



**THE APPEAL COMMISSION**  
THE WORKERS COMPENSATION ACT OF MANITOBA

# **Tips for a Videoconference Appeal Commission Hearing**

## **Before the Hearing:**

The Appeal Commission's Scheduling Department will send you a letter when your hearing date is confirmed. This letter will include the date and start time of the hearing and the method by which your hearing will take place. If you have questions about the scheduling of your hearing, please contact Kristen Chapko, Supervisor, Scheduling at 204-925-6114 or [kchapko@appeal.mb.ca](mailto:kchapko@appeal.mb.ca).

For Videoconference hearings you will receive an email approximately two weeks prior to the hearing with instructions on how to join the Videoconference and the Videoconference passcode. The most recent instruction package can be found on the Appeal Commission's website - [www.appeal.mb.ca](http://www.appeal.mb.ca). You must read these instructions and test your ability to connect prior to the hearing. For questions or assistance with this, please contact Keri Heiland at 204-925-6109 or [kheilnd@appeal.mb.ca](mailto:kheilnd@appeal.mb.ca)

**For privacy reasons, do not share the sign-in information for the  
Videoconference**

Regardless of the method of hearing, you must provide the Appeal Commission with any submissions for your hearing a minimum of five (5) business days prior to your hearing date.

## **The Day of the Hearing:**

This tip sheet offers some quick tips to remember on the day of your Appeal Commission hearing.

Be prepared to discuss why you feel the decision being appealed should be changed or upheld.

Be ready with all your notes or other information you may find helpful in making your presentation.

Connect to the videoconference a few minutes before the scheduled start time.



Videoconference hearings:

- Video and audio connection are over Lifesize
- You can participate in a Videoconference by telephone

# For All Hearings

## What You Need to Participate



- A device with a working webcam and microphone such as a desktop computer, laptop, tablet or smartphone
- High speed internet connection
- Lifesize meeting room and passcode details
- Lifesize dial-in telephone number, if disconnected from Videoconference
- A quiet, private space
- If available, headphones with a microphone to assist sound quality



### DOs for Hearings

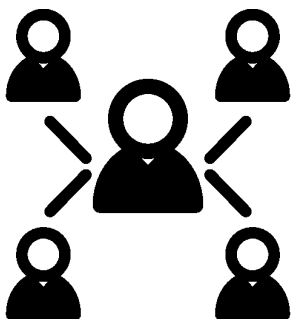
- Dress appropriately
- Clear the space around and behind you of personal items - your background can be seen on video
- Close background applications on your computer and reduce number of devices using your Internet connection
- Keep background noise to a minimum
- Speak clearly and slowly, and directly into the microphone
- Wait for others to finish speaking before you start
- Mute your microphone when you are not speaking
- Let the Presiding Officer know if you can't hear someone
- Identify any observers at the start of the hearing - if someone joins you during the hearing, let the Presiding Officer know right away



### DON'Ts for 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

## 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 The Appeal Commission
- 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 Presiding Officer on what you should do if you become disconnected from the Lifesize connection
- Mute notifications on your device
- Ask for a break if you need one