



1           On April 30, 2020, the Presiding Judge of the San Francisco Superior Court issued a  
2 General Order Re: Implementation of Emergency Relief, including that “The court hereby orders  
3 the use of available technology, when possible, to conduct judicial proceedings and court  
4 operations remotely, and the suspension of any rule in the California Rules of Court to the extent  
5 such rule would prevent this court from using technology to conduct judicial proceedings and  
6 court operations remotely to protect the health and safety of the public, court personnel, judicial  
7 officers, litigants, and witnesses.”  
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9           The City and County of San Francisco continues to be subject to various Public Health  
10 Orders, including “Stay Safer At Home” Order C19-07f and “Requiring Face Coverings” order  
11 C19-12c.  
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13           The Court has considered the health and safety needs of the public and court users, and  
14 other factors pertaining to each witness, including the importance of the testimony, the hardship  
15 on the witness, and Respondent’s ability to cross-examine the witnesses, in determining its ability  
16 to provide a fair trial with remote testimony. In light of the extraordinary public health crisis  
17 caused by the COVID-19 pandemic, certain testimony can be provided via remote video  
18 appearance because the witnesses reside out of the area and/or have a demonstrated health issue  
19 that places them at a heightened risk of COVID-19 infection.  
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21           Accordingly, the parties and witnesses may testify in-person or remotely via video through  
22 the Blue Jeans platform. Their testimony will continue to be subject to objections pursuant to  
23 Evidence Code § 352 or any other evidentiary objections that may be raised at the time of the  
24 hearing.  
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26           The parties and any of their witnesses may testify in-person, if they elect to do so, but  
27 must wear a mask during their testimony and at all times they are in the courtroom.  
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- 1 7. All case participants must use their [full first and last name when signing on to Blue](#)  
2 [Jeans](#). If a participant is not properly identified, they may be removed from the hearing.  
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4 8. Joining the Hearing: Witnesses must access Blue Jeans using the credentials provided  
5 by the Court at least 10 minutes before the scheduled start time for their examination.  
6 The witness may be directed to the virtual waiting room where they will remain until  
7 the Court is ready to admit the witness to the virtual courtroom. Treat the Blue Jeans  
8 waiting room the same as if physically waiting in a courtroom, understanding that the  
9 clerk or judicial officer might transfer the witness into the court session at any  
10 moment.  
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12 9. The faces of each witness must be clearly visible while speaking. No masks shall be  
13 worn by any witness testifying remotely. To the extent possible, each witness's  
14 webcam should be positioned at face level relatively close to the witness. The use of  
15 virtual background is not permitted, unless otherwise agreed upon by the Parties and  
16 the Court.  
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18 10. The "chat" function will be disabled throughout the hearing.  
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20 11. Each witness's participation should be consistent with the Court's exclusion order.  
21 The attorney calling the witness is responsible for ensuring the witness has a separate  
22 video and audio feed. Attorneys should not attempt to "share" a connection with a  
23 witness.  
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25 12. Witnesses are prohibited from communicating with counsel outside of the Court's  
26 presence while giving testimony (e.g., through text message, chat, phone, writing, or  
27 otherwise), or during breaks between their ongoing testimony.  
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1 13. Witnesses are prohibited from having whiteboards, iPads, smartphones, or similar  
2 media used to communicate messages outside the trial platform before them while  
3 testifying.

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5 14. Third-party influence on witnesses during their testimony or during breaks between  
6 their ongoing testimony, such as guidance by a witness coach, whether through  
7 Whiteboards, live iPads, or other, similar media, is prohibited.

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9 15. Witnesses shall pan the room with their video at any time requested by the Court or  
10 counsel.

11 16. Witnesses shall maintain eye contact with the screen through which the trial feed is  
12 transmitted, to the extent possible.

13 **DEPENDENCY HEARINGS<sup>1</sup>**

14 17. Hearing Admonition: At the start of every hearing the judicial officer will admonish  
15 the participants that this is a confidential hearing and it may not be recorded. A violation  
16 can be punished by up to a \$1,000 fine.

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18 18. Witness Admonition: Before or after a witness takes the oath or affirmation, and  
19 before the witness starts to testify, the Court will ask the witness to affirm that: (a) no  
20 one else is present in the remote room where the witness is testifying other than those,  
21 if any, authorized by the Court; (b) all communications with the witness during their  
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<sup>1</sup> Emergency Rule 6(c) Foster care hearings and continuances during the state of emergency:

25 (1) A court may hold any proceeding under this rule via remote technology consistent with rule 5.531 and  
26 emergency rule 3;

27 (2) At the beginning of any hearing at which one or more participants appears remotely, the court must  
28 admonish all the participants that the proceeding is confidential and of the possible sanctions for violating  
29 confidentiality; and

(3) The child welfare agency is responsible for notice of remote hearings unless other arrangements have  
been made with counsel for parents and children. Notice is required for all parties and may include notice by  
telephone or other electronic means. The notice must also include instructions on how to participate in the  
court hearing remotely.

