



Opportunity to be Heard: Virtual Hearings Guide

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Version

This guide is current to version 5.13.3 of the Zoom client.

Introduction

An opportunity to be heard before the regulator is a statutory right available to those impacted by certain recommendations of FCNB staff. Where appropriate, the regulator may choose to provide an opportunity to be heard by way of a virtual hearing.

FCNB conducts its virtual hearings using the Zoom videoconferencing service (“Zoom”).

This guide outlines the process for participating in a Zoom virtual hearing.

Definitions

In this guide, references to the below terms mean the following:

Applicant means a person individual or entity who has a right to an opportunity to be heard under an Act regulated by the Financial and Consumer Services Commission.

Virtual Hearing Coordinator means the staff person who schedules the virtual hearing and who manages the technical aspects of conducting the virtual hearing.

Scheduling a virtual hearing

If a Regulator elects to conduct a virtual hearing, the Virtual Hearing Coordinator will contact the Applicant and set a convenient time for the virtual hearing.

The coordinator will send an email to the Applicant with the appropriate credentials required to join the virtual hearing prior to the scheduled hearing.

If the Applicant intends to have Counsel present, or bring witnesses to the virtual hearing, the Applicant must advise the coordinator as soon as possible, as each participant in the virtual hearing will need to connect to the hearing on a separate device. The Applicant should provide an email address and phone number for every participant taking part in the virtual hearing.

When the coordinator has scheduled the virtual hearing with the Applicant’s Counsel, the Counsel is responsible for:

- providing the meeting ID and passcode to their clients and witnesses before the hearing
- giving them instructions for joining the hearing

Technical preparation for a virtual hearing

To participate in a virtual hearing, an Applicant, and every other participant, will require:

- A computer, tablet or smart phone capable of installing and running the Zoom Client software.
- A stable internet connection with sufficient bandwidth (see instructions below for testing bandwidth).

Installing the Zoom App

It is recommended to use the Zoom app on a computer (desktop or laptop) with a large screen. Reading documents and seeing other participants is difficult on a tablet or smart phone.

Download and install the Zoom app for your device at <https://zoom.us/download> or in the applicable app store.

After installation, run the app, which if installed properly, should present you with the following window:

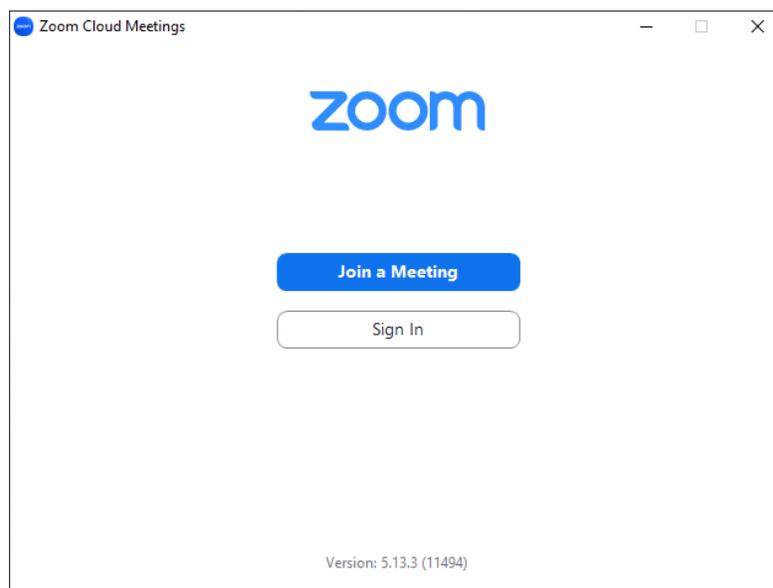


Figure 1 The Zoom App initial window

To make joining Zoom meetings easier, you can create a Zoom account; however, it is not required. To create a Zoom account, go to <https://zoom.us/signup#/signup>

Testing the internet connection

Virtual hearing participants should test their internet connection at <https://www.speedtest.net/> and ensure they have download and upload speeds of at least 1.5 Mbps. It is best to connect to the internet via an ethernet cable and not on a wireless connection.

