



## **Workplace Safety and Insurance Appeals Tribunal (WSIAT)**

### **Best Practices: Zoom Teleconference and Videoconference Hearing Information for Representatives and Parties –Revised March 2, 2022**

The WSIAT has limited in-person hearings to support the province-wide effort to stop the spread of COVID-19. Alternative hearing methods are being offered to parties to prevent undue delay in having their matters resolved by the WSIAT. Alternative hearing methods include Teleconference, written submissions, or Videoconference. The WSIAT has a statutory mandate to adjudicate the matters within its jurisdiction during the unprecedented circumstances of the COVID-19 pandemic and minimize undue delay.

With the cooperation of all the hearing participants, the Teleconference or Videoconference hearing will continue to provide a fair, safe, and timely alternative to the in-person hearing. The procedures described in this Best Practices document are intended to ensure that appeals before the WSIAT will keep moving forward, so parties can have access to justice during this current public health crisis, and to avoid a backlog of appeals at the WSIAT. This document is updated as necessary, in response to the shifting demands of the COVID-19 pandemic.

This Best Practices document provides guidance for Zoom Teleconference and Videoconference hearings for:

- (1) Pre-hearing conference proceedings before the WSIAT;
- (2) Applications before the WSIAT; and
- (3) Appeals before the WSIAT.

This document is meant to supplement the WSIAT's existing Practice Directions. The document is meant to be flexible, and applies to all matters before the WSIAT. During this time there is a recognized need for flexibility with hearing processes, and the WSIAT will work with the parties to adapt the hearing process to the specific circumstances of each case. The Vice-Chair/Panel assigned to your case will ultimately decide how the hearing or pre-hearing conference will be conducted.

During any WSIAT hearing, parties and their representatives are expected to abide by all public health guidelines, including physical distancing, for the period of the COVID-19 pandemic.

The WSIAT appreciates that parties and/or representatives may have interruptions in their home during a Teleconference or Videoconference hearing. Please feel free to ask for a break if needed for any reason.

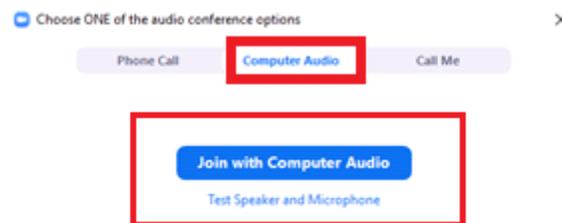
## **Before the Hearing**

### **1. Information needed to participate in a Zoom Teleconference or Videoconference hearing**

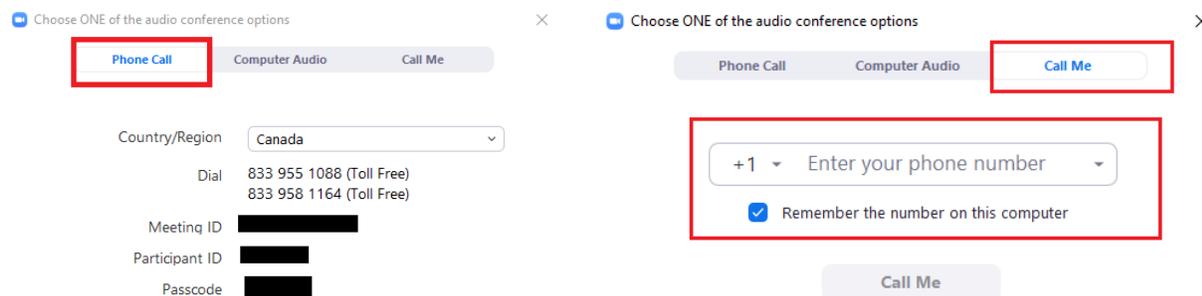
**The WSIAT adopted new hearing procedures for Teleconference and Videoconference hearings, effective September 2021, as described below.**

**Zoom Teleconference Hearings:** Hearings that proceed by Zoom Teleconference will be audio hearings using telephones over the Zoom Audio Conferencing System. Hearing participants will call the phone number provided (with no option for video).

