



Zoom User Guide

Meeting Host Information

TABLE OF CONTENTS

1. INTRODUCTION 3

2. JOINING A ZOOM MEETING 3

3. MEETING INVITATIONS & PRE-REGISTRATIONS 3

4. HOST ASSIGNMENT 4

5. HOUSEKEEPING ANNOUNCEMENTS 4

6. PRIVACY AND CONFIDENTIALITY 8

7. MUTE SETTINGS 8

8. QUESTIONS/COMMENTS 9

9. ELECTIONS AND POLLING 11

10. VOTING/POLL INSTRUCTIONS 11

11. ZOOM MANAGEMENT STRATEGIES – PREVENTING VIDEO CALL BURNOUT 13

 Before the call begins: 13

 During the call: 13

 After the call ends 14

1. INTRODUCTION

CUPE BC uses **Zoom Video Conferencing** for remote group chats and meetings. This document outlines information and instructions for committee chairs towards the delivery of remote committee meetings.

2. JOINING A ZOOM MEETING

Zoom-hosted meetings are best accessed from one's browser or Zoom desktop/mobile application. If needed, one can also join meetings from a mobile/landline phone using the dial-in information listed in Zoom invitations (refer to section 3).

Using the Computer/Mobile App: Those with access to a desktop, laptop, or another mobile device are required to download the Zoom App from the Zoom Download Centre (click [here](#)).

Joining by Phone: Anyone dialing into a meeting from a landline or mobile phone without video capabilities will need to dial the teleconferencing number and meeting ID number. This dial-in information will be included in the email invitation sent out by the CUPE BC Admin staff.

NOTE: As the chair of your committee, please note that you are required to join the Zoom meeting from a computer. This is to facilitate document sharing and the management of online chat and digital poll functions.

3. MEETING INVITATIONS & PRE-REGISTRATIONS

The CUPE BC Admin staff will issue meeting invitations containing **Zoom pre-registration** links (by email and by Outlook calendar invitation) to all committee members. Below is an example of how the Zoom pre-registration details appear when they are sent out:

Hi there,

You are invited to a Zoom meeting.

When: May 9, 2023 10:00 AM Pacific Time (US and Canada)

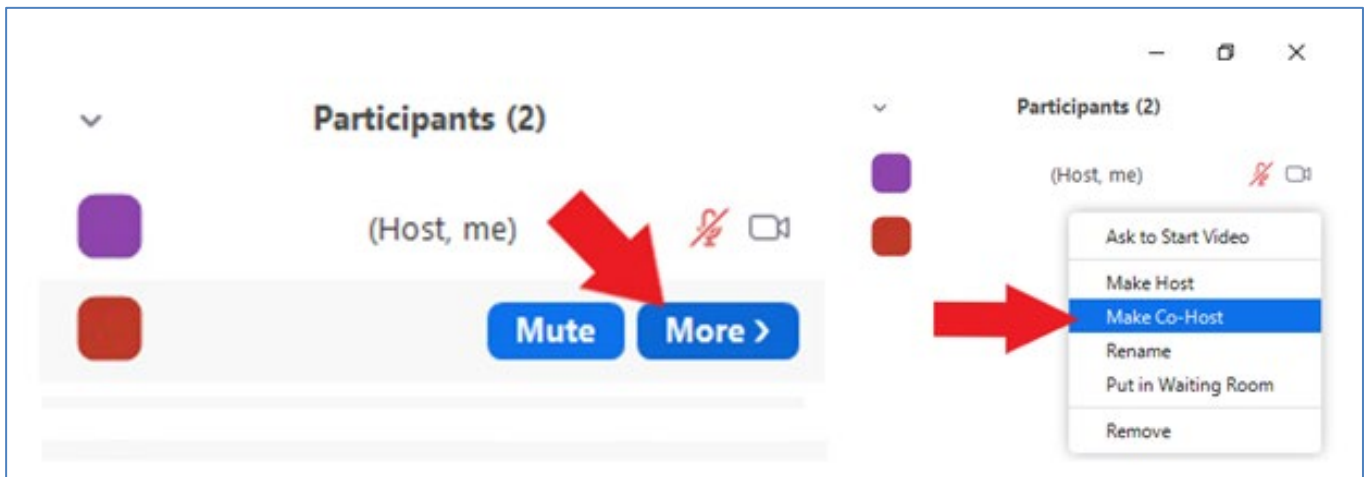
Register in advance for this meeting:

https://us06web.zoom.us/meeting/register/tZEkdeuprzkuHtCRp_0awFcbcvwHOeoR9jV5

After registering, you will receive a confirmation email containing information about joining the meeting.

