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## Parties, Counsel for Parties, Witnesses, and Other Court Participants

- **No recording:** You are not permitted to record audio or video of any portion of a virtual proceeding. This includes taking screen shots. Some proceedings are confidential and there may be a publication ban in effect.
- **Security:** Do not forward or share the meeting link or dial-up information to any unauthorized individuals. It is important for the court to be advised of all persons intending to attend a virtual hearing. Parties or their lawyers are asked to provide the Court with a list of all persons who wish to attend and their respective roles (i.e. party, witness, support person). The court will send only those persons whose names appear on the parties list an invitation to attend the proceeding. If someone wants to attend the proceeding, they must advise the Court. Public access to virtual proceedings will be available, either by video or audio as practicable, by contacting the Court in advance to make the necessary arrangements.
- **Location:** The Court understands that you do not have the advantage of appearing in a controlled courtroom environment. You may be participating from a small, shared living space. Please make reasonable efforts to find a quiet, private space with a neutral background for your court appearance.
- **Mute microphone:** To minimize background noise, mute your microphone when you are not speaking. If you are using a computer, close applications on your computer, such as Twitter, Facebook, and email, that are not needed to you are not interrupted during the proceeding. Also, put your cell phone to silent mode.
- **Introductions:** When parties are introducing themselves, or lawyers are introducing themselves, their client, witness or another individual, in virtual proceedings, they should provide the judge or justice with each person's name, title (e.g. "Mr./Ms./Mx./Counsel Jones") and pronouns to be used in the proceeding.
- **Speak clearly and slowly:** Remember to unmute before speaking. Speak clearly and slowly enough for everyone to follow what you are saying. Pause frequently to allow the judge to ask questions and avoid speaking over the judge or other participants. This is particularly important when there is an interpreter. Mute the microphone again when done speaking. Follow the judge's directions about when to speak or ask questions.
- **Objecting, responding, or commenting:** If you find it necessary to object to, respond to, or comment on something that an opposing party has said and it cannot wait:
  - If on video, click on the raise-hand button or raise your hand to signal to the judge that you wish to speak; and
  - If on audio, respectfully interrupt the conversation when appropriate to let the judge know that you have something to say.
- **Forms of address:** A Judge of the Court of Queen's Bench is referred to as Justice (Last Name).
- **Materials:** Collect and organize the documents you will need in advance, and make sure you have them with you for the hearing or conference.

- **Use pen and paper:** Take notes with a pen and paper. The sound of typing can be distracting and make it hard to hear others. Avoid shuffling papers as that also can be distracting.
- **No food or drink:** As in a courtroom, do not eat or drink anything but water during the proceeding.

### For Audioconference Proceedings

- **Connecting to the court proceeding:** Telephone hearings are recorded by the Court. When you are connected to the court proceeding, introduce yourself by saying your first and last name.
- **Say your name whenever you start speaking:** At an audioconference proceeding, it can be hard to know which person is talking.
- **Audio connection:** If using a telephone, a land line works better than a cell phone. In either case, do not use the speaker phone function. Instead, use a hand-held phone or use a set of headphones with a built-in mic and mute feature. If possible, avoid the use of VOIP (Voice Over Internet Protocol).

### For Videoconference Proceedings

- **Dress appropriately:** Judges will be dressed as they would for any court proceeding to reflect the professionalism of the Court. Dress as if you are attending an in-person proceeding in a courtroom.
- **Arrive early:** You should be prepared to join the videoconference proceeding at least 15 minutes before the start of the proceeding, to allow time to address any technical issues. Before the videoconference proceeding starts, you will enter a virtual waiting room and remain there until the proceeding begins.
- **Use your name when prompted for a screen name:** When you join the videoconference proceeding, you will be asked to enter your name. The name that you enter will be displayed for all participants to see. Type your first and last name.
- **Sitting and standing:** You do not need to stand when the videoconference proceeding starts or ends, and you can remain seated when addressing the judge.
- **Bowing:** You do not need to bow at any time during the videoconference proceeding.
- **Focus on your camera:** Direct eye contact is important. When speaking, look into the camera rather than at the person(s) that you are speaking to.
- **Technical difficulties:** If the image and sound quality is interrupted, ask whether other participants can still hear you. If so, continue speaking as the image will reappear once bandwidth returns to normal. If problems continue, it may be necessary for some of the participants to turn off their video. If the session ends unexpectedly, please try reconnecting. If the Microsoft Teams video platform is not working, the Court will contact the parties either to adjourn the proceedings to a later date or to provide teleconference dial-in details or to reconnect the parties directly by audioconference, so all parties may continue the proceeding by dialing in from any telephone.

