



**Community Care and
Assisted Living Appeal Board**

MS Teams Guide for Users

Updated August 26, 2021





Community Care and Assisted Living Appeal Board

Forward

This guide is intended for those who participate in electronic hearings before the Community Care and Assisted Living Appeal Board (the "Board"). These hearings are held via Microsoft Teams ("MS Teams"). Underlined, blue text contains hyperlinks that, when used, will open a page in a web browser and bring the user to an online resource. If you are unable to access those resources or have other difficulties using this guide, please contact the Board office at (250) 387-3464 for assistance. You can also email: ccalab@gov.bc.ca.

We will be happy to assist you to help ensure that your upcoming electronic hearing is as accessible and as convenient as possible.

Note on Privacy

There are inherent risks involved with all electronic communications. The Board cannot confirm the security of information sent via cellular or broadband networks, particularly via unsecured wireless networks. Furthermore, while the Board prohibits the recording of hearings other than by the panel and/or a designated court recorder, it is impossible for the Board to confirm and enforce, in real time, that no unauthorized recording is being done.

MS Teams uses identifying information of those participating in the hearing, such as email information and/or Internet Protocol (or "IP") addresses, which will be stored on Microsoft servers housed entirely in Canada. This information may be retained after the hearing is concluded. Please check the terms of service provided by MS Teams for more information on the privacy offered by MS Teams.



Community Care and Assisted Living Appeal Board

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Community Care and Assisted Living Appeal Board

Defined Terms

There are a few defined terms that will be used throughout this guide:

- Board:** The Community Care and Assisted Living Appeal Board
- Panel:** Members of the Board tasked with running the electronic hearing, resolving procedural disputes, and deciding the appeal.
- Moderator:** A staff member from the Board or a Panel member appointed to handle technical aspects of the hearing. If a staff member is the assigned Moderator, they are not involved in the decision-making process.
- Party:** Any person (including corporations and societies) defined by the Board as a party or intervener to the appeal.
- Representative:** Any person (often a lawyer) that is speaking to the Board on behalf of a party in the appeal.
- Recorder:** The designated court recorder for the hearing, who administers affirmations to witnesses, marks exhibits, and creates and maintains the record of evidence produced at the electronic hearing.
- User:** Any person that might use any of the MS Teams functions, including the Panel, Moderator, Parties, Representatives, and witnesses.

Step 1: Planning your Access to MS Teams

By now, a decision has been made to use MS Teams to hold an electronic (videoconference) hearing for the appeal you are involved in. The first thing you need to do is decide how you will access MS Teams.

To access MS Teams, you will need:

- a desktop computer (preferred), tablet or smart phone, with:
 - a working camera,
 - microphone, and
 - speaker (or alternatively, a headset with microphone and speakers);
- access to a stable, private Internet connection (preferably ethernet); and
- software with which to run MS Teams (the MS Teams App or if you plan to join without downloading the app, a reasonably recently updated version of Microsoft Edge or Google Chrome).

To join MS Teams, you can use the Web Portal via Microsoft Edge or Google Chrome, or you can log in using the MS Teams App, in which case you will need to set up a Microsoft Account and install the MS Teams App on your device.

The installed MS Teams App will provide the best, most consistent experience. Some functions may not be available if you access MS Teams through a Web Portal.

To set up MS Teams, click [here](#).

Step 2: Verifying your Access to MS Teams

Once you have decided how you want to access MS Teams for the electronic hearing, the next step is to make sure that you will be able to access MS Teams and join the electronic hearing. While the designated contact person at the Board will reach out to you to arrange a test (see Step 3), you can also check this on your own.

