



Tips for an Electronic WSIAT Hearing

Before the Hearing:

The WSIAT will send you a hearing notice at least 60 days before the hearing that will tell you the date and start time of the hearing, and how to join and participate in the Videoconference or Teleconference hearing.

It is very important that you do not share the dial-in or log-in information for the Videoconference or Teleconference hearing for privacy reasons.

Please make sure that the WSIAT has all of the documents that you want to use at the hearing.

Please send any additional documents at least three weeks before the hearing to the WSIAT by E-File (available on the WSIAT website), mail, or courier.

If you have any questions, please contact the assigned Hearing Coordinator or the WSIAT Call Centre at 416-314-8800 or 1-888-618-8846 (Monday to Friday from 8:30 a.m. to 5:00 p.m.).

The Day of the Hearing:

Here are some quick tips to remember on the day of your WSIAT hearing.



Videoconference hearings:

- Video and sound is through your computer



Teleconference hearings:

- Sound is through your phone

For All Hearings

What Do I Need to Participate?

- A telephone (for Teleconference hearings and as back-up audio for Videoconference hearings)
- A quiet, private, and distraction free space
- Dial-in or log-in information
- Headphones with a microphone may assist sound quality (optional)

What Do I Need to Know?

- Be respectful – even though you may be at home, it is still a hearing at the WSIAT

- Be patient – the WSIAT understands that there may be unavoidable interruptions or technical difficulties
- Follow the instructions on what you should do if you become disconnected from Zoom or the teleconference line
- Ask for a break if you need one
- Mute notifications on your device to avoid distractions during the hearing
- Plug in your device to preserve battery power
- For the best quality video and/or audio it is preferable for you to use your own device in a space by yourself. If this is not possible and you must share a space, please use one device to connect to audio.

DURING THE HEARING



- Identify any observers at the start of the hearing; the Vice-Chair/Panel will let you know if the observer is permitted to stay and observe the hearing
- Keep background noise to a minimum
- Speak clearly, slowly, and directly into your phone/microphone
- Mute your phone or computer when you are not speaking
- Let the Vice-Chair/Panel know if you can't hear someone

DO NOT



- Record or copy any of the hearing (no screen shots, video captures, photos, or audio recordings)
- Talk over others
- Communicate (by email, text, or in-person) with anyone about the case when you are testifying
- Look at any documents that you haven't been asked to look at by a representative or the Vice-Chair/Panel when you are testifying

Videoconference Hearings

What Do I Need to Participate?

- A device with a working webcam, such as a desktop computer, laptop, tablet, or smartphone
- High speed internet connection



How Should I Prepare?

- Remember your background can be seen on video – clear the space around and behind you of personal items
- Dress appropriately
- Close unnecessary applications on your computer (e-mail for example)
- Reduce the number of devices using your internet to ensure a strong internet connection

Teleconference Hearings

What Do I Need to Participate?

- A telephone and charger

IMPORTANT NOTICE:

There is always a small risk that confidential information communicated in an electronic hearing may be compromised. At the beginning of an electronic hearing, the Vice-Chair or Panel will remind parties that while the WSIAT cannot guarantee the privacy or confidentiality of information disclosed during an electronic hearing, the WSIAT has made reasonable efforts to protect

the privacy of parties and put in place safeguards to provide additional security.

For additional information on Videoconference or Teleconference hearings at the WSIAT, and for steps taken to increase security, please visit the WSIAT website for the most recent Practice Directions, Best Practices, and other updates.