the court reporter (if there will be one); members of your team; and witnesses.

Action item: Day of the Hearing

- 3. Please join the videoconference 15 minutes prior to the start of the hearing.** To ensure the hearing starts on time, everyone attending the hearing in an official capacity (the court reporter and those representing the Union or Management for purposes of the hearing) should please plan to dial-in 15-20 minutes early.
 - a. The Zoom meeting will open approximately 30 minutes prior to the hearing.
 - b. When you join the Zoom meeting, you will first be placed in a “Waiting Room” until admitted to the meeting. Please feel free to use the online option to check your audio connection at that time.
 - c. Once admitted, the Meeting Concierge will individually check audio and video connections for you and your teams and ensure that the screen name accurately reflects attendees related to that connection.
 - d. That connection will then be placed in an appropriate area until the start of the hearing.

- e. In our experience, when the public is being provided the ability to directly join the hearing, public attendees tend to join at the published start time for the hearing. Therefore, if all required individuals are not connected *prior* to that time, the flurry of last-minute connections can cause a delay to the start of the hearing.

4. A few additional notes and advantages to using our service for the actual hearing:

- a. **Court Reporter:** The court reporter will be placed directly in the Hearing Room and their connection will remain in the hearing room. Once the Arbitrator has a chance to speak with the court reporter and is ready to begin the hearing, everyone else will be transferred into the hearing room.
- b. **No Zoom Recording of Hearings:** The Arbitrator does not allow Zoom recording of hearings, unless agreed to by the parties during the pre-hearing conference; this allows all witnesses to be notified prior to the event.
- c. **Have Witnesses from Remote Locations Join Early:** As you know, it sometimes takes a few minutes (or longer) to get the video and/or audio connection working when someone first joins an online meeting. To avoid unnecessary breaks and/or delays during the hearing, we have developed the following procedure/option related to witnesses who are available to connect to the meeting *prior* to being called to testify:
 - i. Witnesses who are available may connect to the meeting at any time after the stated start time.
 - ii. Whenever a witness connects to the meeting, our Meeting Concierge will work with them individually (outside of the hearing room) to ensure their individual video/audio connections are working correctly.
 - iii. Their connection will then be placed in a private/individual witness room until called to testify.
 - iv. Everyone will then receive a Broadcast Message alerting them to the arrival of any witnesses.
 - v. Should you miss a Broadcast Message, no worries! When asked to call your next witness, you can ask the Meeting Concierge if you have any witnesses waiting, and they will share the names of any/all individuals who are currently connected and in a witness waiting room.
 - vi. As a courtesy to the witnesses, our concierge additionally sends Broadcast Messages to alert everyone when the hearing is taking a break and the scheduled duration of that break.

Please note, the option of joining the videoconference early offers several advantages for the Arbitrator, Counsel, and the Witnesses:

- Streamlines the Meeting
- Alleviates Witness Stress - should experience technical difficulties when trying to join
- Provides Flexibility – provides you with the flexibility to call witnesses “out of order” if your next witness is not available/connected when you are ready to call them – but you do already have another witness already connected who can potentially testify sooner than expected.

Thank you in advance for your anticipated cooperation and a great hearing,

Christopher M. Shulman
Arbitrator/Special Magistrate