## Media and the Public

- **Undertaking:** Any member of the media or public observing a virtual hearing undertakes to remain silent (mute their microphone) and, if applicable, hidden (keep camera turned off) for the duration of the virtual hearing.
- **No recording:** You are not permitted to audio- or video-record any portion of a virtual hearing (except accredited media may audio-record for notetaking purposes only). Some hearings are confidential and there may be a publication ban in effect. Read the directive [here](#).

# Guide to Documentation in the Court of Queen's Bench via Microsoft Teams

This section offers information on how documents used during a virtual hearing of the court should be filed with the Court. Court files remain paper-based and the Court does not have the ability to store or archive documents filed electronically. All documents that are required to be filed with the Court in advance of a hearing, virtual or otherwise, including pleadings, motions and records must be filed in accordance with the Rules of Court. As of January 1, 2022, legal briefs may be filed electronically as per the Court's [directive](#).

## Joint Book of Documents

Where possible, the parties shall prepare and agree upon a Joint Book of Documents. The documents should be identified by sequentially numbered tabs and pagination. The Joint Book of Documents should be filed with the Court 48 hours in advance of the proceeding. Additionally, the Court may request the parties provide an electronic copy of the Joint Book of Documents in PDF format. Parties are not precluded from introducing additional documents at the proceeding.

## Email Distribution list

An email distribution list will be prepared including the Court staff and counsel to the parties. This will allow for documents intended to be used during the proceeding to be circulated. The Court staff will forward any emails to the Judge.

## Submitting Documents into Evidence

Any document to which a lawyer or party intends to rely upon at a hearing that has not been filed with the Court in advance of the hearing through a Joint Book of Documents must be emailed as a PDF attachment per the email distribution list noted above. If the file is larger than 10 MB, the document will be sent to the Court using an agreed-upon file transfer system.

### Direct Examination

Where possible, a lawyer or party should prepare a single PDF brief of documents that will be put to a witness during their direct examination. All PDF briefs that contain multiple documents should be bookmarked into different tabs and paginated. A copy of any documents intended to be put to a witness during their direct examination, other than documents contained in the Joint Book of Documents, must be emailed, at the outset of that witness' direct examination, to the Email Distribution List referenced above.

A lawyer or party may choose to send their witness, in advance of the hearing, a hard copy of any documents or briefs of documents they intend to put to the witness during their direct examination. The witness may testify with the benefit of such hard copy documents, provided that such documents do not contain any notes or annotations made by the witness or anyone else.

## Cross-Examination

Where a lawyer or party intends to put documents to a witness during cross-examination, the documents should be sent to the Email Distribution List and the witness by email, as a single pdf, if possible, or using an agreed upon file transfer system. If the lawyer or party chooses, such document(s) may be password-protected, and the password(s) may be provided to the witness during the course of the cross-examination. If a witness would prefer not to share their email address, documents intended to be put to the witness on cross-examination may be sent to the Email Distribution List, and the lawyer or party who called the witness should forward that email to the witness. The lawyer or party who forwards the email to the witness should do so without any commentary or communication.

Documents may be shown to a witness using Teams' screen-sharing functionality, provided that the document is also provided to the witness as described above.

## Exhibits

The lawyers or parties are responsible for ensuring all documents intended to be marked as exhibits are provided to the Court in accordance with this guide.

Any exhibit may be marked by the Court electronically and subsequently printed or printed and marked on paper. All marked exhibits, whether electronic or paper-based will be maintained in the court file and the exhibit list.

## Court Files and Filing documents with the Court

At the direction of a judge, a lawyer or party may be required to file the original, in paper-format, of any document submitted electronically during the proceeding.

# Guide for Appearing in the Court of Queen’s Bench via Microsoft Teams

## Audioconference and Videoconference Options

Microsoft Teams allows participants to join the proceeding using video or audio from a desktop, laptop, tablet, or smartphone, or to dial-in to a proceeding from a telephone.

The decision as to how a proceeding is conducted is a matter for each judicial officer. In considering the suitability of videoconferencing or audioconferencing, the Court may consider issues such as the nature of the case, the technological facilities available to parties or their lawyers, their ability to effectively participate in the proceeding, and how best to uphold the interests of justice.

Participants will receive correspondence from the Court in relation to the technology that will be used to facilitate their proceeding for videoconference and audioconference as a back-up for participants who do not have videoconferencing technology available or experience technical difficulties during the proceeding.

