

ZOOM TIPS FOR ADJUDICATORS

Best practices for using Zoom from home

- Set up in a quiet comfortable space if you have one. Put up a “Do not disturb” sign if needed.
- Plug in your laptop, or device.
- Turn off notifications or silent your phone.
- Use a headset with built in mic to reduce background noise.
- Fully dress for work and wear neutral, solid-coloured clothing.
- Consider lighting
 - Avoid light from behind you e.g. do not sit with your back to a window or light source.
 - Light should be in front and to the side of you.
- Check what’s in the background around you. Don’t have busy, messy items in the background. Consider where your head hits items behind you.
- Make sure that your head and shoulders are centered and take up at least 2/3 of the frame. With more participants the frames for each will get smaller making it difficult for others to see you clearly.
- Make sure that the height of the camera maximizes eye contact or is at eye-level.
- Virtual backgrounds may not appear professional and may obscure you.

Best practices for handling the parties on Zoom

1. Good communication is key. Be responsive, supportive and engaged. Be open and inclusive. Be cognizant of body language at all times and what it may be conveying to the parties e.g. boredom, exasperation, disinterest, etc.
2. At the start, do an audio/visual check to make sure that you can see and hear everyone.
3. Make your intentions/goals clear (collaborate and get buy in – remember active adjudication/case management).
4. Make sure you are facing the camera, even when you are taking notes. Try not to turn your back /shoulder to the camera for long periods of time. If you are taking notes on your computer, consider using two computers, two monitors or two devices. Be conscious of the camera location to improve eye contact: organize windows to keep your notes closer to the camera.

5. Remember that the participants have a closer, more focused view of your face so be conscious of your facial expressions.
6. Provide clear instructions to witnesses.
 - a. No-one else should be in the room with them. Ask them to affirm/swear that they are alone and not being prompted off-screen i.e. no notes, no use of the phone or computer for any *other* purposes while testifying.
 - b. If you have concerns you may instruct them to set up the camera for a broader view of the room, to see their desk/table, their hands.

Useful links

- [Tribunal Book of Authorities](#)
- [Rules of Practice and Procedure](#)
- [Rules of Conduct and By-laws](#)
- [Legislation and Regulations](#)