



# Community Care and Assisted Living Appeal Board

## Practice Directive No. 2

### Recording of Hearings and Ordering Transcripts

Pursuant to Rule 16(8) of the Community Care and Assisted Living Appeal Board's Rules for Appeals, the Board will generally arrange for the recording of an oral hearing of an appeal by a qualified verbatim recorder.

If a party/parties wishes to order a transcript of the hearing, they must do so in accordance with this practice directive as follows:

#### General Considerations

1. The party/parties requesting the transcript **is responsible to pay the entire cost of the production of the transcripts;**
2. The Board must receive an electronic version of the original produced transcript **at no charge** from the company selected to produce the transcript;
3. If the Board deems it appropriate, as a matter of access to justice, the Board may share the electronic transcript with all the parties to the appeal regardless of which party/parties requested and paid for the transcript;

#### Procedure for Ordering Transcripts

4. The party/parties requesting the transcript must write to the Board and the other party/parties and give notice that it wishes to order a full or partial transcript of the proceeding;
5. The party/parties requesting the transcript is responsible for sourcing a professional and reputable transcription company, which is acceptable to the Board, to produce the transcripts, and must provide the contact information of that company to the Board;

6. The party/parties requesting the transcript must confirm the availability of the company to produce the requested transcripts within the period of time the party requires the transcripts to be produced;
7. The Board will contact the company directly and arrange for the audio files to be transferred to the company for the production of transcripts;
8. The Board will require the company to agree to the following terms prior to releasing the audio files:
  - a. **That the original transcript shall be provided to the Board electronically and without any charge and that a copy of the transcript may be shared with the requesting party/parties at that party's/parties' expense;**
  - b. That the upload of the electronic data will be secure and encrypted, and that all data will be stored in Canada while in possession/control of the company;
  - c. That the company will not share the data with any person or business entity except in the course of production of transcripts;
  - d. That the company will return to the Board, or securely delete and/or dispose of any audio or hard copy transcript materials after the transcript has been produced and provided to the Board.

Alison Narod, Chair  
March 14, 2023