Participants are expected to be proactive and inform the applicable Court promptly if they foresee any difficulty with participating in a virtual proceeding, and to propose jointly agreed solutions where possible.

## Establishing the Proceeding

Virtual proceedings via Microsoft Teams are set up using email addresses. Upon request from the Court, participants are to provide their direct email addresses and contact phone numbers as a back-up to the Court so that a proceeding invitation can be sent. If you know that you will be receiving an invitation to attend a proceeding, check your inbox and spam folder to avoid missing the email from the Court.

## Joining the Proceeding

Participants can join a Microsoft Teams proceeding from a desktop, laptop, tablet, or smartphone via the purple ‘Join Microsoft Teams Meeting’ link included in the proceeding invitation.

Alternatively, participants can join a Microsoft Teams proceeding by telephone, by dialling the conference number (including area code), conference ID and #, and following the prompts.



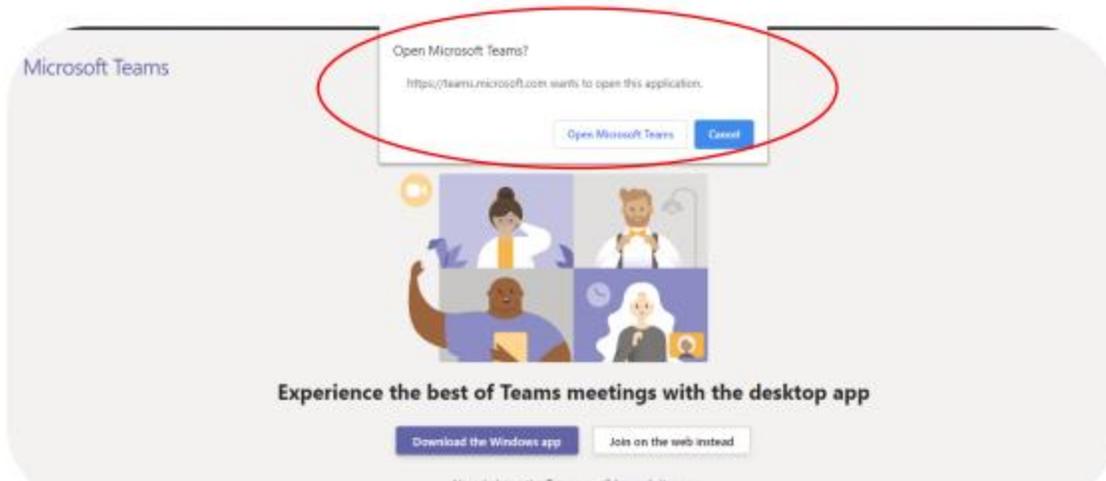
If joining a Microsoft Teams proceeding from a desktop computer or laptop, it is recommended that participants download the Microsoft Teams desktop app prior to the proceeding.

The desktop app can be downloaded for free from the Microsoft website [here](#).

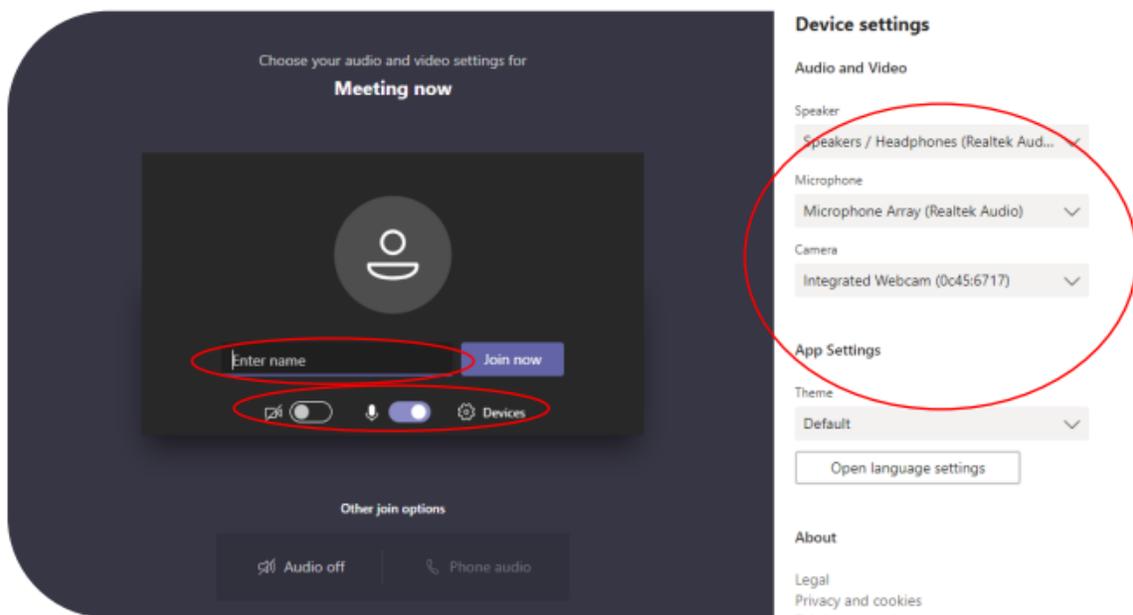
**NOTE:** The Microsoft Teams webpage and web version work better in the Google Chrome web browser. All links should be copied & pasted into Chrome, rather than Internet Explorer, Mozilla Firefox, or Safari.