**Zoom Videoconference Hearings:** Hearings that proceed by Zoom Videoconference will use Zoom for the video and audio of the hearing (on computer or mobile device). Hearing Participants will need to connect their computer/device's audio when they log into Zoom.



The option to hear the audio through a telephone remains, if required, though the preference is for hearing participants to connect to computer audio.



If for any reason the Zoom Videoconference does not function, the Vice-Chair/Panel will convert the hearing into a Zoom Teleconference hearing so that the hearing can proceed (subject to the discretion of the Vice-Chair/Panel). If the hearing is converted to a Zoom Teleconference, the hearing participants should connect to the teleconference using the details provided in the communications from the WSIAT's Scheduling department.

The WSIAT's Scheduling Department will send a hearing notice to the parties as soon as practicable in advance of the hearing.

The hearing notice will include such important information as the date and start time of the hearing and how to join and participate in the Zoom Teleconference or Videoconference hearing.

**For privacy reasons, it is important that the dial-in and/or sign-in information for the Zoom Teleconference or Videoconference hearing is not shared with any individuals who are not participating in the hearing.**

## 2. Assistance from the WSIAT

### **Zoom Teleconference:**

Any hearing participant who has questions about how to participate in a Zoom Teleconference may contact the assigned Hearing Coordinator for assistance in advance of the hearing. The Hearing Coordinators provide their contact numbers to the parties when setting up the Zoom Teleconference arrangements and will advise parties to contact them if they have any questions.

**If a hearing participant has any difficulties contacting the assigned Hearing Coordinator, the hearing participant may also contact the WSIAT Call Centre at 416-314-8800 or 1-888-618-8846, 8:30 a.m. to 5:00 p.m., Monday to Friday.**

### **Zoom Videoconference:**

Parties and representatives will be required to provide telephone numbers and email addresses to the WSIAT in order to participate in a Zoom Videoconference.

Prior to the hearing, the WSIAT will provide the Zoom Meeting ID and the Passcode to the hearing participants. The hearing participants are expected to sign on to Zoom using the Zoom Meeting ID and Passcode 30 minutes prior to the start of the hearing. IT staff will be available on the day of the hearing to provide assistance with connecting to Zoom and troubleshooting any issues related to the operation of Zoom.

Parties are encouraged to test their Zoom system before the hearing using this link: [Zoom.us/test](https://zoom.us/test)

Hearings will usually begin at 9:30 a.m. or 1:30 p.m. Please set up 30 minutes prior to the scheduled hearing time to ensure that the computer or telephone equipment is working, the room is set up appropriately and there are no connectivity issues.

## 3. Privacy and Security in a Zoom hearing

The WSIAT suggests that hearing participants review the Zoom terms of use prior to the hearing, which are available online.

To improve privacy and security, appropriate safeguards have been put into place by the WSIAT. When participants enter the Zoom hearing, they will be placed into a Zoom Waiting Room. Once the hearing starts and all parties are confirmed as being in attendance, the Zoom host (usually the Vice-Chair) will only admit individuals participating in the hearing.

To further improve privacy and security, a number of Zoom features will be disabled, like the 'chat' function. The WSIAT has taken other security measures for Zoom Teleconference and Videoconference hearings, for example the data is encrypted and is hosted in Canada.

There is always a small risk that confidential information communicated in an electronic hearing may be compromised. 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.

If a hearing participant has a concern regarding the privacy or security of the hearing, they should raise it with the Vice-Chair/Panel at the hearing. The Vice-Chair/Panel can inform the Tribunal Chair of the suspected privacy or security breach, and the WSIAT will take steps to investigate. The investigation may include a follow-up communication from WSIAT staff, with the hearing participants.

#### 4. Representatives and participants should be prepared for the Zoom Teleconference or Videoconference hearing

For a Zoom Teleconference hearing, parties and representatives should make sure that they have the equipment available to participate in the teleconference, including a working telephone. Participants using a cell phone should also have chargers on hand.

For a Zoom Videoconference hearing, parties and representatives should make sure that they have the equipment available to participate in the videoconference, including access to high-speed internet service, a laptop computer or tablet with a webcam, speakers and mic or a smart phone. Participants using a laptop, tablet or smart phone should also have a charger on hand.