Tips for effective participation

Participants should position the camera on their device slightly above eye level. If possible, they should face a window so they are not backlit. Alternatively, they can place a light behind the camera. They should take a few minutes to get comfortable with the Zoom display.

If possible, participants should use headphones with a microphone to ensure good audio quality.

Before joining a virtual hearing

Participants should ensure their device is fully charged or connected to a power source. Video calls can deplete the battery quickly.

Participants must be in a private, quiet space without disruption.

Participants must dress appropriately.

Participants' screen name must be their proper name (first name followed by last name), unless otherwise directed by the Regulator.

Inappropriate profiles or background photos must not be used.

Participants should have the meeting ID and password provided by the Virtual Hearing Coordinator, or have access to the email with the embedded link to join the Zoom meeting.

Joining a virtual hearing

Participants should join the virtual hearing approximately 10 minutes before it is scheduled to start.

To join the virtual hearing, they can use one of the following two options:

1. **Select the embedded link** provided in an email received from the Virtual Hearing Coordinator, or the calendar appointment generated by that email.

Their browser may open, and they may be presented with a prompt to open the Zoom App. If so, they should select the grey "Open" button (Figure 2):

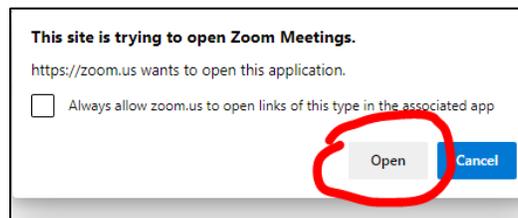


Figure 2 Browser prompt to open the Zoom App

- Participants should open **the Zoom app** and select the “Join” button on the App initial window (see Figure 1). This will present a Join Meeting window (Figure 3):

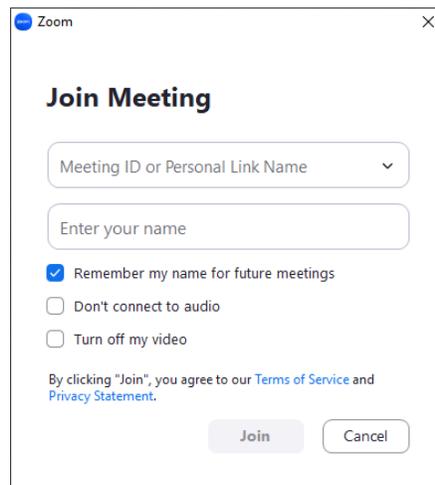


Figure 3 The Join Meeting window for non logged in sessions

If a participant chose to create a Zoom account, they should select the Sign In button and enter their username and password. The following window (Figure 4) should appear:

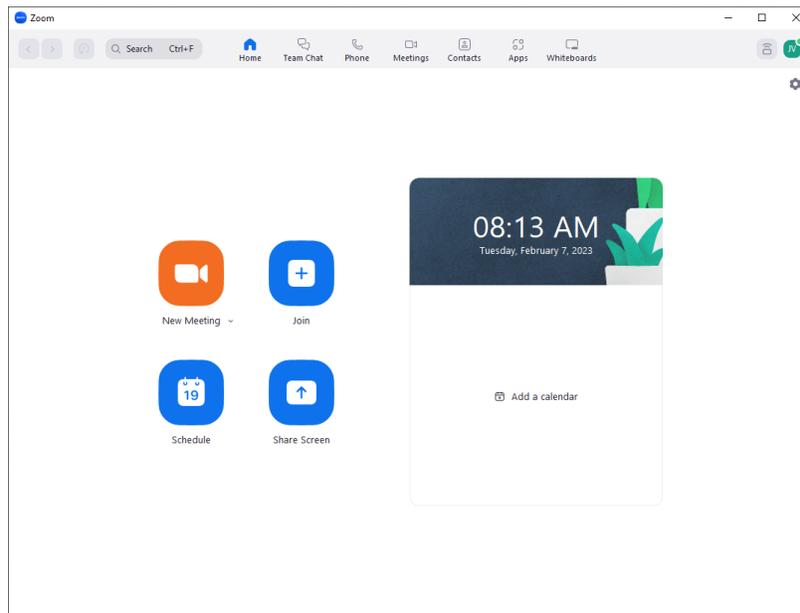


Figure 4 the Zoom home screen for logged in sessions

Selecting the “Join” button will present a “Join Meeting” window similar to the one above, but with the user’s name prepopulated (Figure 5):

