# CourtCall Video Conferencing

The Workers’ Compensation Board coordinates with CourtCall to provide a system for parties and their representatives to make routine workers’ compensation appearances by video from their offices, homes or other convenient locations. CourtCall allows all who usually attend mediations to avoid the travel time and costs associated with commuting to a district office.

CourtCall is currently available at all Board regional offices for mediations. Parties need to request approval from the mediator seven (7) days prior to the scheduled mediation. CourtCall is not available when there is an unrepresented injured worker. After a trial period for mediations, the Board intends to open video conferencing for other matters before it.

A moderator from CourtCall remains on the line to coordinate and facilitate video appearances. A calling party may speak to the mediator in the presence of the other parties, or they may speak privately and directly to other parties outside of the mediator’s hearing. Documents will be exchanged via document sharing in the web application or via another means (email, fax, or postal service) if available prior to the mediation.

## Fees:

CourtCall is a private company and charges a fee **($76/participant/mediation)** for this service. This fee is paid by the parties and is charged by participant location. The parties are responsible for coordinating with CourtCall once a mediation notice is received, and the mediator has approved the request. Parties may contact CourtCall directly at CourtCall.com or (888) 882-6878 for further information or to schedule appearances in advance.

## How to Schedule:

1. Receive scheduling notice from the Board.
2. Submit a written request to the mediator no later than seven (7) days in advance by email, fax, mail, or in-hand delivery. In that request, indicate whether the opposing party has any objection. Both parties must agree.
3. Contact CourtCall to schedule. Ensure the mediator and mediation secretary are both listed for a confirmation email from CourtCall.
4. CourtCall will send a confirmation email to the Board and to the interested parties with instructions for the video conference.
5. You will need a webcam, telephone and internet connection. Prior to your scheduled video conference, conduct the *video test* found at the bottom of this webpage from the physical location where intend to log in: <https://courtcall.com/what-is-courtcall/remote-appearance-platform/>.
6. Log on at least 15 minutes in advance to ensure equipment is working properly. A moderator will assist with any technical difficulties.

## Telephonic Appearances:

Telephonic attendance at mediation will not utilize the services of CourtCall. A toll-free conference line will remain available from the Board.