

Zoom Guide for Hearing Participants



Need Technical Help?

If you don't have access to the necessary technology or you otherwise need help with the technology, contact the Tribunal Office at TribunalRegistry@lsbc.org or call the Hearing Administrator at 604.646.5919.

Arrangements can be made to give you access to a computer at the Tribunal Office or elsewhere in British Columbia. We can also work with you to ensure that you are ready for the zoom hearing using your existing computer or phone.

Before the hearing starts

Video Conference Hearing Etiquette and Decorum

Attire: Participants should be dressed in culturally appropriate business attire whether they are attending an in-person hearing or by zoom video-conference.

Decorum: Participants should find a quiet, private space with a neutral background to participant in the hearing. Participants should ensure they are facing the camera, remain focused on the panel and other participants and should avoid using casual language.

Technology

At least a few days before your hearing, download Zoom onto the computer that you will use for the hearing by following the instructions at <https://zoom.us/download> Download Center - Zoom

After you download Zoom, conduct a test meeting to familiarize yourself with the platform.

During the test, please:

1. Follow the prompts to ensure that your webcam, microphone, and speakers/headphones are connected to Zoom and working properly.
2. Make note of the location of the mute/unmute and start/stop video buttons in the lower left-hand corner of your screen.

Before the hearing starts (cont'd)

3. Check the positioning of your webcam, bearing in mind the following:

- Try to position your webcam in line with your screen, so that when you look at the screen, you are facing the camera head-on.
- Consider where you will sit relative to the camera. Try to position yourself so that you are visible from your shoulders up, but not too far or too close to the camera (both of which can be distracting).
- Consider what can be seen behind you
 - Try to find a neutral, solid background if you can.
 - Consider whether the background will be distracting (e.g. an open door through which family members might be visible)
 - Ensure nothing is visible that you do not want the public to see (e.g. confidential documents)
 - If you prefer, you may choose a neutral virtual background in Zoom.
- Check that the lighting is adequate (i.e., your face is not obscured by shadow or otherwise difficult to see).

Right before the hearing starts, please also

4. Check that your laptop/device is sufficiently charged and/or plugged in and that you have the charging cable at the ready if needed.
5. Ensure that all the documents that you may rely on in the hearing are easily accessible.
6. Close all unnecessary applications on your device.

Joining the hearing

Signing In

The Hearing Clerk will email you a link to the video hearing. Check the time that your video hearing is set to begin. Most hearings will be scheduled to start at 9:30 a.m.

At least **fifteen minutes** before the hearing is set to begin, please click on the link.

Your internet browser will open a new window. You may see a box pop up that says “Open Zoom Meetings?” If so, click the “Open Zoom Meetings” button.

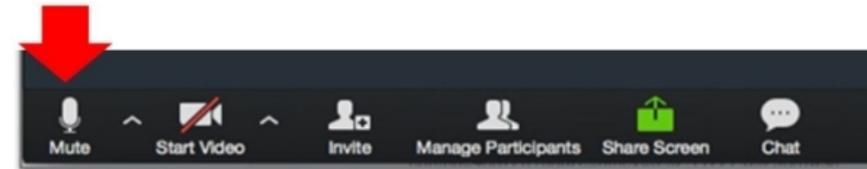
You may also see a popup that says “Join with Computer Audio.” If so, click “Join with Computer Audio”.

If the hearing clerk has not yet started the Zoom hearing, you will see a box that says “Please wait for the host to start this meeting.”

Sound Quality

If possible, use headphones with a microphone. This will reduce the chance of there being feedback.

To minimize background noise, all participants must mute their microphone when not actively participating in the meeting.



Screen View

On your Zoom Screen (likely the top right corner), you will find an option to toggle between "speaker" and "gallery" views.

Speaker View shows the active speaker as a nearly full screen view. Gallery View tiles all meeting participants evenly spaced.

Please ensure that your meeting is set to Speaker View or Gallery View with the “Hide non-video participants” option selected (see below).

Please note that when you enable “Speaker View”, your video is still visible to those who are in “Gallery View”.

During the hearing

Hide Non-Video Participants

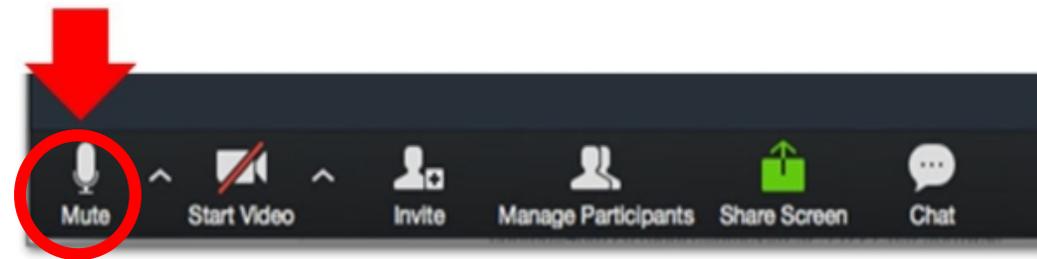
Members of the Public will be asked to mute their microphones and turn off their videos.

