

SECTION VIII

Deputy Perspective Since Covid

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Stephanie Copley, Deputy Workers' Compensation Commissioner

Deputy Perspective Since COVID

Deputy Commissioners Stephanie Copley and Erica Fitch

Introductory Remarks

- Continuation of Virtual Hearings
- Transition of Video Conferencing Platforms
- Quality of Virtual Presentation
- Impact of COVID on Professionalism

Recommendations and Critiques of Virtual Presentation

- Successful vs. Unsuccessful Presentation
 - Trial runs to ensure connectivity and clarity of video and audio
 - Dial-in for audio vs. Computer audio
 - Prepare witnesses
 - Lag time:
 - Pause following a question to ensure the question is completed before answering
 - Pause following the answer, particularly when interpreted
 - Resist the urge to “fill the dead air”
 - Sharing Evidence
 - Be sure all parties/witnesses have copies of relevant exhibits
 - Plan ahead and make provisions if you intend to on-screen share
 - Do not be afraid to request to go off the record

Efiling Tips

- Use a flash drive to submit video evidence
- Hearing Reports and Hearing Exhibits must be separate submissions
- Specify if Amended Hearing Exhibits replace or add on to the prior set
- Hearing Reports in Word format can be edited by the presiding Deputy vs. Resubmission of pdf versions

Moving Forward

- Potential of Long-Term Option for Virtual Hearings

FAQs and Audience Questions