To download the desktop app and join the proceeding through the app:

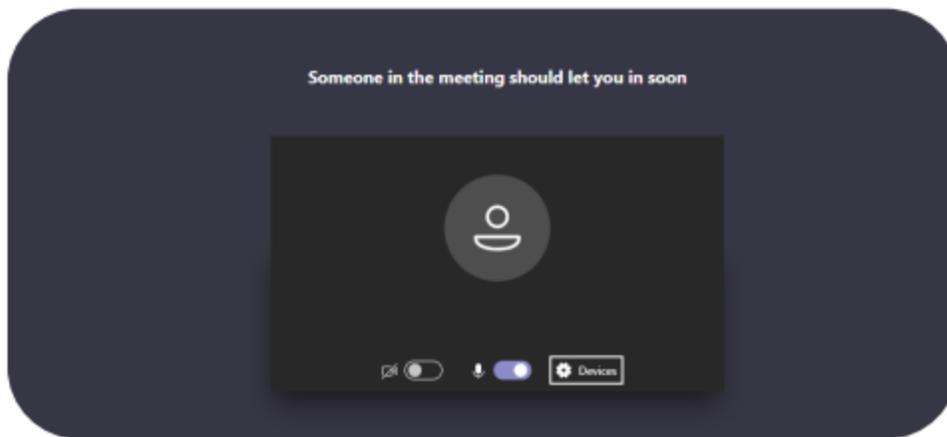
1. Visit <https://www.microsoft.com/en-ca/microsoft-365/microsoft-teams/download-app>;
2. Click on the purple download button (**Download for desktop** or **Download for mobile**).
3. A download will begin. Once completed, click on the file to begin installation.
4. Once installation is complete, press **Continue** to check that Microsoft Teams will open. If it opens, no further action is required until the day of the proceeding.
5. *On the next screen (which will read "You're not on Teams yet, but you can set it up for your organization"), participants do not need to sign up for a Teams account – it is sufficient to have the desktop app downloaded onto the computer;*
6. On the day of the proceeding, **at least 15 minutes before the listing time**, click on the 'Join Microsoft Teams Meeting' link. It will open in the web browser, but a dialogue box will pop up that says 'Open Microsoft Teams?' or 'Launch Microsoft Teams now'. Click open or launch so that the meeting opens in the app.



7. The Microsoft Teams app should launch the meeting and show the following screen:

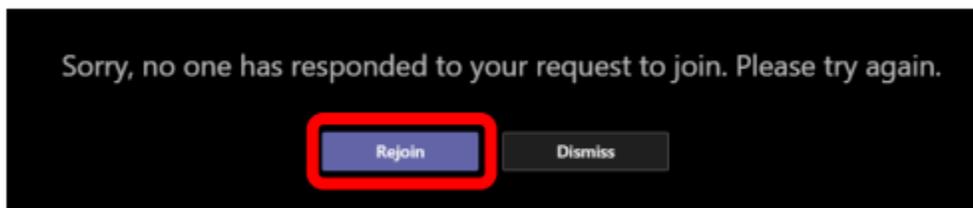


8. Fill in the 'Enter name' field with your full name and description, such as 'First and Last Name (Crown)' or 'First and Last Name (Defence)'.
9. Use the sliders next to the camera icon and microphone icon to turn camera or microphone on and off.
10. Clicking on the **Devices** cog will open the Device Settings menu, which allows the user to select the correct microphone, speakers, and webcam that they are using, and to make a test call.
11. When ready to join the proceeding, click on **Join Now**.
12. All participants will wait separately in a virtual lobby. The below screen will be displayed. The judge running the proceeding can see when participants are waiting in the lobby and will accept each participant into the proceeding when ready to do so. Please wait patiently, do not exit the lobby if you are not immediately admitted. If you have joined the meeting early, or the Court is delayed, the lobby may time out. If this occurs, please re-join the meeting.