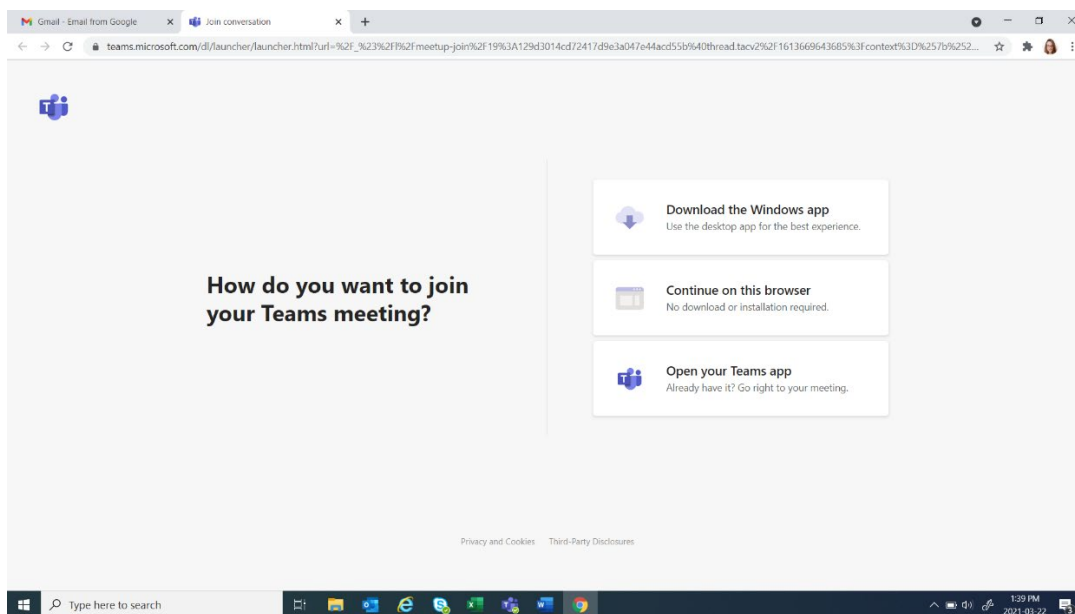
The Board will provide the Parties and their Representatives with a Notice of Hearing, setting out the date(s), time(s) and link(s) for the electronic hearing, well in advance. Parties and/or Representatives will need to provide the information contained in the Notice of Hearing to the Users they wish to attend, including witnesses. It is important that all Users keep the link(s). To test MS Teams on your device, click on the link in the Notice of Hearing. If you have not used MS Teams before, you should do this test well in advance of the scheduled hearing.

The link will look something like this:

Microsoft Teams meeting

Join on your computer or mobile app
[Click here to join the meeting](#)

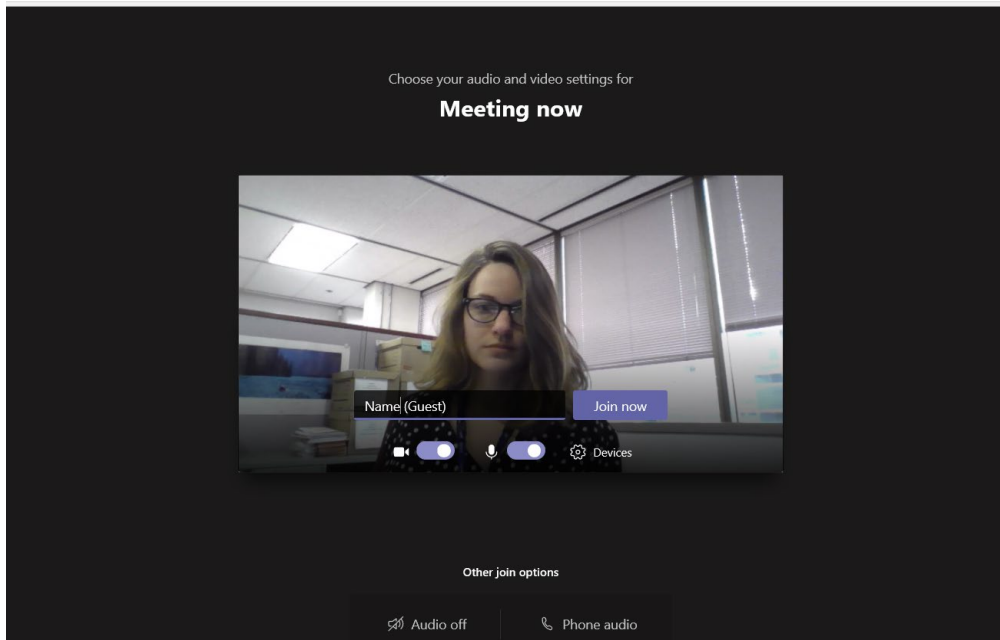
When you select “Click here to join the meeting”, a window will appear prompting you to join the meeting using the MS Teams App or through the Web Portal. If you do not have the MS Teams App installed on your device, the website will prompt you to download the MS Teams App or use the Web Portal. You will see a screen that looks something like this:



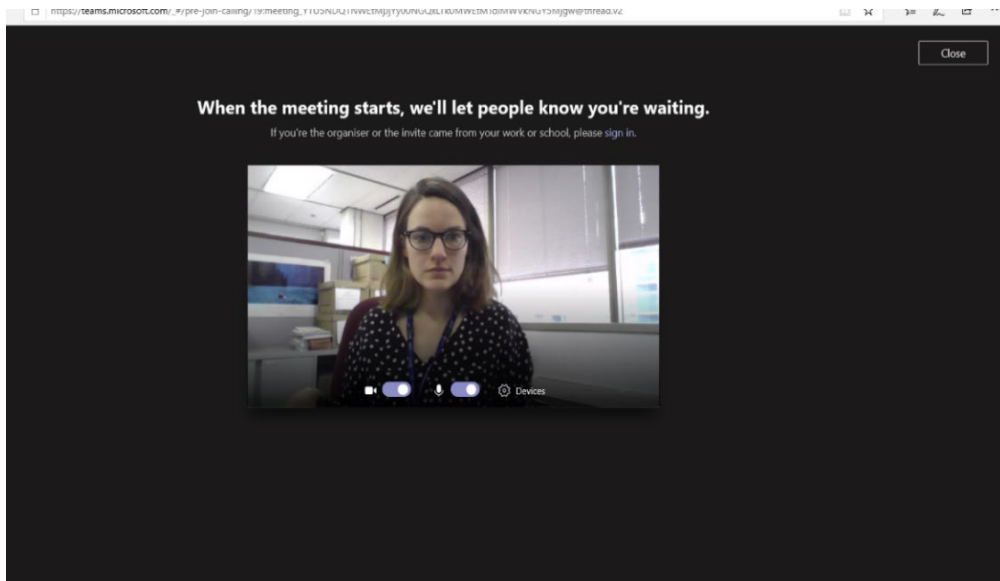
If you have installed the MS Teams App, you will be directed to the App or to a sign-in page. To sign in, enter the email address and password associated with your Microsoft Account and click “Sign In”.

If you are joining through the Web Portal, you will be prompted to enter your name. Enter your full name (first and last) and press “Join now”. You will see a screen that looks something like below:

://teams.microsoft.com/_#/pre-join-calling/19:meeting_YTU5NDQ1NWEtMjJy00NGQxLTk0MWEtMTdIMWVkbNGY5Mjgw@thread.v2



You will be placed into a virtual lobby (waiting room) until the Moderator admits you to the hearing. You will see a screen that looks something like below:



Once you receive a message that you will be let into the meeting once it starts (See picture above) you have successfully completed testing your access to MS Teams and to the hearing. If you are unable to connect or have questions about using MS Teams, contact the Board for assistance.

Step 3: Preparing for the Teams Hearing

The Board will reach out to Users in the weeks leading up to the hearing to conduct MS Teams testing using the link for the hearing. This is to familiarize everyone with MS Teams, to ensure there are no technical issues, and to give everyone a chance to try the features that may be used in the electronic hearing.

To get the most out of the test, try to prepare your setup as closely as possible to what you will have during the electronic hearing. Here are things to do to prepare yourself for the best experience possible using MS Teams:

Technology Preparation:	<ul style="list-style-type: none"> • Make sure all devices (laptops, accessories, etc.) are fully charged and plugged in. • To avoid feedback, ensure any devices logged into MS Teams are not placed close together. • If possible, connect your computer to your router using a hard wire. • Ensure you have a strong connection to the Internet network (see Step 1) and close all applications/programs you will not need. • Adjust your camera to show your head and shoulders. • Use headphones/a headset if available for improved sound.
Room Preparation:	<ul style="list-style-type: none"> • Ensure the background is neutral and not distracting, and something that you are comfortable having others see. Note that virtual backgrounds are not permitted during the hearing. • Check that the room is quiet, and will remain so during the hearing, as much as possible. • Make sure you can be alone in the room throughout the scheduled hearing. Place a sign on the door if necessary, to remind others in your home that you need privacy. • Check that the lighting is adequate to clearly show your face on camera. Try not to sit in front of a window (backlighting). • Verify that you will have access to enough power outlets for all devices.

Self-Preparation:	<ul style="list-style-type: none">• Ensure you have contact information for the designated contact person at the Board in case of technical difficulties.• If there are other Users you need to communicate with outside of the hearing, consider how you will communicate outside of MS Teams (for example, by phone or by using other online applications). Ensure you have a telephone within reach if you plan to use the telephone to communicate.• Confirm that you have all the materials that you will need for the electronic hearing in a well-organized manner and within reach.
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Step 4: Logging into the Teams Hearing









On the day of the hearing, join the MS Teams meeting 15 minutes before the hearing is scheduled to begin, unless otherwise directed by the Board. Join the meeting using the same procedure set out in Step 2. If you are unable to log in on the day of the hearing, contact the designated contact person at the Board.

Step 5: Participating in the Teams Hearing

You should be able to see all Users in the hearing, with an image of their initials, an image, or a video feed. All Users should keep their camera on unless permitted to do otherwise by the Panel.