4. HOST ASSIGNMENT

Upon joining the Zoom call for your committee meeting, the CUPE BC Admin staff will appoint you as a **Co-Host** to allow you full Zoom hosting capabilities.

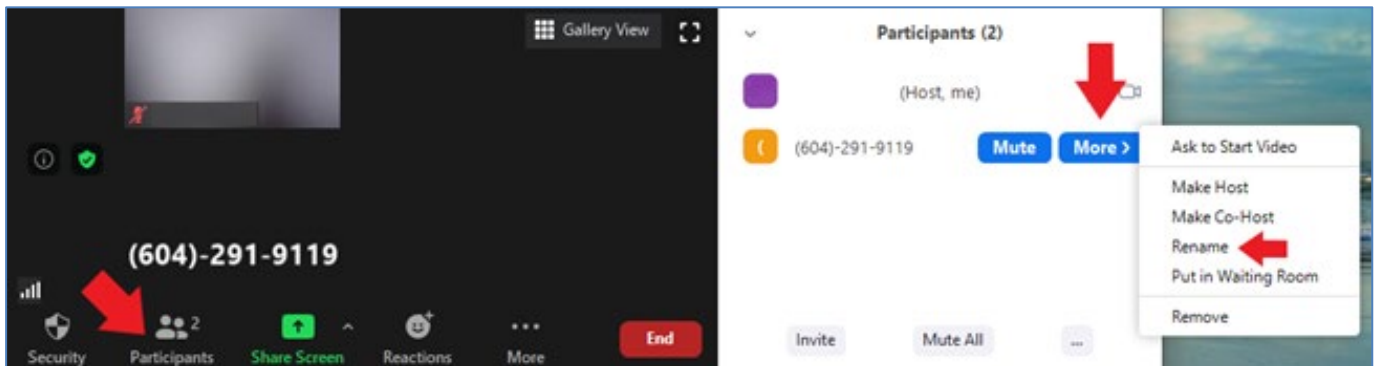


5. HOUSEKEEPING ANNOUNCEMENTS

When all other confirmed members are on the call, please address the following points in a brief announcement:

1. **Attendance:** Please conduct a roll-call of all meeting participants, and maintain a record of all those who joined the meeting.

Please also verify the **Participants List** to see whether any members are joining by phone (without the Zoom App). Their phone numbers should appear in the participants list and can be renamed to reflect the person's actual name.

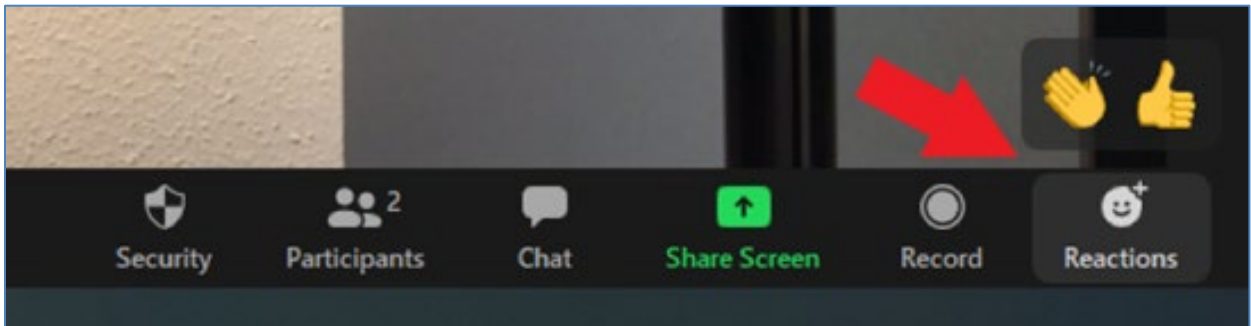


2. Meeting Etiquette:

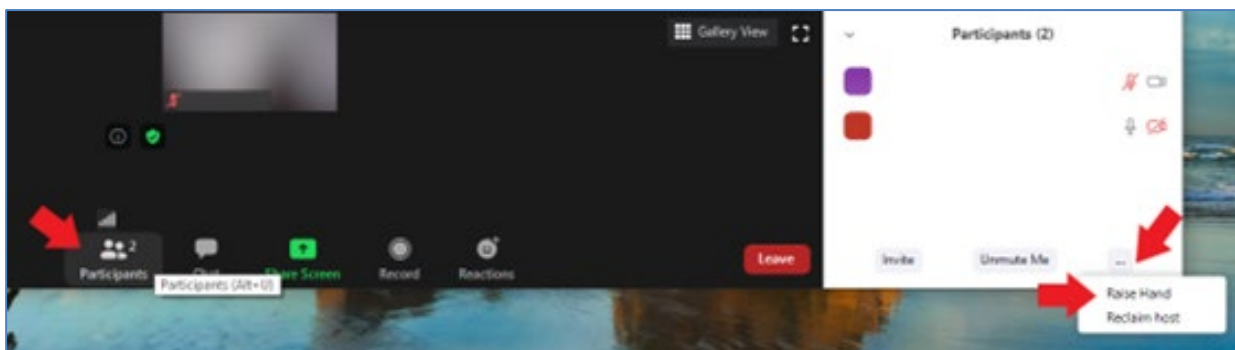
- a. **Announcing Oneself:** Members are to verbally announce their name upon joining a meeting. This is both for accessibility and minute-taking purposes.
- a. **Muting:** To minimize any ambient noise disruptions, please ask all attendees to familiarize themselves with the **mute button** and to mute themselves when they are not speaking and during breaks in the meeting. Refer to section 6 for additional details on muting.



