

What to Expect at a Teleconference Hearing

If you are unable to attend the hearing by videoconference, WCAT may arrange a teleconference hearing. If we know in advance that you cannot participate in a videoconference hearing, WCAT will send you a letter with a toll-free number and instructions on how to call in. WCAT may also hold a teleconference hearing if you are having technical difficulties at the time of your videoconference hearing. If that happens, the vice chair will provide you with call-in details at the time of your hearing.

At a teleconference hearing, you will be able to hear the vice chair and other participants, but not see them.

Before the hearing

- **Vice chairs are unable to accept new evidence or written submissions during the teleconference.** Send any new evidence to WCAT 21 days before the hearing. The vice chair may refuse to accept late evidence.
- You (or your representative) should tell WCAT in advance about any witnesses you will be calling at the hearing. Provide the witnesses with the teleconference details provided in the notice of hearing. Tell your witnesses to log in at least 5 minutes before the teleconference hearing starts. Make sure you have a way to get in touch with your witnesses in case they have any trouble during the hearing.

On the Day of the Hearing

- Find a private, quiet location with good telephone reception. You should have a comfortable place to sit.
- Tell anyone that lives with you that you will need privacy.
- If you are using a mobile phone, make sure that it is fully charged and that you can plug it in during the hearing.
- If there is background noise, some phones allow you to mute yourself. Let the vice chair know that you will be muting yourself, and then do so. If you have any difficulty hearing others, let the vice chair know as soon as possible.
- If you wish to have someone with you for support, who is not a witness, identify that person to vice chair at the start of the hearing. You should tell the vice chair about anyone else who is in the room with you during the hearing.

If you become disconnected during the hearing, the vice chair will wait for you to reconnect. You should first attempt to rejoin using the call-in details you were provided. If you have problems re-connecting, contact your representative (if you have one) at the hearing, or call WCAT at **(604) 664-7800** or toll-free at **1 (800) 663-2782** so that the vice chair at your hearing is aware that you are trying to connect.