



Tips for an Electronic WCAT Hearing

Before the Hearing:

WCAT's Scheduling Coordinator will send you a Notice of Hearing (NOH) approximately thirty (30) days prior to the hearing. The Notice of Hearing will include the date and start time of the hearing, and instructions on how to join in the video conference or telephone conference hearing.

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

Should you have any additional information that you wish to have included in the Appeal Record or that you will reference during the hearing it is important to note that this information must be received by WCAT no later than twenty (20) days prior to the date of the hearing.

If you have any questions, please contact WCAT at 1-844-738-6444, or via email at wcat.taat@gnb.ca

The Day of the Hearing:

The attached tip sheet for hearings offers some quick tips to remember on the day of your WCAT 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 will remind parties that while WCAT cannot guarantee the privacy or confidentiality of information disclosed during an electronic hearing, WCAT has made reasonable efforts to protect the privacy of parties and put in place safeguards to provide additional security.



Videoconference hearings:

- video connection is over Zoom



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 your teleconference ID and connection instructions



✓ Dos During Hearings

- Keep background noise to a minimum
- Speak clearly, slowly, and directly into the phone/microphone
- Mute your phone/microphone when you are not speaking
- Let the Vice-Chair 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 screenshots, 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

Things to Know:

- Plug your device into a power source to preserve battery power
- Maintain a respectful tone – even though you are at home it is still a WCAT hearing
- Be patient – WCAT understands that there may be unavoidable interruptions or technical difficulties, and we appreciate your patience and understanding
- Follow the instructions of the Vice-Chair throughout the hearing
- 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, laptop, tablet, or smartphone
- 3G or 4G/LTE high speed internet
- Your Zoom meeting ID and password



Dos During Videoconference:

- Dress Appropriately
- Remember your background is visible
- Close any other open applications and reduce the number of devices using your internet connection