- b. **Non-Verbal Functions:** Please ask all attendees to familiarize themselves with Zoom's non-verbal communication tools (i.e. "thumbs-up", "hand-clapping", etc.)



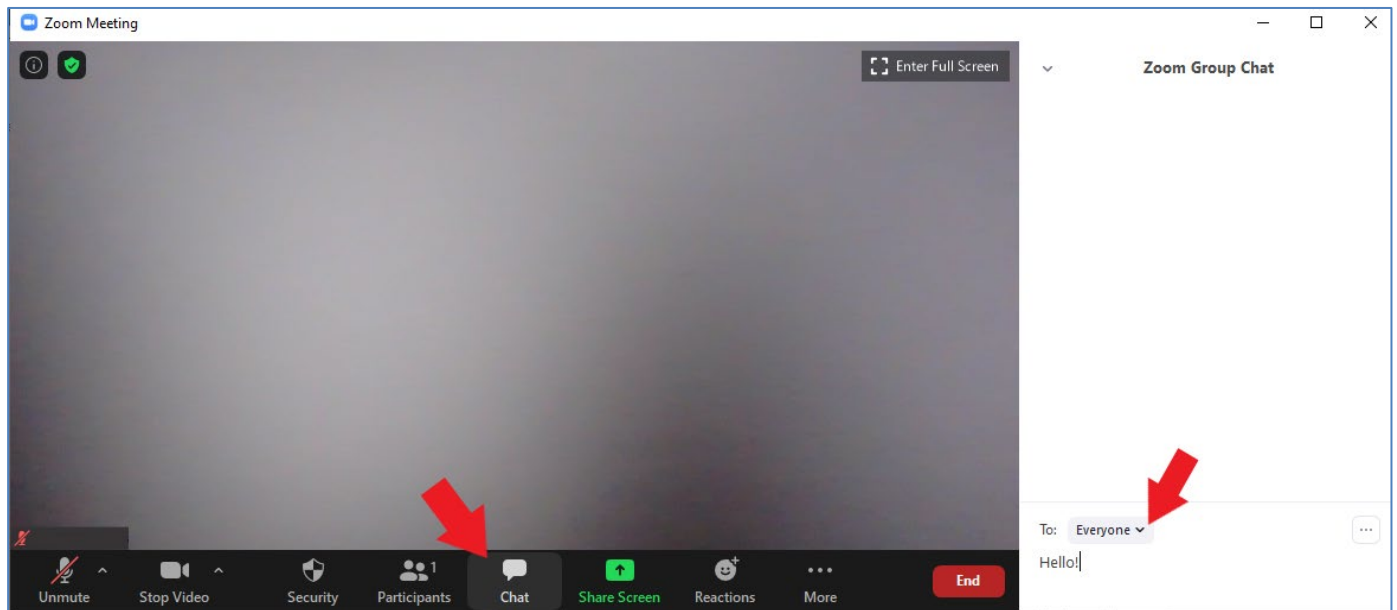
- c. **Raising Questions/Comments:** Please remind all meeting participants to use the "raise hand" tool to verbally pose questions/comments, and also encourage them to make use of the chat board. To be inclusive of anyone joining the meeting without video, please also ask participants to state their name before verbally posing questions/comments.



- d. **Video Reminder:** Please advise all call participants to turn off their video during breaks in the meeting.

