



THE COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF LABOR RELATIONS

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DLR Remote Investigation Procedures

1. Investigations will take place by videoconference via WebEx. Information on how to log in to the videoconference will be provided to the party representatives by the DLR three (3) business days before the investigation.
2. Party representatives are responsible for forwarding the videoconference log-in information to all their participants and for making sure that they are able to participate in the videoconference.
3. Party representatives should efile, three (3) business days before the investigation, direct contact phone numbers where they may be reached, if necessary, during the investigation.
4. All documents are to be submitted with the case number, via efile, three (3) business days before the investigation. All documents must be submitted as separate electronic documents. All documents must be clearly marked as, for example, CP1, CP2, CP3 (for Charging Party exhibit 1, 2, and 3), R1, R2, R3 (for Respondent exhibit 1, 2, 3), etc. The file names for these documents should be similarly labeled, with a brief descriptor, such as CP1 (CBA), CP2 (Jones Letter 12-15-2019), CP3 (12-1-2019 email), and R1 (Smith Letter 11-25-2019), R2 (January 2020 email chain on suspension), R3 (discipline policy), etc. The parties should organize the evidence in a manner that will enable the DLR to determine quickly what evidence relates to each element of a particular claim or defense. An index to the documents is strongly encouraged. All documents should be submitted and served on all parties in accordance with 456 CMR 12.12(7). Any sensitive or personally identifiable information (PII) should be redacted.
5. Parties must efile a list of the names and titles of the individuals who will be participating in the investigation three (3) business days before the investigation.
6. Parties are encouraged to efile a written summary of the allegations and defenses three (3) business days before the investigation. The written summary should be no more than five (5) pages, double-spaced, and should explain, with specificity, the allegations/defenses of the charge.

7. Rules for Conducting the Investigation:
 - a. The investigation will not be recorded. Recording of the investigation by participants is prohibited.
 - b. All participants on the call will be required to identify themselves at the outset of the investigation and indicate who else, if anyone, is in the room with them.
 - c. When speaking, participants are asked to identify themselves.
 - d. Participants should not interrupt or speak over one another.

DLR Videoconference Investigation System Requirements

To attend a virtual DLR proceeding via videoconference, attendees must:

- Have a computer with a web cam, mobile device, or video conference system
 - If any anticipated participant does not have the necessary videoconferencing capability, the DLR must be informed prior to the investigation
- Have a reliable, high-speed Internet connection (preferably at least 1 - 1.5 megabits/second)
- Disable or delay the sleep/standby mode on your computer or mobile device
- Do **not** set your phone to "Do Not Disturb." This will enable DLR staff to contact you if there are connection and/or other issues.

Due to variations in internet speed and connectivity, users with poor internet connections may experience connectivity and/or latency issues. A stable high-speed internet connection is recommended for the best user experience.

To attend a virtual DLR proceeding on a mobile device, users are required to download the Cisco WebEx application prior to the scheduled proceeding. When using a mobile device, a stable WiFi connection is recommended rather than using mobile data service.

At least 24 hours prior to the DLR virtual proceeding, all attendees should test their computer/mobile device to make sure that they can use WebEx. To do so, please click on the link below:

[CONNECT TO A WebEx TEST MEETING](#)