If a participant clicks on **Join Microsoft Teams Meeting** from an email or calendar invite and does not have the desktop app installed, the below webpage will open. Select **Join on the web instead**, and then follow steps 8 to 12 above.

13. If you have joined the proceeding early, or the Court is delayed and you have not been admitted into the proceeding, this screen below will appear. Keep clicking the Rejoin button if it continues to be delayed.



### Options in the Microsoft Teams desktop app during a proceeding

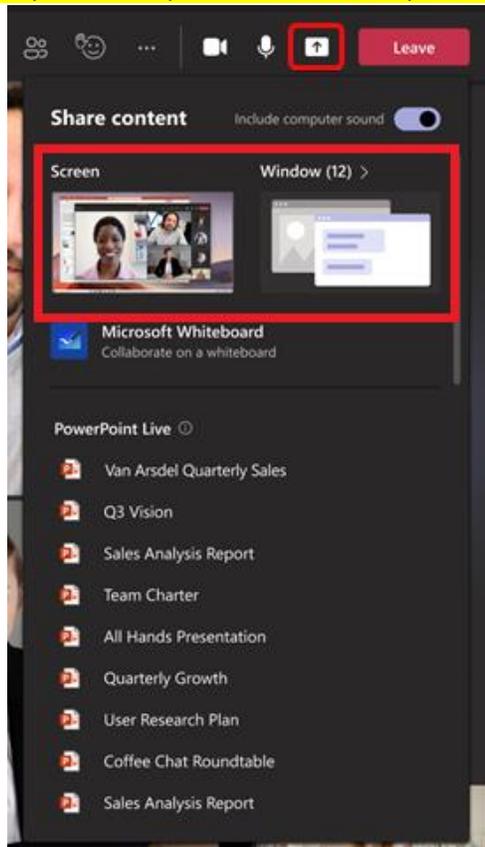


During a Microsoft Teams proceeding, moving the mouse brings up a ribbon of meeting options across the screen. Participants can take the following actions:

1. Click on the **camera icon** to turn the video on and off.

2. Click on the **microphone icon** to turn the microphone on and off (mute and unmute).
3. Only if directed by the Court, click on the **share icon** to share a document on the screen for all participants to see – this option may only be available if the Court gives permission for participants to share.

- A panel will open to confirm that you would like to use Screenshare:



- Screen: This will show all participants whatever you are currently viewing on your screen and allow them to view any actions you make on your device while your screen is being shared.
- Window: This will show all participants a specific file only (for example, a PDF of materials related to your court file). You will need to have the file open prior to sharing your screen or else you will not be able to select it. All files currently open will appear as thumbnails from which you may select.

*Note: Google Chrome was used for the pictures in this guide. The browser you use to attend the videoconference proceeding may be different*

- Once you have selected the item that you wish to share on the screen, click **Share**.



*Note: You will not be able to click share if you have not selected an item. The share button will change colour from white to blue once you have selected an item.*

4. Click on the **ellipsis** (the three dots) for more options, including to check device settings, blur background, turn off incoming video.
5. Click on **raise hand** to indicate you wish to speak.
6. Click on the **show conversation** icon to see the chat window on the right-hand side of the screen.
7. Click on the **show participants** icon to see a list of all participants in the proceeding.
8. Click on the **red phone** icon to end the meeting when the proceeding is finished.

Please note, on different devices, these options may appear in a different location.

## Recess

Should the Court need to recess (provide everyone with a break during the proceeding), the videoconference will stay on. You are responsible for turning off your own microphone and webcam. Do not leave the videoconference. If you do not turn off your microphone and webcam other participants in the videoconference will be able to see and/or hear you.

Turn on your microphone and webcam at the end of the break. As soon as you do this, you can be seen and heard by anyone participating in the proceeding.

## Options on the telephone during a Microsoft Teams audioconference proceeding

If a participant joins the audioconference proceeding by dialling the conference number and conference ID, it is a standard telephone call. Participants only have the options presented to them on their phone screen, such as to mute, place the phone on speaker, and hang up the call.