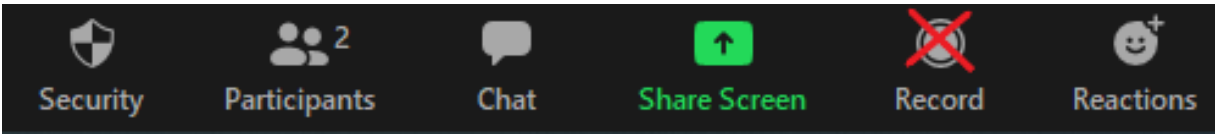
3. Chat Board Reminder:

- a. As chair, please advise your committee that you will be checking the **chat board** throughout the meeting. For accessibility purposes, please **read aloud** any questions submitted in writing by other members through the chat board before responding to the questions.
- b. Please notify the attendees that they can either write to all participants using the **chat board**, or privately write to individual participants using the chat board drop menu. Encourage attendees to test this out by typing “Hello” in the chat board.



Privacy Reminders:

- c. **“Zoom Bombing” Precautions:** Please notify all committee members that the meeting has been password protected to prevent external intrusion into the meeting. Please also remind all attendees to refrain from sharing/posting any future meeting details publicly. Refer to section 5 for additional details.
- d. **In-Camera Rules:** Please remind all attendees that information discussed during CUPE BC meetings is private/confidential. None of the discussions or meeting materials are to be recorded, screen-captured, nor shared publicly.

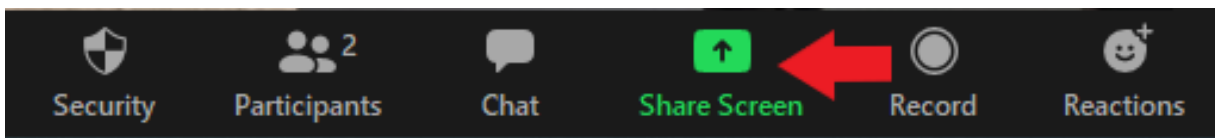


4. Digital Poll Instructions:

- a. Anyone phoning into a Zoom meeting (instead of logging in) will not be able to participate in digital polls. The polling function only works for those who join the meeting using computer/mobile apps. If there are any phone users joining the meeting, please inform the participant(s) to verbally state “Aye” or “Nay” in the event of a vote.
- b. Should any meeting participants require alternative voting options, please advise them to notify the CUPE BC Admin staff as soon as possible.

5. Other Housekeeping Items:

- a. Please define break times with all committee members before proceeding to the meeting agenda. Again, please automute the group and remind everyone to click “stop video” during breaks.
- b. Please verify whether all committee members have received electronic copies of all the required meeting documents. Read aloud the list of documents, and remind everyone that you may use the “Share Screen” function to display documents. Those joining the meeting without using the Zoom App will have to refer to the electronic kit documents sent in advance of the meeting.



- c. Please encourage all participants to review the provided **Zoom Protocol Document**. Also encourage them to consider adopting the outlined strategies for preventing and managing **Zoom Burnout**. Refer to section 10 of this document for additional information.

6. PRIVACY AND CONFIDENTIALITY

Information and discussions arising during CUPE BC meetings are not to be shared publicly. With respect to privacy and confidentiality, please remind all meeting participants to abide by the following guidelines:

- Refrain from taking screen shots to share outside of meeting;
- Refrain from copying any chats to share outside of meeting chat;
- Refrain from engaging in private chats with individuals during the meeting;
- Outline Zoom privacy concerns (i.e. if a host downloads the meeting, private chats can also be saved)

Recording Meetings: As the host of the meeting, you are required to advise all participants if any (or all) portions of a meeting is being recorded. You are required to provide a rationale and clearly indicate when this is taking place.

If a meeting is being recorded with the group's knowledge, please advise members that they are welcome to turn off their videos and contribute to the discussion using the chat board.

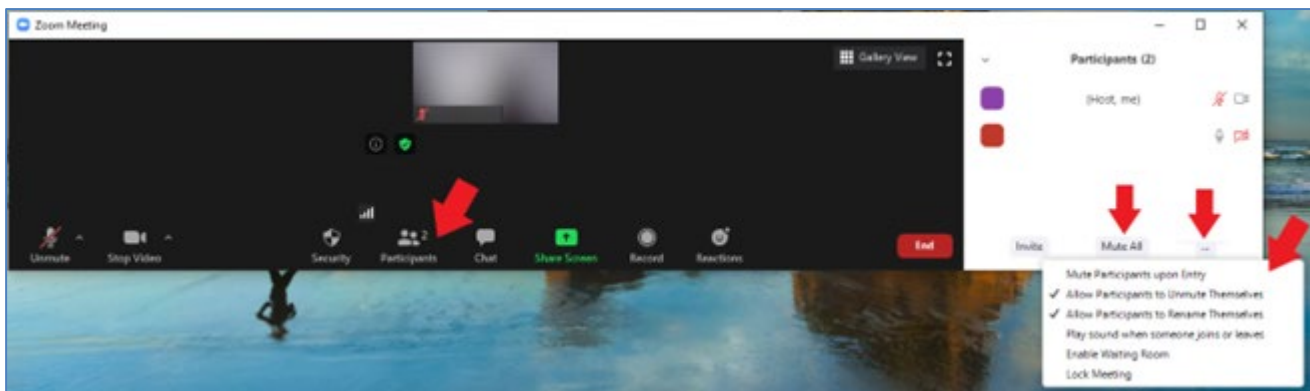
7. MUTE SETTINGS

Upon joining the meeting:

- Please ensure to **automute** all participants, including those who join afterwards from their computers/mobile app devices. If they want to contribute to a discussion, participants will have the option to unmute themselves and/or use Zoom's non-verbal tools (i.e. thumbs up, clapping, etc.).
- Participants joining the meeting using their phone will need to independently mute and unmute themselves, if/when they wish to speak.

To adjust the mute settings:

1. Select Manage Participants
2. Select Mute All
3. You will be prompted to **Allow participants to unmute themselves**. Clicking **Continue** will mute all current and new participants.



More screenshots and related articles can be found on the Zoom Help Centre website (click [here](#)).

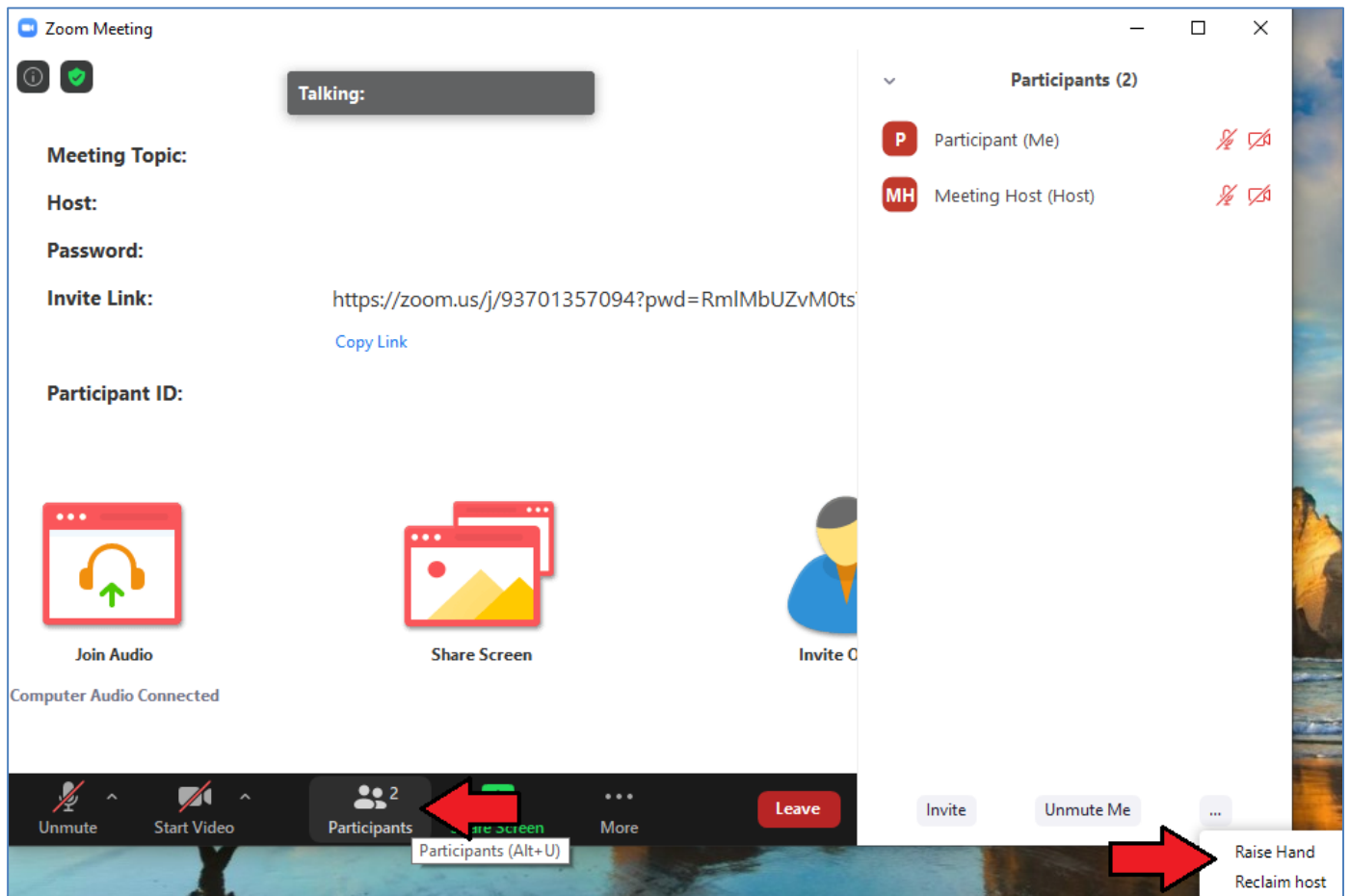
8. QUESTIONS/COMMENTS

At the start of the meeting, please remind all participants joining by phone to clearly **state their name** before proceeding with their comment/question. As the host, please identify the participant when they state their name so all participants know it is that individual's turn to speak.