##### a) Requirements for participation in a Zoom hearing

For a **Zoom Videoconference hearing**:

- High speed internet connection - participants need access to a high speed broadband wired or wireless (3G or 4G/LTE) internet connection. Wired connections are recommended.

- Smart phone/mobile device or computer with functioning webcam, speakers, and mic. Parties should have access to a device with a functioning webcam, speakers and mic and should test the video quality of their webcams, as well as the speakers and mic prior to the scheduled hearing. Webcams tested by Zoom for high-definition video include: Logitech C930e; Brio; PTZ Pro; and Microsoft LifeCam HD3000.
- Headset with a built-in microphone - recommended to reduce echo and provide the clearest sound quality.
- During a Zoom Videoconference hearing, participants should close all unnecessary applications on their computer and reduce the number of devices using their internet.
- Hearing participants should know how to mute themselves using Zoom controls, as this is helpful for sound quality at the Videoconference hearing.
- Larger technological devices will generally provide a view of a greater number of hearing participants on the screen at one time. Here is a general guideline:

<u>Device:</u>	<u>Number of Hearing Participants Visible:</u>
Smart phone	4
Chromebook	4
iPad	9
PC or MacBook	20 to 25

For a **Zoom Teleconference hearing:**

- Functioning phone system - hearing participants who use cell phones are asked to ensure that it is adequately charged and a charger is nearby.
- Hearing participants who use a cell phone must put it on silent mode so that notification sounds do not disrupt the hearing, and keep a computer and a telephone charger nearby.
- Hearing participants should know how to mute their telephones, as this is helpful for sound quality at the teleconference hearing, and participants will be reminded to mute their phones when they are not speaking. Cell phones have a built-in mute function. On a landline press \*6 to mute and unmute.

b) Case Materials

Parties must ensure that they or their representatives have access to the case materials, either in paper format or electronically. The Zoom screen sharing function will be available for use by representatives or parties during the course of a Zoom Videoconference hearing. Representatives or parties who wish to screen share during the hearing should advise the Vice-Chair/Panel. Only representatives and parties will have the option of using Zoom screen share; Vice-Chairs/Panels will not screen share documents during the course of the hearing. Should the Vice-Chair/Panel have questions about a particular document, the worker's representative may be asked to screen share that document with the worker or witness.

Once permission to screen share has been granted by the Vice-Chair/Panel, representatives or parties can share their screens. Please note that the Vice-Chair/Panel may stop a screen share at any time, if necessary. It is recommended that representatives/parties who wish to screen share are familiar with this feature prior to the hearing.

More information on screen sharing can be found on the Zoom website:  
<https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen>

c) Your environment for the Zoom Teleconference or Videoconference hearing

Hearing participants (including parties, representatives, and witnesses) should:

- Conduct the Zoom Teleconference or Videoconference hearing in a quiet and private indoor space.
- Participate in hearing from separate spaces on separate devices. If this is not possible, hearing participants should avoid connecting to the hearing audio on more than one device.
- Conduct the Videoconference from a well lit room, but not sit with light directly behind them as it makes it difficult to see.
- Not change location during a Videoconference hearing as this is distracting, unless you have permission from the Vice-Chair/Panel.
- Not use a digital background during a Videoconference hearing.
- Submit requests to have an observer present to the WSIAT before the hearing in accordance with the [Practice Direction: Who May Attend a Hearing](#). Observers may attend a hearing, subject to the discretion of the Vice-Chair/Panel. All observers must be identified at the start of the hearing, and all witnesses must provide their testimony unassisted. For more information on Observers, please see below.

d) Your conduct during the Zoom Teleconference or Videoconference hearing

Hearing participants should dress for the hearing in appropriate clothing. Neat and casual, or smart casual clothing is appropriate. Sunglasses are not allowed, except for medical reasons.

The WSIAT asks that hearing participants not consume food or smoke during the hearing. If a participant wishes to eat or smoke, he or she should ask for a break. Participants may drink water during the hearing. Paper shuffling and other distracting noises should be avoided, and hearing participants should be mindful of the noise created by typing on a keyboard.