Basic Functions

There are several functions available to Users. A menu should appear on your screen along the top, bottom or side of your screen:

	Turn off/on your video	Only turn off your video if instructed to do so by the Panel
	Unmute/mute self	Keep yourself muted unless you need to speak
	Share content	Share content to present documents (see below)
	More actions	Use this to access device settings, meeting details, gallery view, full screen, live captioning, turn off incoming video, etc.
	Raise hand	Toggle on/off "Raise hand" status, which indicates to the Panel that you wish to speak
	Show conversation	Open text-based chat. Do not use chat unless directed to do so by the Panel.
	Show participants	View a list of all Users in the meeting
	Leave	Leave the hearing

Please remember to:

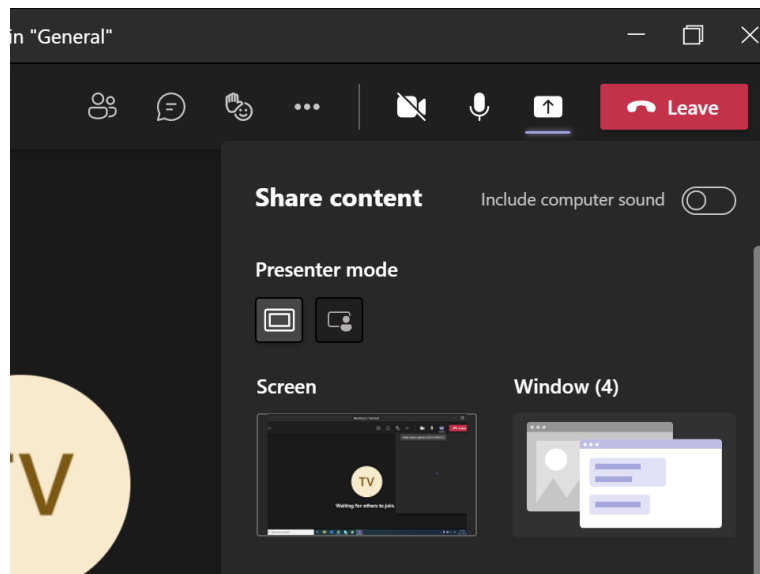
- keep yourself muted when not speaking and unmute yourself when speaking;
- use the "Raise Hand" function if you want to speak out of turn and do not need to speak urgently, then wait to be called upon by the Panel or Moderator;
- only interrupt someone speaking if:
 - your need to speak is urgent, or
 - waiting to speak will result in some unfairness (such as not being able to raise an objection in a timely fashion or not being able to hear someone speaking);
- stop talking if someone interrupts you, so that the Panel can address the interruption; and
- remain connected to the hearing even during breaks, but turn off your video camera and microphone during breaks.

Sharing Content

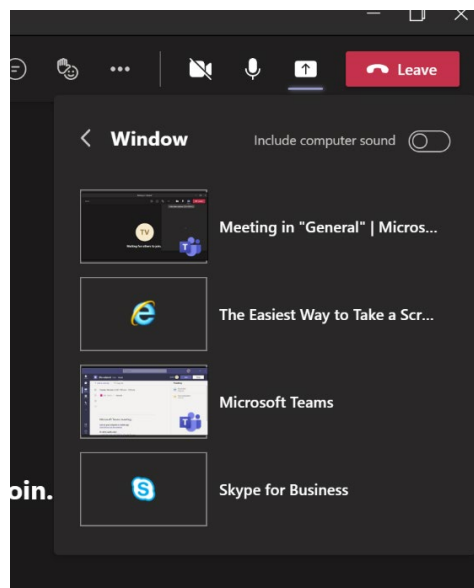
If you wish to share your screen to present documents, perform the steps below:

Step 1: Have the documents, images, or other media you want to display open on your device. At the appropriate time, press the “Share content” button (shown above).

Step 2: A window will appear, prompting you to choose the content you want to share to MS Teams. To see all open content, click on “Window”.

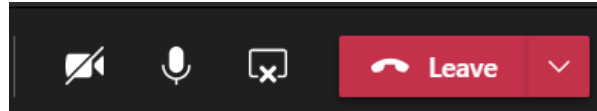


Step 3: Select the content you want to share. Select “include computer sound” if the content to be shared is a video or audio recording.



Step 4: The selected window should now be visible to all connected Users. You can switch to the shared window by selecting it from the taskbar. This allows you to modify the shared content on-screen, use a cursor to pinpoint an area of interest, etc.

Step 5: When you are sharing your screen, the “Share content” button will have an ‘x’ in it (see below). Press the “Share content” button (the ‘x’) again to stop screensharing when you are finished.



Be aware that other users can still choose to watch you (or any other feed) while you are sharing your screen, so be aware of what you are doing while sharing your screen.

Rejoining a Meeting

If you are temporarily disconnected and leave the hearing as a result, you can reconnect to the hearing as you did originally, using the same link. Once you return to the hearing, advise the Panel that you were disconnected and at what point so the Panel can determine what you missed.

If you are unable to rejoin the hearing through the link, you can join by telephone using the phone number and conference ID provided in the same Notice of Hearing. You will need to identify yourself to the Panel as only your phone number will be visible. Tell the Panel when you were disconnected so they can determine what you missed.

If you cannot rejoin the meeting using the link in the Notice of Hearing or by calling the phone number provided, contact the designated person at the Board to advise them so they can contact the Panel and the hearing can be adjourned until you are able to rejoin.