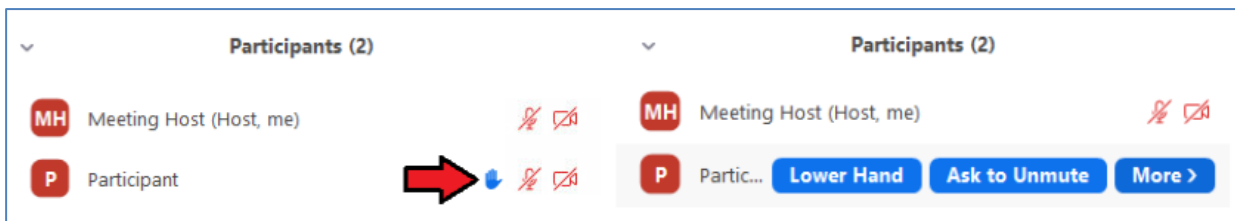
To be inclusive of those using phones, please also ensure to pause occasionally throughout the meeting and invite questions/comments from all participants.

Online users can use the **'raise hand'** function to bring forward questions. As the moderator, you can see who has their hands raised at any time by viewing the participants list:

1. Click **Participants** in the meeting controls.
2. Click the **Attendees** tab. Note that participants are displayed in order of **"Participants allowed to talk"** and **"Participants with their hand raised"** (displayed at the top), and **"Participants without their hand raised"**.



3. Hover over a participant with their hand raised for these options:
 - **Allow to talk:** Allow the participant to talk and unmute their mic. The participant will receive a prompt to confirm if they want to unmute or stay muted. If you already allowed a participant to talk but they decided to stay muted, click unmute to prompt them to unmute their mic.
 - **Disable talking:** If you allowed a participant to talk, this will revoke the participant's ability to talk. The participant will stay muted.
 - **Lower Hand:** Lower the participant's hand. Their position in the participants will move down after the participants with their hand raised.
4. Click **Lower All Hands** at the bottom of the participants list to lower all raised hands.



Please also check and moderate the Zoom chat function throughout the meeting. Meeting participants will likely use the chat feed to share ideas and thoughts with one another.

More screenshots and articles related to managing participants can be found on the Zoom Help Centre website (click [here](#)).

9. ELECTIONS AND POLLING

One can hold votes and elections during a meeting — including anonymous, secret-ballot votes — using the **Zoom Poll Function**.

The CUPE BC Admin staff on the call will set up the Zoom Poll on behalf of the Chair to enable voting by computer/mobile app meeting participants. Whenever possible, please provide the CUPE BC Admin staff with any motions, questions, or any items requiring a vote in advance of the meeting. This way, the information can be added into Zoom before the meeting starts.

Capturing Votes: Digital votes and poll results can be viewed in real time using the steps outlined in the following section. During the meeting, please also ensure as the chair to call for verbal “aye” or “nay” votes from phone users.

Anonymous Voting: When typing election questions in Zoom, the Admin staff will ensure to use the “Anonymous” voting setting to ensure individual votes remain secret.

Voting Alternatives: If alternative voting is required in lieu of Zoom voting, please notify the CUPE BC Admin staff.