Hearing participants are asked not to move away from the screen or turn off the camera during a Videoconference hearing, unless directed by the Vice-Chair/Panel. The parties, the representatives and the Vice-Chair/Panel will always be on camera during the hearing.

#### 5. Requests for accommodation at WSIAT hearings

Both before and during the COVID-19 pandemic, the WSIAT provides accommodations at hearings. As set out in the WSIAT's [Accessibility Policy for Customer Service](#), which can be found on the WSIAT's "[Accessibility](#)" webpage, requests for accommodation are considered by the WSIAT on an individual basis and every reasonable effort is made to accommodate requests.

Requests for accommodation in relation to a hearing can be made at any point in the adjudicative process. For matters that are not yet scheduled, parties may contact the staff person assigned to their file or the WSIAT Call Centre. For cases in which a hearing date has been scheduled, parties should contact the Manager, Scheduling Administration.

Accommodation requests should be made as early as possible and should include as much specific information as available. The WSIAT is sensitive to the privacy concerns of those persons who seek accommodation. More information can be found in the applicable policy and on the WSIAT's "[Accessibility](#)" webpage.

#### 6. Representatives should prepare their client

Representatives are expected to prepare their clients for a WSIAT Zoom Teleconference or Videoconference in advance of the hearing, as they would for an in-person hearing.

Representatives are expected to explain the specific Zoom Teleconference or Videoconference hearing processes to their clients, and to any witnesses they intend to call.

Representatives should ensure their clients have a working computer, laptop, tablet or smart phone with a web cam, speakers and mic available for a Zoom Videoconference hearing, and a working telephone for a Zoom Teleconference hearing. Representatives should ensure their clients know how to mute for both a videoconference and a teleconference hearing.

**Parties and representatives should follow the instructions on the WSIAT Hearing Notice in order to connect to the Zoom Teleconference. At least 5 minutes before the start of the hearing, hearing participants should dial-in for a Zoom Teleconference hearing using the telephone number and participant code provided by the WSIAT. Hearing participants will be admitted from the Zoom Waiting Room when the Vice-Chair/Panel is ready to start the hearing.**

**For Zoom Videoconference hearings, all hearing participants should go to the Zoom website ([zoom.us](https://zoom.us)) and join the hearing with the Zoom Videoconference information provided by the WSIAT 30 minutes before the start of the hearing. The Zoom host will admit you to the Videoconference. Hearing participants may be placed in the Zoom Waiting Room until the Vice-Chair/Panel are ready to start the hearing.**

In the event that the Zoom Videoconference hearing cannot proceed, the hearing will be automatically converted to a Zoom Teleconference hearing and the hearing will proceed (subject to the discretion of the Vice-Chair/Panel).

## **During the Hearing**

### **1. Natural Justice**

Like all WSIAT hearings, the Zoom Teleconference or Videoconference hearing will proceed in accordance with the principles of natural justice, including the principle that all parties be given a fair opportunity to have their case heard and to meaningfully participate. The Vice-Chair/Panel will instruct the parties on the order of proceedings once the hearing has started. Generally speaking, the usual format will be followed: introductory remarks from the Vice-Chair/Panel; opening statements from the representatives; questioning of the witnesses; and closing submissions from the representatives. The Vice-Chair/Panel will reserve its decision and release it in writing after the hearing.

### **2. Confirming the Participant's Identity**

Hearing participants may be asked a verification question by the Vice-Chair/Panel at the start of the Zoom teleconference or videoconference hearing, to confirm their identities. Hearing participants who are parties to the appeal (for example, the worker) will be asked a verification question by the Vice-Chair/Panel to confirm their identities. In the case of a witness who is not a party to the appeal, the representative calling the witness to testify will be required to confirm the identity of the witness.

### **3. Effective Communications During the Hearing**

When more than one person speaks at the same time, it can become difficult to hear what is said. Therefore, hearing participants should try to speak one person at a time.

In a Zoom Teleconference hearing the WSIAT asks hearing participants to say their names whenever they start speaking.

