

Videoconference Mediations with Webster Mediation Inc.

April 25, 2020



Webex Meetings

1. Webster Mediation has a Webex host account and so you do not need your own Webex account to participate in a Webex videoconference mediation. The participants should provide the mediator with their email address and telephone number (in case of technological difficulties during the videoconference).
2. One week before the mediation you will get an email from Webster Mediation attaching the Mediation Agreement to which each participant will reply and acknowledge "I agree with the terms of the Mediation Agreement" in lieu of signatures. An enhanced confidential provision has been added to the Mediation Agreement to reflect virtual participation in the mediation and reassuring participants that where possible all recording functions will not be used during the mediation. Chat and screen sharing functions similarly will not be used during the mediation which should help address privacy and security concerns discussed recently in the media (while it isn't possible to disable these features, the host/mediator controls their use). Password requirement and locking the videoconference once all participants are present, ensure additional security and privacy as referred to below.
3. A second email from Webster Mediation will contain a link to join the videoconference. When you accept the appointment, it will be entered in your Outlook calendar and will disappear from your inbox. If you don't have an Outlook calendar then the email will remain in your inbox. On the day of the mediation, just click on link in the email or calendar entry. The password has been embedded in the link but is noted in the email along with the meeting ID for those entering the videoconference manually through www.webex.com. In Webex, you will enter the videoconference directly as there is no waiting room feature. The video conference will be started by the mediator host 15 minutes prior to the mediation time to allow participants time to ensure they can get in to the videoconference with their equipment working properly.
4. Your computer/laptop's camera/microphone is best, but Webex also works with iPad/iPhone if you add the Webex app to your device. Participants will have a better connection to the videoconference if their internet connection is direct, rather than through WiFi. Connectivity is greatly reduced if you are working through a remote access to a workplace desktop computer such as TeamViewer, Citrix, Spalsttop, Remote Desktop Gateway. Once everyone has entered the videoconference, it will be "locked" to prevent unwanted participants entering the videoconference.
5. All participants appear in an individual video box on the screen and once all participants are present the openings can be done in this forum. Webex does not have a breakout room feature. However, one party can stay in the Webex videoconference while the balance of the participants leave the meeting and participate through telephone conferencing. At any point, participants could return to the videoconference if desired or required.
6. The mediator moves between the parties, whether still on Webex or by telephone calls, with offers/counteroffers and discussing the contentious issues. Parties can call or text the mediator when they are ready to send an offer to the other side.
7. If any participant loses connection during the mediation, the mediator will contact them using the telephone numbers provided, and assist them in either returning to the videoconference, or participating by phone if they prefer. Participants should be able to re-enter the videoconference by using the original link provided in the email discussed above once the mediator has unlocked the videoconference. You can also go on the www.webex.com website and enter the meeting number from the original email to be connected to the Webex videoconference. You can contact Allyson at (416) 953-0947 (cell). Parties may return to the main videoconference for closing comments and good-byes.