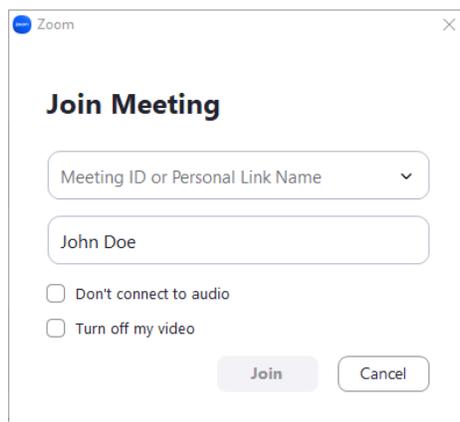


Figure 5 The Zoom Join window for logged in sessions

The Meeting ID must be entered in the top field followed by selecting the “Join” button.

Navigating the session after joining

Once a participant has joined a meeting using the Zoom App, they will be placed in a waiting room and will be admitted by the Regulator when the hearing begins.

Once the participant is admitted into the hearing, they should locate the Zoom menu bar at the bottom of the screen (Figure 6):

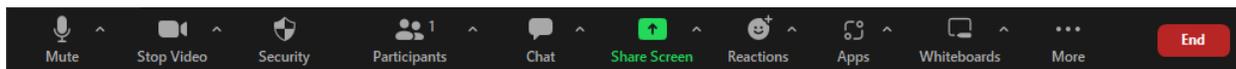


Figure 6 the Zoom session bottom menu

They can mute their audio by selecting the “Mute” button. A diagonal red dash will appear (Figure 7):

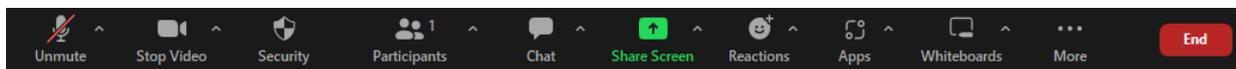


Figure 7 Zoom bottom menu with Audio muted

Selecting the button again will unmute.

Participants should ensure their microphone and speaker are working. They can do this by selecting the ^ icon next to the 'Mute' icon on the bottom left-hand side of the screen, and then selecting "Test Speaker & Microphone .." option and following the prompts (Figure 5).



Figure 8 The Audio ^ Menu with options to test speaker and microphone

When participants are muted, they can select the "Reactions" icon in the menu bar (Figure 6) and then "Raise Hand" to let the Regulator know they want to speak. They can also raise their own hand and wait for the Regulator to call on them.

Sharing documents during a hearing

If the participant provides further documentation during the virtual hearing, they should have them ready in digital format on the device they are using to join the virtual hearing. The document to be shared should be open and viewable on the screen before sharing in the virtual hearing. The Regulator will make note of the information and confirm after the meeting what information was provided.

To share the document, select the green “Share Screen” button at the bottom of the Zoom window menu (see Figure 6). This will display the share window:

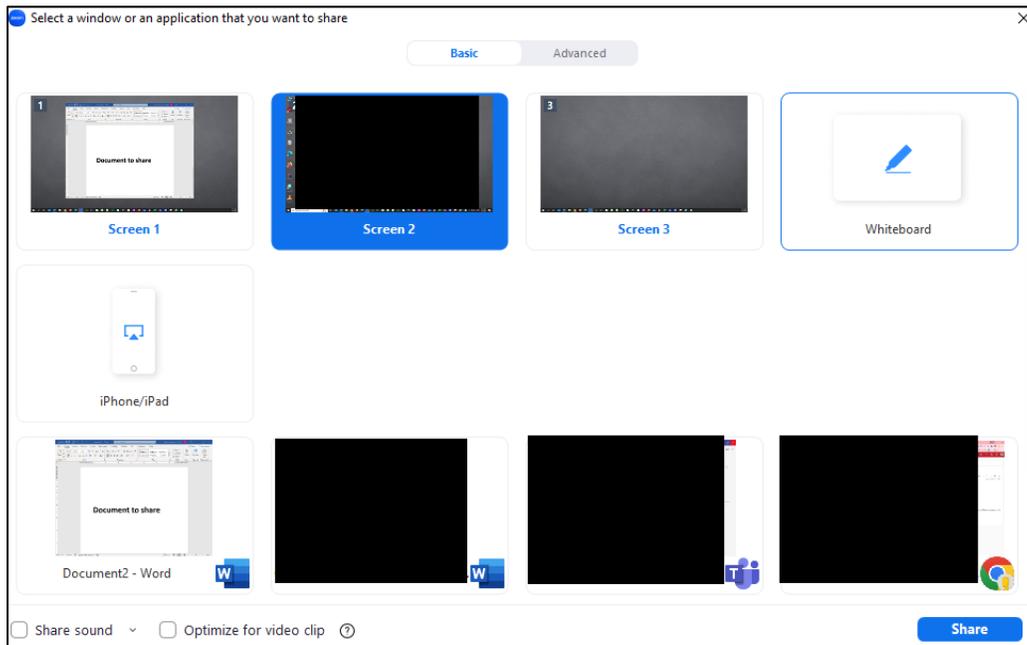


Figure 9 The Zoom share option window

Note that there are options to share the full screen or a particular application window. Find the document to share in the lower row and select it. Then select the blue “Share” button in the lower right of the window (Figure 9).

To stop sharing, select the red “Stop Share” button at the top of the screen (Figure 10):



Figure 10 The Stop Share option button

Configuring viewing the session

How to view the other participants can be configured by selecting the View button in the upper right-hand corner of the Zoom window (Figure 9):



Figure 11 The View option button

Select the View button and choose either the “Speaker” option, which will display the person currently speaking on the screen, or the “Gallery” option, which will display everyone, participating in the hearing.

Breaks and recesses

During a recess or break in the hearing, all parties will be moved from the Zoom meeting room to the Zoom waiting room. Once the hearing resumes, the coordinator will admit participants into the meeting room.

It is recommended that participants do not end the Zoom virtual hearing during a break or recess. However, they should mute their audio and turn off their video for the length of the break.

Leaving a virtual hearing

Participants can leave the hearing by selecting the red “Leave Meeting” button at the bottom right of their screen.

Technical difficulties during a hearing

If technical difficulties are experienced during a hearing, which prevent a participant from hearing, seeing, or following the virtual hearing, they should immediately notify the Regulator by speaking, raising their hand, or using Zoom’s “Raise Hand” button. If joining a Zoom hearing by phone, they may raise their hand by pressing *9. If a participant becomes disconnected from the hearing, they should immediately attempt to rejoin.

General conduct

Participants must conduct themselves at a virtual hearing as if they were physically in the room where the hearing is being conducted.

Parties, any counsel, and witnesses are expected to appear on video, barring technical impediments.

Personal recording devices are not permitted during the virtual hearing.

Participants are prohibited from recording, publishing, broadcasting, reproducing, photographing, or otherwise disseminating the video, audio, or any photograph of a virtual hearing. For more information on recordings, refer to the Procedure – Opportunities to be Heard before a Regulator document.

Participants must remain on mute until they are asked to participate in the virtual hearing, and notifications on their phone or computer must be turned off.

Participants should not speak over individuals. Only one person should speak at any given time. When speaking, participants should provide their name (“This is John Doe, and I would like to say...”).

Participants should remain on mute except when it is their turn to speak. They should speak clearly so everyone is able to hear them.

Those participating by telephone should not use a speakerphone or put the call on hold (as it may produce disruptive sounds). A landline is better than a cell phone. Participants must say their name for the record before they speak.

The Regulator may adjourn the proceeding at any time if they determine that the video format is not adequate or is prejudicial to any party or to the integrity of the proceeding.