Participants should not place the Court on hold, or put the phone on loudspeaker, as this will decrease audio quality. The Court has the ability to mute participants who have joined the proceeding by telephone. If you are muted, a voiceover will inform you of this, and how to unmute. To unmute, press \*6. A voiceover will inform you when you are



If a participant is experiencing poor video quality during a proceeding, or cannot maintain a connection through the desktop app or web version, they can join via the teleconferencing option. The details are included in every meeting invite. If counsel or litigants do not have a strong internet connection, or do not have access to the technology to appear by video, communicate with the Court prior to the proceeding about participating by telephone.

## Preparation and testing

Participants should download the Microsoft Teams desktop app well in advance of the proceeding, and ensure they are familiar with the microphone, webcam, and speakers on their device, and that any external hardware is installed and working properly. We recommend that you test the technology before the proceeding ***from the location you plan to use during the hearing*** in order to check your internet connection at that location. Click [here](#) to learn about the speed of your internet connection.



Once you have received a link to a Microsoft Teams proceeding from the Court, the link may be accessed at any time prior to the proceeding to check that the correct microphone, webcam and speakers are being recognised by Microsoft Teams, make a test call and to see what your video will look like.

If you have an MS Teams account and wish to do a test call on MS Teams:

1. Open the MS Teams app.
2. Click on your avatar (circular icon containing either your profile picture or your initials) at the top-right of the screen and select **Settings**.
3. In the following screen, click **Devices**.
4. Make sure that the right devices are chosen for this test and click **Make a test call**.
5. If your test call was unsuccessful, you can click **Go to device settings** and change your audio and visual devices, and/or connect to the appropriate internet network, and make the test call again.

If you do not have an MS Teams account and wish to do a test call on MS Teams:

1. Wait to receive the proceeding invitation from the Court (if you do not have an MS Teams account, you will only be able to run a test on MS Teams once you have received the invitation).
2. Click on the 'Join Microsoft Teams Meeting' link in the email sent to you by the Court and open the meeting in MS Teams when prompted in your web browser.
3. Click on Settings and select **Make a Test Call**.



Making a test call without an MS Teams account will only allow you to test your video and not your audio.

**Depending on the case, the Court may schedule a test between the parties prior to the proceeding. This is of benefit to all parties, and the Court expects that counsel and litigants will make themselves available to participate to reduce the need for an adjournment or any delay on the day of the proceeding.**



Prior to any proceeding, counsel should agree with their clients on a method of confidential communication and how they will obtain any urgent instructions during the proceeding. Otherwise, instructions must be obtained **prior to** the commencement of the proceeding.

## Technology Tips



Use a headset, or headphones that have a microphone (such as most headphones that come with smartphones), to avoid echo and increase audio quality. Ensure you select the headphones in the settings for 'Devices' as the microphone and speaker. If you have the volume turned up and audio coming through the speakers of your device, it may be picked up by your microphone and echo. If other participants are complaining of echo and you cannot hear any echo, it is likely that you are the cause.



Ensure you are located in a quiet, distraction free location with good lighting and minimal background noise. Use an appropriate camera angle and background to your video.



If litigants are participating from their home, as far as is possible, ensure that they are out of earshot of any children present in the household to which the proceedings relate.



Participants should have their microphone muted and cameras switched off when they are not speaking or not required to be seen, as the Judge directs.



If appearing by telephone, do not place the Court on hold. Speak directly into the phone. Do not place the phone on loudspeaker, as it will decrease audio quality.



Ensure devices are fully charged before the proceeding, and have the charger handy nearby. Videoconferencing can drain the battery of devices quickly.

## Technology issues

The Court is not able to provide technical support. Do not contact the Court for assistance using Microsoft Teams. The Microsoft Teams website and the Help section of the Microsoft Teams application provide additional tips and advice about how to use the program.

In the event that you experience technological issues during an audioconference or videoconference proceeding, you should wait to see if the issue resolves itself. If the problem does not resolve on its own, tell the judge that you are experiencing a problem. If you are not able to communicate with the judge directly (for example, because you have lost your internet connection), contact the applicable Court.

If you accidentally log out of the videoconference proceedings, or otherwise lose your connection to the proceeding, you should quickly attempt to rejoin by following the steps outlined in section 3 above.

If at anytime, due to delay, distortion, or disconnection, you miss something that was said during the proceeding, please let the judge know immediately so that the statement can be repeated. Likewise, please be patient and prepared to repeat your own statements if asked.

If the Microsoft Teams video platform is not working, the Court may contact the parties either to provide teleconference dial-in details or to reconnect the parties directly by audioconference, so all parties may continue the proceeding by dialing in from any telephone.