

Committee of Adjustment Virtual Public Hearing Guide for Applicants and Public Deputants

The Committee of Adjustment (CoA) Virtual Public Hearing Guide for Applicants and Public Deputants includes two sections:

Section 1: Instructions on how to join and participate in a Committee of Adjustment virtual public hearing using Webex Webinar; and

Section 2: Virtual Public Hearing Participation Guide

Background

Due to COVID-19, Committee of Adjustment hearings are being conducted by electronic means through Webex, an on-line digital platform and streamed on the Toronto City Planning YouTube Channel.

For a CoA Virtual Public Hearing, panel members will participate virtually **by video and audio** using Webex Webinar. Applicants and public deputants will participate in the hearing in two different ways:

- Filing written submissions via email with a deadline of no later than 4:30 pm, five business days before the hearing date to ensure materials can be forwarded to members; and
- Participating in the live meeting virtually **by video or audio** using Webex Webinar, by telephone (audio only), computer, tablet or smartphone, with pre-registration required no later than 4:30 pm, two business days before the hearing date.

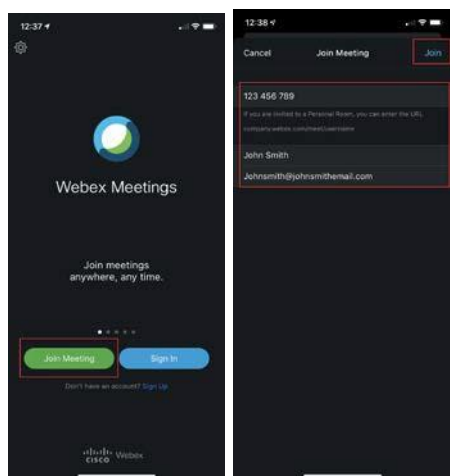
During the hearing, staff will be the Webex Host and Presenter, coordinating all of the Webex functions in the background. For example, staff will unmute you when your item comes up and will display your presentations submitted in accordance with the written submission deadline above.

Reminders

- All written submissions must be in pdf format only; and
- Display graphics are limited to five slides.

Section 1 Joining and Participating in the Hearing using Webex

A. Joining the Webex Hearing



1) Using the Webex App on a Smartphone or Tablet


You can join using the Webex App available in the Google Play Store or Apple App Store. Follow the steps below to join a meeting.

1. Download the app from your Google Play Store or Apple App Store.
2. Upon completion, open the App and click on **Join Meeting**.
3. Enter the meeting ID number (available to you in your email invitation) and if requested, the Meeting Password.
4. Enter Your name and email address below.
5. Click on **Join**.
6. Webex will connect to the microphone and speaker of your smartphone. If you are using headphones, Webex will connect to your headphones and microphone.

2) Calling into a Hearing on a Telephone

If you do not have a computer, smartphone or tablet, you can connect to the meeting by calling in directly. Follow the steps below to join the meeting:

1. Retrieve the email invitation for the hearing. The details of calling into the hearing will be listed in the invitation.
2. From the phone you would like to use for the meeting, call the local phone number.
3. You will be prompted to select a language, for English enter 1#.
4. Enter the Access Code followed by #.
5. Follow the prompts on the phone to skip the Attendee ID # on Webex.



Join the webinar

If you're the webinar host, sign in to start the webinar.

Name
Name X

Email address
email@toronto.ca X

☒ Remember me

Next

[Sign in to toronto-en](#)

3) Using Webex on a Computer

1. Click on the link in your email invitation.
2. On the Webinar Information page, enter your name and email address. Click **Next**, followed by clicking **Join Webinar**.
3. If you are directed to a "**Run the temporary Webex application**" screen. Click "**Run**".
4. If this is the first time you have used Webex on this computer, a Terms of Service box may also appear. Click "**Accept**" to enter the hearing.

Tips

- a) To reduce lag or audio issues, close all unneeded applications, browser sessions and avoid streaming video and music before joining.
- b) Connect or call into the hearing no later than 30 minutes prior to the commencement of the hearing. This ensures that any potential connection issues can be resolved prior to the scheduled start of the meeting.
- c) Your audio will automatically be muted on entry.

Setting Up Audio for a Computer Connection Only

After connecting to the hearing using a computer, you will be presented with options to set up your audio connection. You must connect a microphone either to your computer or using your phone. The host of the hearing will unmute you so you may speak on your item. Once your item is completed, you will be placed back on mute.

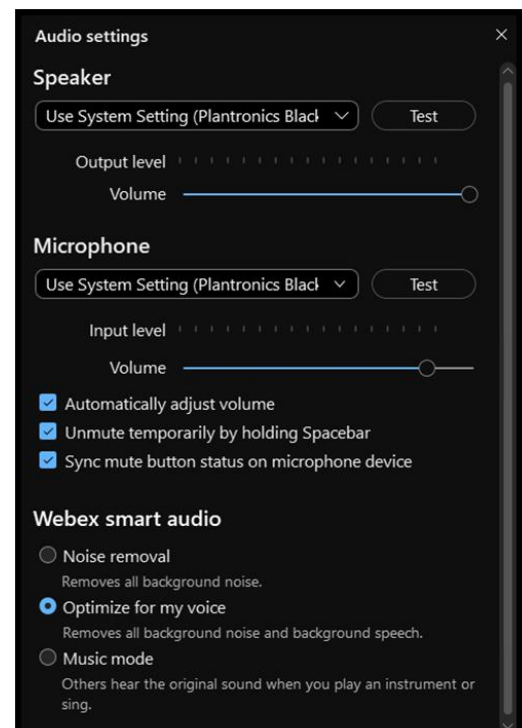
Audio Options	Definition
a) Use Computer Audio	Webex will connect to the microphone and speakers of your computer (or a headset if one is connected) for the meeting. If you have a headset, this option is recommended.
b) Call Me At	Webex will connect to your audio if you provide a phone number. Only use this option if you do not have a headset.
c) Call In	Webex will provide you with a phone number, access code and attendee ID to call into the hearing. You must enter your Attendee ID # when using this option. Webex will assign you an Attendee ID when calling in.