Devices that are not in use should be turned off, including radios and televisions, to reduce background noise. A hearing participant may be asked to mute their phone or their computer (using Zoom controls) when they are not speaking, to assist with the

sound quality of the hearing. It is important that hearing participants are aware of how to mute their phones (on their device) and their computers (through Zoom).

The WSIAT recognizes that representatives and parties may wish to have a confidential discussion with each other during the hearing. Remote hearings present special challenges for these communications. Participants should request a break if a private discussion is necessary. Private discussions between parties and representatives will be conducted over the parties' own phone lines. Any hearing participant who disconnects from the Zoom Teleconference or Videoconference should use the original Zoom Meeting ID and Passcode provided, to reconnect to the Teleconference or Videoconference.

Representatives have responsibilities when communicating with witnesses who are giving evidence, as communicated in the Law Society of Ontario's Rules of Professional Conduct (Section 5.4) and Paralegal Rules of Conduct (Rule 4.03). Private discussions about evidence given on direct examination, or when a witness is in cross examination (or cross questioning), including texting and emails or discussions on a break, are not permitted.

#### 4. Case Materials for the Hearing

The Vice-Chair/Panel will have access to the case materials for the appeal. Hearing participants should ensure that they provide the page reference when referring to a document in the case materials.

##### **a. Screen Share Over Zoom in Videoconference hearings:**

The Zoom screen share function will be available for use by representatives and parties during the course of a Zoom Videoconference hearing. Representatives and parties who wish to screen share during the hearing should advise the Vice-Chair/Panel. The Vice-Chair/Panel may stop the parties/representatives from screen-sharing if necessary. Only the parties or representatives will screen share during the hearing. The Zoom screen share function will not be used by Vice-Chairs/Panels to share documents on the screen during the course of the hearing. Should the Vice-Chair/Panel have questions about a particular document, the worker's representative may be asked to screen share that document with the worker or witness.

When possible, the default process will be for the worker's representative to screen share any relevant documents. In circumstances where this is not possible, the worker will be asked to provide verbal confirmation that they consent to the screen sharing of any of their personal information.

##### **b. Documents shared with a witness by representatives in advance of the hearing:**

It is sometimes necessary or helpful to refer to a document during testimony at the hearing to assist with presenting the case or to help clarify the evidence for the Vice-Chair/Panel. During COVID-19, the WSIAT provides case materials to representatives, but the WSIAT does not have the capacity to provide case materials to clients (for example, workers or employers). Pursuant to the *Workplace Safety and Insurance Act, 1997*, all parties have a duty to keep a worker's personal information confidential. In light of these restrictions, representatives may share documents with a witness in advance of the hearing as follows:

- A worker's representative, who chooses to provide copies of some documents from the worker's case materials to a worker in advance of the hearing, must ensure that the documents are provided to the worker in a secure manner and kept confidential.
- An employer's representative, who chooses to provide copies of some documents from the worker's case materials to a witness (who is the employer) in advance of the hearing, must ensure that the documents are provided to the employer witness in a secure manner and kept confidential.
- A representative, who chooses to provide copies of some documents from the worker's case materials to another witness (other than the worker or the employer) in advance of the hearing, must ensure the information is kept confidential, is provided to the witness in a secure manner, and that all health information is in an anonymized form.
- In two-party appeals, representatives of workers and employers are encouraged to coordinate the provision of case materials to witnesses before the hearing.

Representatives are also reminded to follow their professional obligations when appearing before the WSIAT, and provide any necessary instructions to clients and/or witnesses regarding sharing documents from the case materials.

**c. When documents are not shared with a witness by representatives in advance of the hearing:**

As noted above, in circumstances where a party is represented, the WSIAT will only send case materials to the representative. This may result in a situation in a hearing where the representative has the case materials in front of them, but the worker or employer (their client, located in a different location) does not. This means that the witness may not be able to look at a document that they are being questioned about. If a representative or a Vice-Chair/Panel wishes to put a document to a witness during their testimony, the WSIAT's recommended approach for questioning a witness is as follows:

- Identify the document for the witness (page number, author, date, and context);
- Read aloud verbatim (word for word) for the record the passages of the document that you intend to put to the witness; and

- If there is an interpreter involved, the interpreter will interpret the words spoken by the individual reading the document aloud.