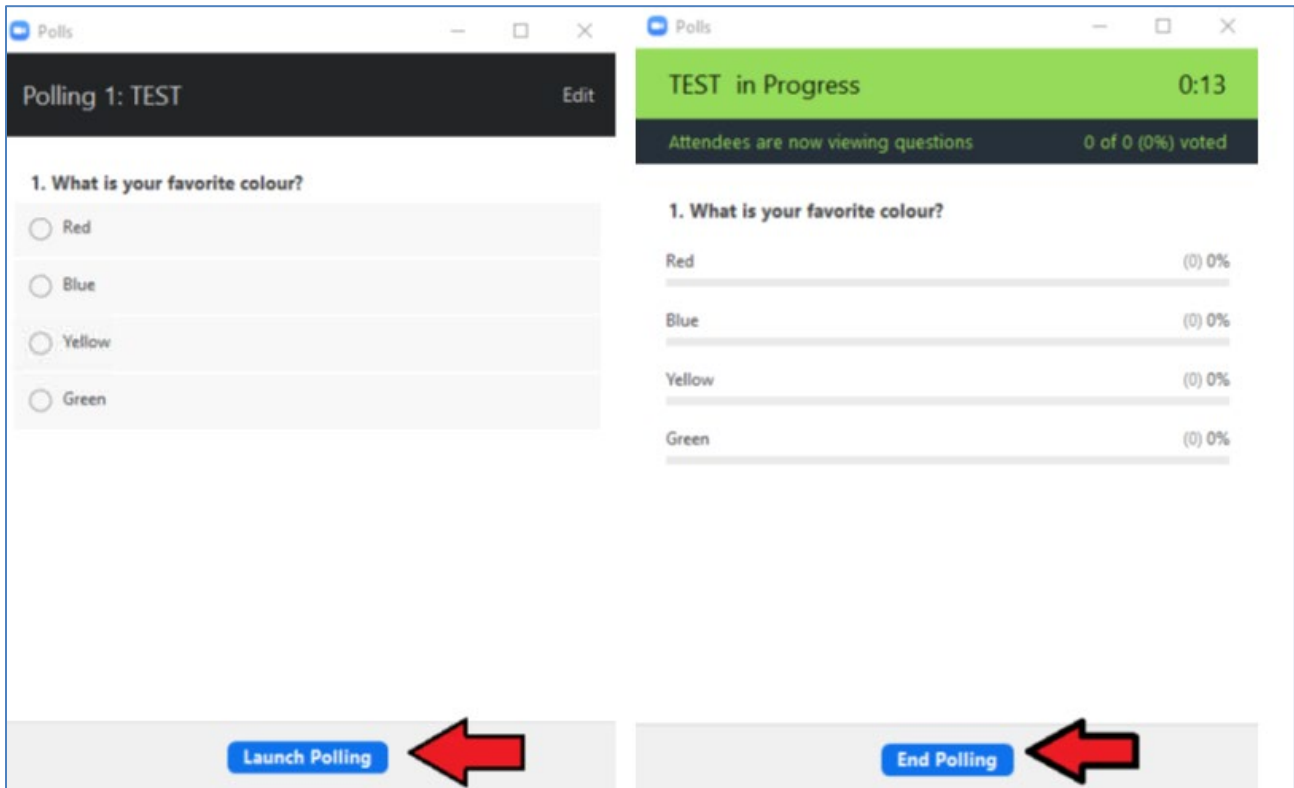
10. VOTING/POLL INSTRUCTIONS

To launch a Poll:

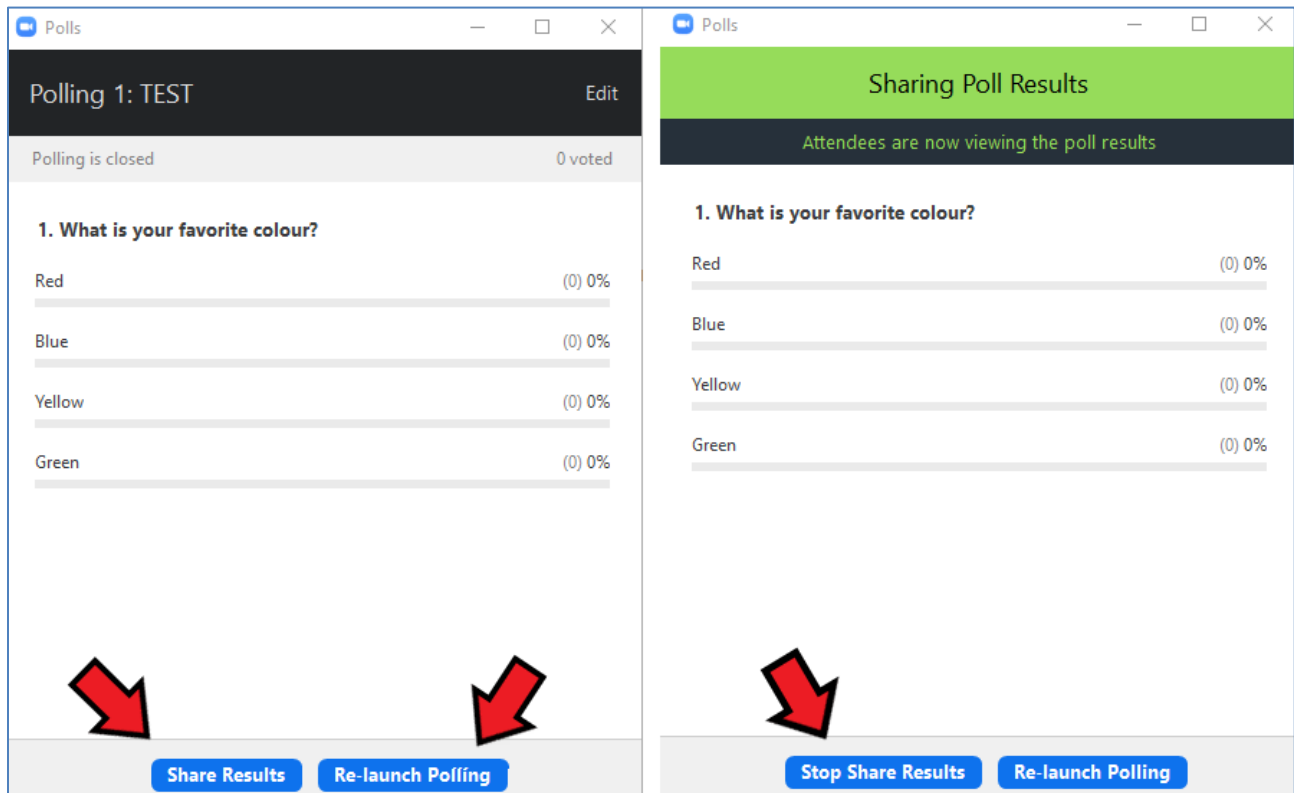
1. Start the scheduled Zoom meeting that has polling enabled.
2. Select the **Polling** option in the menu bar.



