

This guide is provided to assist you in participating in an Appeals Commission teleconference hearing using a platform called Microsoft Teams.

BEFORE THE HEARING

1. Complete and return the Appeals Commission's *Privacy Agreement for Hearings – Teleconference or Video Conference form*.

Every participant in a teleconference or video conference hearing must complete and return the *Privacy Agreement* form. If we do not receive completed *Privacy Agreements* from all participants, the hearing may not proceed as scheduled.

If you are a representative, you are responsible for ensuring that the Appeals Commission receives a completed *Privacy Agreement* from you and from your client. Please return the signed form(s) to AC.AppealsCommission@gov.ab.ca within two weeks from the date this form was sent to you.

If you are self-represented, please return the signed form to AC.AppealsCommission@gov.ab.ca within two weeks from the date this form was sent to you.

This form is provided to you along with our Hearing Details Letter. If you did not receive a copy of this form, please contact your Appeals Officer.

2. How to call into the Hearing:

- About one week before the hearing, you will receive an email from an Appeals Assistant. They will provide you the information you will need to join the teleconference. If you have any questions about the hearing, you can ask the Appeals Assistant at that time.

ON THE DAY OF THE HEARING

3. Be prepared

- Make sure you have all of the documents you need prior to the start of the hearing. This includes the Appeal Documents Package (ADP) and any additional materials that you have provided to the panel.
- If your Appeal Documents Package (ADP) or additional materials are on a computer, tablet, or other device, make sure your device is charged and you have the materials open on your device before the hearing begins.

4. Be on time: Please ensure that you connect promptly at the start time to avoid delays. Once the panel is ready and all parties have joined, the hearing will start.

DURING THE HEARING

5. **Speak clearly:** When it is your turn to speak, make sure you speak slowly and clearly so the panel can hear and understand what you are saying. This will also make sure our recording is clear.
6. **Do not record the Hearing:** you are not allowed to record any portion of an Appeals Commission hearing.
7. **Phone tips**
 - Make sure your phone has a reliable connection.
 - Do not use the speakerphone function. It makes it hard for the panel to hear you. It also may cause problems with our hearing recording.
 - Please use a hands-free headset with a built-in mic and mute feature if you have one.
 - When you are not speaking, it is important to mute your microphone so the panel cannot hear any background noise.
8. **Taking a Break:** If you need to take a break or leave the teleconference call for any reason, please let the Hearing Chair know.
9. **Problems during hearing:** If you lose your connection during the hearing, use the information supplied to you by the Appeals Assistant to reconnect to the phone call. The Panel Members and Appeals Assistant will receive a notification that you have left the call and will wait for you to return so that you do not miss any part of the hearing.

If you lose your connection to the hearing and are not able to get back into the call, someone from the Appeals Commission will phone you within a few minutes to help.

OTHER TIPS FOR A SUCCESSFUL TELECONFERENCE HEARING

- **Privacy:** Make sure you are in a quiet, private area. This will respect others' privacy and help you focus on the hearing.
- **Equipment:** Fully charge or plug in any devices you are going to use. Have power cables nearby in case you need them.

- **Cell Phones:** If you are using a cell phone or cordless phone, make sure your phone is charged and that you have a charging cord available if the battery gets low.
- **Use a pen and paper:** If you are going to take notes, use a pen and paper. The sound of a keyboard will distract the panel and may cause problems with our recording of the hearing.

NOTE: If you have any questions about the teleconference hearing, you can ask the Appeals Assistant when they contact you, about one week before the hearing.

If you have any questions about the appeal, you can contact your Appeals Officer.