



Tips for an Electronic WSIAT Hearing

Before the Hearing:

The WSIAT's Scheduling Department will send you a hearing notice as soon as practicable in advance of the hearing. The hearing notice will include the date and start time of the hearing, and how to join and participate in the Videoconference or Teleconference hearing.

For privacy reasons, it is important that the dial-in and/or sign-in information for the Videoconference or Teleconference hearing is not shared.

It is important that you send in all of the documents you want to rely on to the WSIAT as far in advance of your hearing as possible.

If you have any questions, please contact the assigned Hearing Coordinator. You may also contact the WSIAT Remote Call Centre at 416-436-8378 or 1-888-618-8846, 8:00 a.m. to 5:00 p.m., Monday to Friday.

The Day of the Hearing:

The attached tip sheet for hearings offers some quick tips to remember on the day of your WSIAT hearing.

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 how to participate in a Videoconference or Teleconference hearing at the WSIAT, and for steps taken to increase security, please refer to the WSIAT website for the most recent Practice Directions, Best Practices, and other updates.



Videoconference hearings:

- video connection is over Zoom
- audio is over the telephone line



Teleconference hearings:

- audio is over the telephone line

For All Hearings

What You Need to Participate



- A working phone
- A quiet, private space
- If available, headphones with a microphone may assist sound quality
- Write down the Teleconference dial-in and connection information



Dos During Hearings

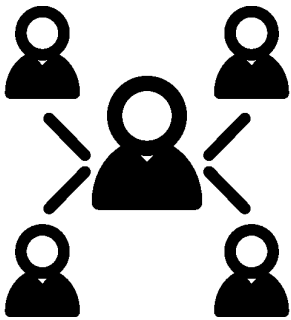
- Keep background noise to a minimum
- Speak clearly and slowly, and directly into the phone/microphone
- Mute your phone when you are not speaking
- Let the Vice-Chair/Panel know if you can't hear someone
- Identify any observers at the start of the hearing



Don'ts During Hearings

- Don't reproduce or record any of the hearing (no screen shots, video capture, photos, or audio recordings)
- Don't talk over others
- Don't communicate (by email, text, or in-person) with anyone about the case when you are testifying
- Don't look at any documents that you haven't been asked to look at by a representative or the Vice-Chair/Panel

What You Also Need to Know



- Plug your device into a power source to preserve battery power
- Maintain a respectful tone – even though you may be at home, it is still a hearing at the WSIAT
- Be patient – the Panel and the parties understand that there may be unavoidable interruptions or technical difficulties, and we appreciate your patience and understanding
- Follow the instructions of the Vice-Chair/ Panel on what you should do if you become disconnected from the Zoom connection or the teleconference line
- Mute notifications on your device
- Ask for a break if you need one

Videoconference Hearings

What You Need to Participate

- A device with a functioning webcam, such as a desktop computer, laptop, tablet, or smartphone
- 3G or 4G/LTE high speed internet connection
- Write down the Zoom meeting identification number and password



Dos During Videoconference Hearings

- Dress appropriately
- Remember your background can be seen on video – clear the space around and behind you of personal items
- Close background applications on your computer and reduce the number of devices using your internet connection