1 examination will be on the record, other than communications with the witness and  
2 their attorney or record during breaks; (c) the witness will not engage in any direct or  
3 indirect communications with anyone during his or her examination other than those  
4 communications made on the record; and (d) the witness will adhere to the Court's  
5 exclusion order. The Court reserves the right to ask any witness to back up from their  
6 webcam so the Court and counsel can see the witness's hands for the duration or  
7 portions of the witness's testimony.  
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10 19. Witnesses are not permitted to have notes or other documents (electronic or hard-copy)  
11 before them while testifying, unless the document is (i) a pre-marked exhibit, (ii) is  
12 presented through the trial platform, and (iii) is currently being proffered for  
13 examination.  
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15 20. Objections: The witness must stop speaking when either counsel objects. After the  
16 objection is made, the Court will be the first to speak and will instruct counsel how  
17 the Court wishes to proceed.  
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19 21. Pre-trial Meet and Confer: The Parties shall meet and confer in advance of the trial  
20 regarding a protocol for use of exhibits, including confidential information and sealed  
21 exhibits, at trial. The Parties shall provide a joint recommendation to the Court before  
22 the trial commences. If counsel wishes to use a document for impeachment purposes  
23 that was not previously disclosed as an exhibit, counsel must email an electronic copy  
24 of the document to the Court, trial counsel, and the witness at the time counsel seeks  
25 to use the document with the witness.  
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27 22. Technological Difficulties: If a witness is disconnected from the video hearing or  
28 experiences some other technical failure, the witness must use best efforts to promptly  
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1 re-establish the connection and shall take no action which threatens the integrity of the  
2 proceeding (e.g. communications with a third party relating to anything other than  
3 resolving the technical issue.) If the connection cannot be re-established within  
4 approximately five minutes, the Court may take steps to “pause” the trial, which may  
5 include moving witnesses into the virtual waiting room, at which time counsel shall  
6 meet and confer in good faith to develop a joint proposal regarding how to proceed. If  
7 the Court deems it unfair to any party to continue the remote testimony because of a  
8 technical failure, the Court may postpone or terminate the video testimony at any time  
9 and take such other steps as may be necessary to ensure the fairness and integrity of  
10 the proceedings.  
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13 **23. Prohibition on Recording:** Any recording of a court proceeding, including screen shots  
14 or other visual or audio copying of the hearing, is prohibited. Any violation is  
15 punishable to the fullest extent under the law, including but not limited to monetary  
16 sanctions, restricted entry to future hearings, or other sanctions deemed appropriate by  
17 the Court.  
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20 **24. In Person Appearances:** All persons appearing in person at the courthouse must follow  
21 the San Francisco Public Health directives of the day, which may include social  
22 distancing and wearing a mask or face covering. San Francisco’s current Public Health  
23 directives may be found online at: <https://sf.gov/topics/coronavirus-covid-19>.<sup>2</sup>  
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<sup>2</sup> The Court has determined that plexiglass “sneeze guards” on the witness stand and clear “face shields” do not provide adequate protection from the COVID-19 virus. As a result, and pursuant to the San Francisco Public Health Directives, any witness testifying in person must wear a face covering during their testimony.

# BlueJeans Technical Requirements

## Operating Systems:

- Windows - 10 & 7 (with SP1+)
- macOS - 10.11+
- Linux - RHEL v7.5, 7.6, 8.0, Fedora 28, 29, 30, CentOS 7, 8 and Ubuntu 18.04, 19.10

## Hardware Requirements:

**Cameras:** Almost all native (integrated) webcams are compatible with BlueJeans. Cameras connected via network (IP Cam) are currently NOT supported. External Cameras that have been tested are listed below.

- Logitech series
- Microsoft LifeCam series

## Headsets and Microphones:

If you are using a laptop that is less than 5 years old, the integrated speakers and microphones on the laptop should suffice.

## Processors Tested:

- Windows: Intel i3, i5, or i7 based PCs from a variety of manufacturers o Note: Quad core or greater is preferred. CPUs with low clock speed may have lower video quality provided.
- Mac: MacBook, MacBook Pro, iMac, Mac Mini

A general rule of thumb is a PC or Mac computer that is no more than 5 years old should meet these requirements.

## RAM:

Minimum 4GB. 8GB+ recommended

## Bandwidth Requirements:

The following table outlines various scenarios and their expected, peak bandwidth utilization.

Scenario	Bandwidth Utilization
Content + Audio + Video being sent	Up to 4.5 Mbps
Content + Audio being sent	Up to 4.3 Mbps
Only content being sent	Up to 3 Mbps

## Note:

- The minimum bandwidth requirement to achieve 720p is 1Mbps.
- 750Kbps is recommended for an overall quality experience with audio and video over IP.