ACAB REMOTE ARBITRATION GUIDELINES FOR PARTIES

ACAB staff contact:

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Prior to the remote arbitration:

- **Set-up and test Zoom on the device you will be using for the remote arbitration.**
  - Prior to the date of your arbitration, you may request the ACAB staff to schedule a video conferencing test. This will allow you to do a sound check and try out all the online conference functions that will be helpful during the arbitration.
  - Directions for online testing of your device and networking prior to the proceeding can be found here: https://support.zoom.us/hc/en-us/articles/201362313-How-Do-I-Test-My-Video
  - If you are having technical issues with your equipment you should review Zoom training and support materials here: https://support.zoom.us/hc/en-us
  - Confirm your phone number and email address with ACAB staff to provide to arbitrators the day of hearing
  - Do not share or forward hearing invitation

- **Find a private and quiet space for your remote arbitration**.
  - This will allow you to hear the arbitration and not be disruptive to others while your mic is on.
  - Use a secure WiFi connection. Do not use a public WiFi hotspots.
  - Minimize distractions (activate silence mode on phones and computers).

- **Plug in to a wall outlet all devices you are using for the arbitration**.
  - Battery use can adversely affect video quality.

- **Frame the camera correctly.**
  - Sit at eye level to the lens and try to position yourself so that it shows midsection up.

- **Make sure your room is well lit.**
  - Close all blinds and doors to cut down on potential glare. Lighting from the sides will make faces look the best, so try for that if you have the ability.

- **Wear work-appropriate clothing.**
  - While it might be tempting to attend a remote arbitration in casual at-home clothing, professional attire is more appropriate. Choose something that would be appropriate if the arbitration were face-to-face.

- **Arrive early.**
  - This will allow time to troubleshoot and resolve any potential issues with equipment.
  - Configure your name to display appropriately.

During the remote arbitration:

- **You will initially be placed in a virtual waiting room and will be unable to communicate with anyone.**
  - When the arbitrator is prepared to start the hearing, you will be removed from the virtual waiting room and brought into the remote arbitration.
  - You will be muted upon entry into the remote arbitration and unmuted after entry.
  - No recording of the proceeding.

- **Introduce yourself when entering the arbitration. Let the Chairperson know if there is anyone else in the room with you.**
  - Remember to treat the video proceeding as you would an in-person hearing and maintain as much professionalism as always if not to a greater degree.

- **When speaking, look into the camera, not at the screen.**
  - Avoid multi-tasking such as checking emails and non-hearing related phone calls.

- **Have arbitration documents easily accessible.**
  - You may share evidence from your computer desktop utilizing the share screen function or show a paper copy on camera.

- **Mute your microphone when not speaking.**
  - Even if you are quiet, microphones can pick up background noise making it hard for others to hear.

- **Don't raise your voice**.
  - If someone can't hear you, move closer to the microphone, adjust the volume level of the microphone, and make sure it's not covered. A loud voice will cause viewers to turn down their volume and potentially miss what you have to say.

- **Keep statements short and to the point.**
  - Despite being on video, it can be difficult to read body language. Parties should try to keep statements brief and on-topic.

- **Don’t interrupt or talk over others.**
  - There is time allotted for all parties to be heard. The Chairperson will ensure that everyone has an opportunity to present their evidence and view point.

- **Inform the Chairperson if you need to step away from the hearing.**
  - Once excused by the Chairperson, turn off your video and sound.