## 5. Recording the Hearing

The WSIAT usually records hearings:

- The Vice-Chair will record hearings using Zoom Audio.
- **Only the audio of the hearing will be recorded, not the video.**
- No other recording of the hearing (whether audio or visual) by representatives or parties should occur.
- Hearing participants are not permitted to take photographs or screen captures of the Videoconference hearing.
- Hearing participants will hear an audible message in all hearings (Teleconference and Videoconference hearings) that the “meeting” is being recorded.
- Hearing participants in a Videoconference will see a pop-up window on their screens that the hearing is being recorded (this is a Zoom Recording consent disclaimer that hearing participants will need to accept), as well as an indicator in the top left corner when the hearing is being recorded (see below). Hearing participants will need to click “Got It” to continue with the hearing.



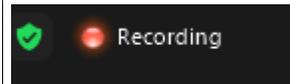
### **This meeting is being recorded**

The account owner and host can watch Zoom Cloud recordings and any participant with permission can record to their local device. These individuals can share these recordings with apps and others.

By continuing to be in the meeting, you are consenting to be recorded.

Got It

Leave meeting



If Zoom Recording is not working, the hearing can be recorded by the Vice-Chair/Panel using a back-up recording method.

Hearing recordings can be ordered in the usual course. For more information please see: [Practice Direction: Tribunal Hearing Recordings and Transcripts](#).

## 6. Objections

If there is an objection or a question about the proceedings, the representative may raise it at any time, respectfully, just as one would in the normal course of an in-person oral hearing. The recommended approach is as follows:

- In Zoom Teleconference hearings, representatives should respectfully interrupt the conversation to let the Vice-Chair/Panel know they have something to say.

- In Zoom Videoconference hearings, representatives should raise their hand to show the Vice-Chair/Panel that they wish to speak.

A witness may be excluded from the hearing by the Vice-Chair/Panel while an objection is discussed. In a Zoom Teleconference or Videoconference hearing, an excluded witness may be placed in the Zoom Waiting Room by the Vice-Chair/Panel and readmitted to the hearing at the appropriate time by the Vice-Chair/Panel.

### **Witnesses - Location of Witnesses**

If a party will be calling multiple witnesses, consistent with in-person hearings, the witnesses are expected to provide their testimony individually and are not permitted to hear the testimony of other witnesses. (A Vice-Chair/Panel may make an exception to this rule in any given hearing.) As in the usual course, the parties (the worker and/or the employer) are the exception and they are not excluded from the hearing during the testimony of the other witnesses.

Practically, this means that witnesses should not be together and should be alone in the individual physical room in which they are testifying. When witnesses are giving their testimony, they must always keep their camera on unless instructed otherwise. The camera should be positioned so that the Vice-Chair/Panel and parties can clearly see the witness, particularly their whole face.

If a party intends to call more than one witness and the witnesses are in different locations, each witness will be contacted separately. The representative will be responsible for contacting the witnesses when it is their turn to testify, and for ensuring that the witnesses know how to connect to the Zoom Teleconference or Videoconference hearing.

## **Observers**

Whether an observer may attend any given hearing is at the discretion of the Vice-Chair/Panel, and the WSIAT may refuse a request to observe a hearing. The WSIAT's Practice Direction: [Who May Attend a Hearing](#) provides guidance on the question of who may attend the hearing as an observer. The Practice Direction states that various types of observers "may" attend the hearing, with proper notice.

The Practice Direction: *Who May Attend a Hearing* states that requests for an observer should be made to the Scheduling Department at least one week in advance of the hearing. As the Practice Direction notes, issues in a hearing may be sensitive due to intimate personal or financial information. In any case where the request to observe is opposed by one party, or the Vice-Chair/Panel has concerns about the number of observers, the Vice-Chair/Panel may seek submissions about whether the observer may observe the hearing, and then provide a decision. Factors that the Vice-Chair/Panel could consider may include:

- The importance of the observer's presence to a party (emotional support for the witness/worker);
- Any confidentiality concerns, or concerns about sensitive or intimate personal information;
- Whether the request for an observer was made in accordance with the time frame set out in the Practice Direction, of one week prior to the scheduled hearing date.