3. Select the poll you would like to launch. Click **Launch Poll**.
4. The participants in the meeting will now be prompted to answer the polling questions. The host will be able to see the results live.
5. Ensure to tell participants how much time they have to vote. Once you would like to stop the poll, click **End Poll**.



6. If you would like to share the results to the participants in the meeting, click **Share Results**. Participants will then see the results of the polling questions.
7. When you are ready to move on to the next order of business, click on the **Stop Sharing** tab.



11. ZOOM MANAGEMENT STRATEGIES – PREVENTING VIDEO CALL BURNOUT

Before the call begins:

- **Arrange a space:** Designate a space in your home for video calls – and take all calls from this defined space. Having a separate space for video calls will prepare you for them mentally and can even make you more productive during these calls.
- **Set boundaries:** Make sure your roommates and family members are aware that you are going to be on a call, and ask them not to interrupt you. This can help you focus during the call and can make the process less stressful.
- **Use time blocking:** You can schedule a few hours specifically for video calls and try to have calls only at this time. This can help you mentally prepare for video calls in the scheduled slot, and can also give you a few hours each day that are entirely free of video calls.
- **Switch devices:** If possible, use your phone rather than your laptop. This will give you the freedom to walk around and/or move your body while you are on call. This can then reduce the physical strain of video calls on your body.
- **Check if the video call is necessary:** Define an agenda for a scheduled video call. Ask others to note down what they want out of the call. If any or all agenda items can easily be discussed via emails or text messages, avoid having the video call altogether.

During the call:

- **Break the ice:** Start your call by greeting every person and having a few minutes of small talk. This can help ease the tension and can create a connection amongst everyone who is on call.
- **Keep distractions away:** Build a habit of single-tasking. Avoid responding to emails, talking to others, playing games or getting other work done while you are on call. This will help you avoid multitasking and can lessen the mental load of the video call.
- **Use earphones:** Try using headphones or earphones during your call instead of relying on your phone or laptop's inbuilt mic. This will prevent ambient sounds – such as traffic noise, the whirring of the fan, or other background sounds – from disrupting the call.
- **Use pen and paper:** During work-related video calls, take down notes by hand. This will push you to pay attention to what is being said. Making physical notes can also improve your retention of what was discussed in the conversation.
- **Do the call without video:** If you feel anxious or uncomfortable in front of the camera, switch off your video. However, be proactive in letting others know about this decision and also be flexible enough to switch on the video when it is absolutely required.

After the call ends

- **Cool down:** Take a break after a call is done in order to allow yourself time to unwind from the constant digital stimulation. Take a few deep breaths and have a glass of water. Stay away from gadgets and the internet at this time.
- **Get moving:** Do a few light stretches and splash some water on your face and eyes once your call ends. The stretches can help combat the physical strain of video calls and the water can help your eyes feel cool after looking at a screen for long.
- **Shift to a different space:** Help yourself fully unwind after a video call is done by moving to another space. If you can't shift to another space, change the lighting in your room or sit in a different position.
- **Go offline:** If you can, follow up a video call with in-person interaction of some kind. Speak to your partner, kids, roommates, parents, or even just play with your pets for some time. If you live alone, you could spend some time in nature or pick up a good book to read.

