

Making Zoom Accessible

3. Good Manners at Meetings

deafscotland is the user led, membership organisation for the deaf sector in Scotland. For more information, visit the deafscotland website by clicking [here](#).

Good manners are important for any meeting. The success of a meeting, and how positive the experience will be for all participants, can be greatly improved by carrying out some preparation before the meeting and by adopting some ground rules.

1. Appoint Someone to Chair the Meeting

This could be the host or a participant chosen to control and monitor the meeting to make sure that it runs smoothly. Not all meetings will be formal and need a chair, but for those that are, it is important for everyone to understand who the chairperson is, and what the expectations of the meeting are.

As meeting chair or facilitator, be mindful that in larger meetings all participants are not visible on screen at the same time. In this case, it may not be easy for participants to identify who is asking a question. Participants can also choose to ask questions via the 'Chat' facility. It can be made clear who is at the meeting by stating the name of the person who asked the question and by repeating the question.

2. Breaks

Make sure there are frequent breaks throughout the meeting. Participants will have a greater need for short breaks to allow both a screen break and rest period from concentrating on the screen.

Breaks need to be in place if communication and/or language support is being provided. Interpreters and Electronic Note-takers will need breaks and time to change over if necessary.

3. Noise Control

Background noise levels can be a problem when working online with others. If the sound is distorted or of poor quality, people may have problems hearing or following speech when online.

Try to reduce and get rid of as much background noise as possible as this can be easily picked up by the microphone. When your microphone is live, noise from open windows, rustling papers, eating, other people in the house, tapping feet or fingers can be picked up and amplified to others at the meeting which may distract participants trying to follow what is being said.

4. 'Mute' Microphone

When you join the meeting a good habit to adopt is to 'mute' your microphone. By muting your microphone when you are not speaking, you get rid of background noise. Click on the 'Mute' button in the bottom left hand corner of the Zoom screen to mute your microphone.

5. Working with Communication and Language Support

Remember that Interpreters and Note-takers may be working at the meeting to provide Communication and/or Language Support. Speak clearly at normal pace and spell any unusual names/terms if asked.

6. Be Respectful of other Participants

As with face to face meetings, remember that only one person should speak at a time. This will allow participants and those providing communication and/or language support to focus on the active speaker. Make sure people can see your whole face clearly.

Following the above steps will help you prepare for successful use of Zoom.

We welcome your feedback

The COVID-19 pandemic has resulted in increased remote online working. As technology develops, our Factsheets will be updated to ensure accessible and secure use of Zoom.

To make sure that this factsheet is always up-to-date, we invite you to share your experiences both positive and negative. Please contact us at

admin@deafscotland.org with your experiences.

