

## Zoom Hearing Rules

1. These Zoom hearing rules will apply to discipline and arbitration hearings.
2. A Zoom link and calendar invite will be sent by ITSO to all hearing attendees at least one week prior to the hearing. If an attendee has invited someone else to attend the hearing (i.e., witness, representative, etc.) they must notify ITSO so that the name and email address can be added to the attendee list the calendar invite and Zoom link can be sent to that person.
3. Prior to the hearing attendees are responsible for:
  - a) Ensuring they have access to a device with a camera;
  - b) Ensuring they have received the Zoom link and that their device is compatible with Zoom;
  - c) Testing the microphone and speaker settings to ensure they are working; and
  - d) Ensuring all electronic devices are adequately charged and that charging cables are available as a back up.
4. Hearing attendees should follow these best practices during the hearing where possible:
  - a) Use a high-speed internet connection and close all unnecessary computer programs;
  - b) Attend the hearing from a quiet location to avoid background noise such as an office or house as opposed to a car;
  - c) Mute the microphone when not speaking;
  - d) Ideally a light source should be positioned in front of the attendee;
  - e) Attendees should avoid sitting with their backs to a window or other bright light source, as this will cause their images to be in shadow;
  - f) Using a desktop or laptop computer as opposed to a smartphone or tablet;
  - g) Use one device per person as opposed to having multiple people sharing one device and camera;
  - h) If multiple hearing attendees are in the same building using separate devices they should be located in different rooms to avoid audio feedback;
  - i) Use the electronic version of the hearing package with navigable links instead of printing the package and flipping through pages;
  - j) Use two screens – one for the hearing package and one for the Zoom meeting; and
  - k) Mute any other phones or devices nearby.
5. To ensure privacy, no hearing attendee shall join the meeting from any public setting or use any unsecured public WIFI connections.
6. The following hearing procedures shall be followed during the hearing:
  - a) Attendees should access join the Zoom meeting at least five minutes prior to the scheduled start time or the time designated for their participation.
  - b) Attendees will be placed into the Waiting Room upon joining the meeting.
  - c) While in the Waiting Room, attendees must ensure their display name is accurate. Only the people in the Waiting Room with names matching the attendee list will be permitted into the hearing. If the display name is not correct while in the Waiting Room hearing attendees will need to leave the Zoom meeting, click on the link again to re-join the meeting, and change their name when prompted.

- d) At the scheduled start time, all hearing attendees will be admitted to the hearing at once.
- e) All hearing attendees will be muted upon entering the hearing. Hearing attendees have the ability to unmute themselves and do not need to be unmuted by the host.
- f) The hearing will be recorded and a transcript will be running during the hearing.
- g) All hearing attendees must have their cameras turned on and must be visible from the shoulders up.
- h) The hearing panel Chair may at any time ask an attendee to orient his or her camera to provide a 360-degree view of the remote venue in order to confirm that no unauthorized persons are present.
- i) The chat function will be turned off other than to the host, who hearing attendees can message if they are experiencing technical difficulties.
- j) Breakout rooms will be set up for the hearing panel and for the parties to confer with their representatives or witnesses. The conversation in breakout rooms will not be recorded.
- k) Hearing attendees should not disconnect from the hearing during any adjournment, but they may turn off their cameras.
- l) Hearing attendees shall click the leave meeting button when the hearing is adjourned, other than the hearing panel members who will remain on the same meeting to deliberate.