Non-video participants can be hidden from the gallery view. To hide non-video participants, right click on any participant that either has their video off or click on the 3 dots at the upper right of their participant box. Choose “Hide non-video participants” to hide all users with their video off.

Alternatively, you can select the video button and check box for “Hide non-video participants”. This ensures your screen stays focused on the participants.

Mute

You must mute your audio after entering the hearing and only unmute when you intend to speak. This prevents any background noise coming through that could potentially mark you as “speaking” and alter the speaker view away from the participant that is speaking. Mute / Unmute is located at the bottom left corner on the black toolbar.



- **Tech Tip:** While muted you can hold down the space bar on your keyboard to speak without unmuting yourself.
- **Reminder:** Muting does not affect or stop your video. While muted please remember that your video can still be seen.

During the hearing (cont'd)

Court Reporter records Hearings on the merits

A court reporter is present during all hearings on the merits whether those hearings proceed in-person or virtually by way of a zoom video conference.

The court reporter records and, if requested, prepares a written transcript of the proceedings. A transcript of the hearing can be obtained through the Tribunal Office.

No other audio or video recording is made of hearings on the merits.

LSBC Tribunal records Pre-Hearing Applications

A video recording of prehearing conferences, preliminary motions and pre-review conferences is made by the hearing clerk using the zoom recording technology. The recording is an internal record of the LSBC Tribunal and is made to ensure that the directions or orders made by the single panel bench or motions adjudicator are accurately recorded.

No audio or video recording is made of a comprehensive prehearing conference.

No Photography, Video or Audio recording without permission

Photography, video or audio recording of the hearing is not allowed by the public or participants unless the panel or motions adjudicator has given their permission.

During the hearing (cont'd)

Pause for Questions and Avoid speaking over others during the hearing

Pause frequently during submissions to allow the panel to ask questions and avoid speaking over the adjudicators or other hearing participants.

Open to the Public

Tribunal proceedings are open to the public unless the Tribunal orders otherwise. If the panel has ordered that the proceedings or part of the proceedings not be public, member of the public will be placed in waiting or breakout room until the hearing resumes in public.

Technical Issues

If you have technical issues and are unable to join a scheduled zoom hearing, please immediately contact the Tribunal Office at TribunalRegistry@lsbc.org.

If you get out of the zoom screen while attending a hearing, this may mean that you have minimized the program. Please find the zoom icon at the bottom of your screen on the taskbar (Windows) or apps bar (Mac) and click on it to get it back up.

If you closed the zoom window, inadvertently clicked “Leave the meeting” or briefly lose internet connection, you may rejoin the hearing by clicking on the link in the hearing invitation. The hearing clerk will admit you back into the hearing.

Breakout rooms

Breakout rooms are sessions that are split off from the main Zoom hearing. They allow the participants to meet in smaller groups. Breakout rooms can be used for discussion during brief adjournments of the hearing.

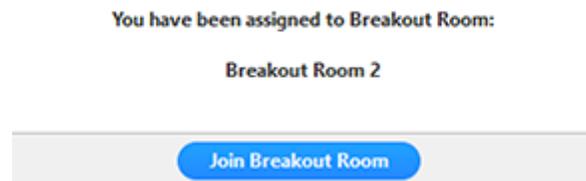
Joining a breakout room

The host will need to invite you to join the breakout room.

Click Join.

If you choose Later, you can join by clicking the Breakout Rooms option in your meeting controls.

Click Join Breakout Room.



Leaving the breakout room

You can leave the breakout room and return to the main meeting session at any time, or you can leave the meeting entirely from the breakout room.

- Click Leave Breakout Room.
- Choose if you want to leave the breakout room or the entire meeting.

When the host ends the breakout rooms, you will be notified and given the option to return to the main room immediately, or in 60 seconds.

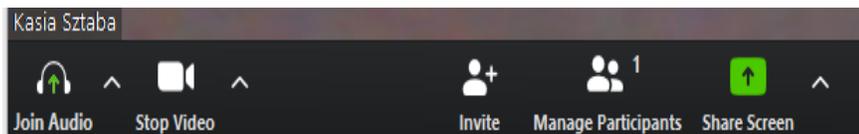
Asking for breakout rooms

During a break or with leave of the panel, you can ask the Hearing Clerk to place you in a breakout room if one has not been assigned to you. The hearing clerk can split the participants of the hearing into these separate sessions manually, and can switch between sessions at any time.

Managing participants

Cameras and Microphones Off

The hearing clerk can click the Manage Participants feature to decide which participants can and cannot access their cameras and microphones.



Temporarily exclude Participants

The Hearing Clerk can temporarily exclude the public and witnesses by placing them back in the waiting room or putting them into a breakout room. Witnesses are routinely excluded until they have testified. The public is occasionally excluded when privileged or confidential matters are being discussed and a panel has temporarily ordered that part of the hearing is closed to the public.

Expel a Participant

A panel may order that a particular person be excluded from a hearing. In this case, the hearing clerk will remove the participant from the hearing and they will not be able to rejoin.



The LSBC Tribunal is an independent adjudicative body
within the Law Society of British Columbia

Tribunal Office
900-845 Cambie Street,
Vancouver, BC, V6B 4Z9

Email: TribunalRegistry@lsbc.org