

COVID-19: Expanded Online Services

ISSUED: March 16, 2020

UPDATED: May 26, 2020

To our valued clients:

For the past several years our office has offered electronic hearings for parties that are unable to be present in the location of the hearing. In light of the COVID-19 pandemic we are expanding these services to be available to multiple locations at the same time. There is no additional charge for this service. During these unprecedented times, the load on meeting platforms is greater. We will constantly monitor the audio quality, as usual, and we apologize in advance for any inconvenience as a result of the increased load and connection issues this platform may experience.

The process will be as follows:

- We require all parties to perform a sound/tech check a minimum of thirty minutes before the scheduled start time of the hearing to ensure optimal sound quality and to troubleshoot any potential technical issues.
- One clerk will be located in our office conference room (which has been approved by the Provincial Department of Health and Wellness) and use our standard recording equipment.
- All parties will be provided with a link and dial-in number (if required) for our electronic meeting platform.
 - A computer or mobile device (Android or Apple) can be used to access the online platform. Technical support is available in the event parties require assistance.
 - Parties without access to video will have the ability to dial-in only (if required).
 - The meeting room will be password protected and all available security features will be enabled.
 - We use a platform called RingCentral Meetings if dial-in by phone is required or Microsoft Teams if all parties are connecting through a computer, tablet, or smartphone.
 - We will require a list of all parties joining the online meeting room to ensure all parties are present and there are no uninvited attendees.
- The witness will be affirmed on record by our clerk.
- At the conclusion of the hearing, exhibits will be sent electronically to our office, stamped, and re-distributed to all parties.

Our office will be in touch with clients that have bookings scheduled to proceed in the coming weeks.

If you have any questions, or if you would like to know more about this process please reach out to our office using the information below.

Sincerely,

Island Confidential Associates Inc.

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