**In every case, the representative (or the self-represented party) will be required to identify the observers.**

**The WSIAT has expectations regarding observers, including:**

- **The expectation that the observer will not disrupt the hearing, and will return on time after any break;**
- The expectation that the observer will not attempt to coach the witness or assist the witness with the testimony;
- The expectation that the information discussed at the hearing will remain confidential.

When there is an observer, the parties and the representatives should be mindful of the importance of the witnesses providing their testimony unassisted, and their obligations set out in section 3, above.

Please see the WSIAT's [Practice Direction: Who May Attend a Hearing](#).

## **New Documents**

At this time, Vice-Chairs/Panels do not have the ability to receive new documents on the day of the hearing, at the Zoom Teleconference or Videoconference. The WSIAT will not permit Zoom screen sharing to be used by a representative or party to introduce a new document on the day of the Zoom Videoconference hearing (subject to the discretion of the Vice-Chair/Panel).

If a party is of the view that a new document is important for the case, and they wish to introduce it, this will become a Post-Hearing matter. The Vice-Chair/Panel will address the matter in a Post-Hearing Memorandum and the representative/party will receive further instructions from WSIAT staff, after the hearing, regarding how to provide the new document. Parties and representatives will wish to consider the importance of introducing a new document on the day of the hearing, since the Post-Hearing process will add a further stage in the proceedings. Parties and representatives are encouraged to submit new material as far in advance of the hearing as possible.

For further information, please refer to the [WSIAT Adjudication Update – March 2, 2022](#), on the WSIAT's website.

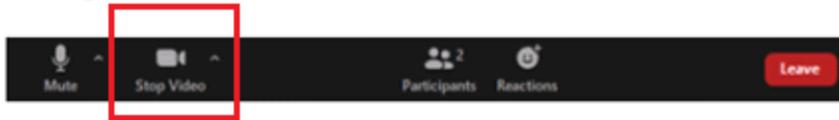
## **Breaks**

The Vice-Chair/Panel will usually advise hearing participants about break times. If a representative or a party needs a break during the proceedings, they may request a break.

In a Zoom Teleconference or Zoom Videoconference hearing, the hearing participants will be placed in the Zoom Waiting Room by the Vice-Chair/Panel.

The Vice-Chair/Panel may ask a party to turn off their video on Zoom during the break (by pressing "Stop Video"). These images show how the Stop Video control may appear on the screen.

The attendee controls appear at the bottom of your screen if you're not currently screen sharing.



The attendee controls appear at the bottom of your screen, except for Leave meeting which appears at the top-right corner.



The hearing participants will be re-admitted to the hearing from the Zoom Waiting Room by the Vice-Chair/Panel, when the break is over.

During any break in the hearing proceedings, the hearing participants will not usually log out of Zoom or hang up their telephones; rather hearing participants will be placed in the Zoom Waiting Room by the Vice-Chair/Panel.

## **If You Become Disconnected During the Hearing**

We anticipate that there may be unavoidable interruptions or technical difficulties, and we appreciate the patience and understanding of all hearing participants.

Hearing participants should not be concerned if the Zoom Teleconference or Videoconference connection experiences technical difficulties or becomes disconnected.

- Zoom Teleconference - Hearing participants who are disconnected should attempt to reconnect to the Teleconference by using the original Zoom dial-in telephone number and Zoom Meeting ID and Passcode provided in the hearing notice.
- Zoom Videoconference - Hearing participants who are disconnected should attempt to rejoin the Videoconference by going back to the <https://Zoom.us> website and join using the original Zoom Meeting ID and Passcode provided in the hearing notice.

Every attempt will be made to ensure that the hearing is reconnected. If for any reason the Zoom Videoconference does not function, the Vice-Chair/Panel will convert the hearing into a Zoom Teleconference hearing so that the hearing can proceed (subject to the discretion of the Vice-Chair/Panel).

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