

# VIRTUAL DISPUTE RESOLUTION GUIDELINES

At ADR Services, Inc., it is our goal to meet the needs of our clients and truly serve as Your Partner in Resolution. With this in mind, we have prepared these Virtual Dispute Resolution Guidelines to help you navigate through the process of participating in a mediation, arbitration or discovery hearing online.



## TECHNICAL REQUIREMENTS

Our online hearings are hosted via Zoom, a secure cloud-based video conferencing software. To participate in a virtual mediation, you will need access to the following equipment:

- Laptop or desktop computer with the following features:
  - Web camera
  - Microphone
  - Headphones (optional to reduce background noise)
  - The most up to date version of Zoom (Download Here: <https://zoom.us/download>)
- Zoom also has a mobile app, which you are able to use from your smartphone, iPad, or tablet in place of a computer.
- A strong, secured internet connection. We encourage you to use a hardwired connection over wi-fi whenever possible.



While it is encouraged that you participate in these virtual hearings via video conferencing, you may also participate telephonically. In this case you will simply need access to a telephone.

## MAINTAINING CONFIDENTIALITY

In order to maintain the confidentiality of your hearings, we ask that you please adhere to the following guidelines:

- Please make sure that you are not in a public space, i.e. Starbucks.
- Make sure you are in an enclosed, private room where outside parties cannot hear you.
- Do not have third parties present during the video conference.
- Use a secured internet connection (do not use a public wi-fi network).
- Recording the hearing is prohibited.



## PRIOR TO YOUR HEARING

Prior to your hearing, you will receive a Zoom hearing confirmation from our office via email, which will contain a Meeting Link, your Meeting ID, and the Meeting Password.

- Please click on the Meeting Link a few minutes prior to your hearing. You may be prompted to download the Zoom Meetings application on your computer.
- If you are using your telephone for audio, you will be prompted to enter your Participant ID.
- After you enter the Meeting Password, you will enter a virtual 'Waiting Room'. The host of the meeting will admit you to the online hearing from the Waiting Room.

## BREAK-OUT ROOMS

For mediations, each party and their counsel will be placed into a separate virtual break-out room, similar to being placed into private conference rooms for in-person hearings.

- When you are in your break-out room, you will not be able to hear or see the other parties, and they will not be able to see or hear you.
- Your mediator will periodically join your break-out room to speak with your party. If he or she is with the other party in their break-out room, you will be on standby.
- To get your mediator's attention, you can use the "ask for help" button.

## SCREENSHARING AND OTHER CAPABILITIES

Meeting participants will have the ability to share their screen. With this capability, you can share PowerPoints, Word documents, photographs, exhibits, or anything else that may be on your screen.



## WHAT TO DO IN CASE OF TECHNICAL DIFFICULTY

ADR Services, Inc. has assembled a Zoom Task Force consisting of over 30 members of our staff who are proficient with the technology and are on hand to provide support.

**If you experience technical difficulty or lose your connection to the hearing:**

- First, check that you have the most current version of Zoom (Download Here: <https://zoom.us/download>)
- Next, try to log back in to the meeting using the same Meeting ID and Meeting Password that were initially provided to you.
- If you are unable to log in, please contact our Zoom Task Force at [zoom@adrservices.com](mailto:zoom@adrservices.com) and provide us with the best contact number to reach you. A member of our team will reach out to you immediately to assist.
- In the meantime while our team is assisting you, please contact your mediator or arbitrator to let them know that you are no longer in the meeting.



**PLEASE REVIEW THE VIRTUAL DISPUTE RESOLUTION CHECKLIST ON THE FOLLOWING PAGE**

# VIRTUAL DISPUTE RESOLUTION

# CHECKLIST

ADR Services, Inc. has developed this pre-hearing checklist to help ensure a smooth and effectual experience for you and your clients.

## EXCHANGE CONTACT INFORMATION

- Provide a list of contact information for each person in your party to the neutral. This is helpful in case a participant loses access to the meeting. Please include the following information:
  - Name
  - Cell phone number
  - Email address
  - Role (i.e. attorney, represented party, insurance carrier representative, etc.)
- Ask the neutral to share his or her contact information with you as well.

## TEST YOUR ZOOM CAPABILITY

- Download the latest version of the Zoom application to your computer, tablet, or smartphone prior to your meeting. (Download Here: <https://zoom.us/download>)
- Test your computer's capability to use Zoom prior to your meeting. To do so, join a Test Meeting at <https://www.zoom.us/test>. You will then be able to test your internet connectivity, lighting, sound, and video.
- Make sure that you have a suitable backdrop and lighting.
- Ask each person in your party to also test their Zoom capability by following the above steps.
- So that all participants can be admitted quickly, please ensure that your Display Name correctly identifies you. Directions for updating your Zoom Display Name can be accessed [HERE](#).

## PRIVACY AND CONFIDENTIALITY

- Select a suitable location. Make sure you are in an enclosed, private room free from distractions.
- Do not have third parties present during the video conference.
- Use a secured internet connection (do not use a public wi-fi network). We encourage you to use a hardwired connection over wi-fi whenever possible.

## SHARING DOCUMENTS

- Send your mediation briefs to the mediator by the date designated in your Hearing Notice.
- Determine which documents, if any, you intend to share on screen during the hearing.
- For ease of access, have those documents already open on your computer when you begin your meeting.

## BEST PRACTICES

- 1 Confirm that all meeting participants have blocked off time and are fully prepared to participate in the meeting.
- 2 In order to share confidentiality or settlement agreements, participants can use a scanning app on their smartphones in place of a scanner or DocuSign.
- 3 Let the neutral know in advance who should be in your break-out room.
- 4 Make sure to always look at the camera to create rapport with the neutral and your clients.