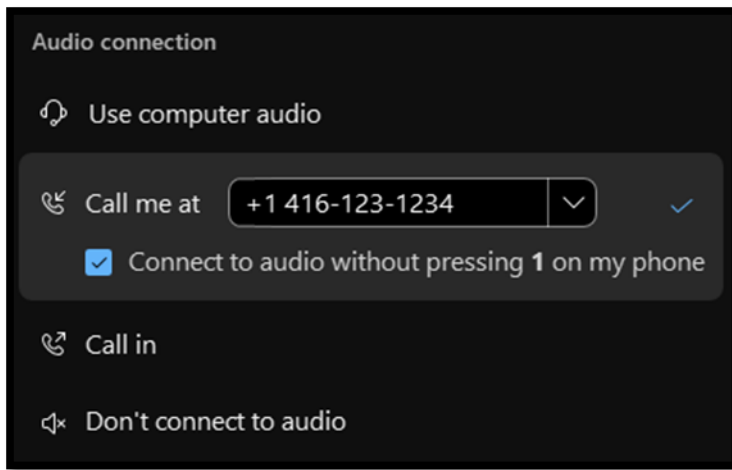
Step-by-Step Instructions



a) Call Using Computer

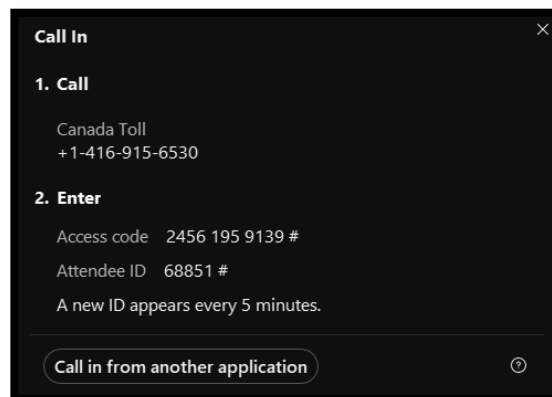
1. Select the **Audio:** button to confirm **Use Computer Audio** is selected.
2. Select the **Test speaker and microphone** button to select the microphone and speaker you would like to use for your audio connection. **NOTE:** If you are using an audio device connected to your laptop (USB headset or headphones with a microphone) they must be connected prior to entering the hearing. You can also test the volume prior to connecting your speaker option.
3. Select your microphone option from the drop-down list. **NOTE:** Do not turn off. Automatically adjust volume.





b) Call Me

1. In the Audio Connection window, select: **Call Me At**.
2. Confirm the country code selected is for **Canada +1**.
3. Enter the area code and phone number of the phone you would like to use for the meeting.
4. Confirm **Connect to audio without pressing "1"** is selected.
5. Click off the **Audio Connection** window.
6. You will receive a phone call from Webex, answer the call.
NOTE: Phone calls will usually be from American phone numbers.
7. Webex will immediately identify themselves at the beginning of the call and connect you to the audio portion of the meeting.



c) I Will Call In

1. In the Audio Connection window select: **Call In**.
2. From the phone you would like to use for the meeting call the local phone number.
3. You will be prompted to select a language, for English enter **1#**.
4. Enter the **Access Code** followed by #.
5. Enter your **attendee ID** followed by #, Webex will connect you to the audio portion of the meeting.

B. Participating in the Hearing using Webex

All CoA virtual public hearing participants are shown in Webex as either "**Panelists**" (Panel Members and staff) or "**Attendees**" (applicants, agents and public deputants).

During the hearing, staff will be the **Host** and **Presenter** in Webex coordinating all of the Webex functions in the background. As an "**Attendee**" in Webex, the **Host** will unmute you when your item comes up and will mute you once your item is completed. The **Presenter** will share their screen in Webex to display supporting materials for an application when requested by Panel members or display presentations submitted in advance from "**Attendees**", submitted in accordance with the written submission deadline.

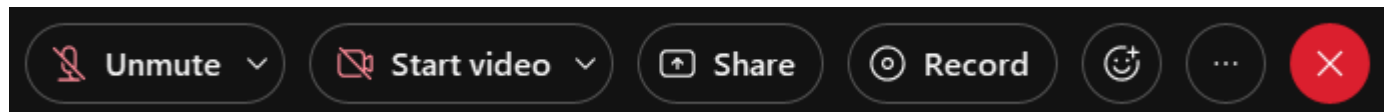
If you have elected to participate in the meeting with your camera on, you will be temporarily upgraded to "**Panelist**" when your item is being held. During this time, **your camera will be enabled and you will have the option to turn your camera on by selecting "Start video"**. Members of the public and applicants are not allowed to use "Share Screen" or any other Panelist controls during a video appearance. The Host will remove you from the Panelist role if you fail to respect this instruction. Committee of Adjustment staff will share presentations submitted in accordance with the written submission deadline.

The video option should only be chosen by participants with access to a stable internet connection and a computer with both a camera and microphone.

If you choose the video option, we encourage you to **prepare and test your equipment prior to the hearing**. We will not spend significant time troubleshooting video issues during the hearing and may ask you to proceed via audio only if there are issues with your video in order to avoid adding any significant delay to the hearing process.

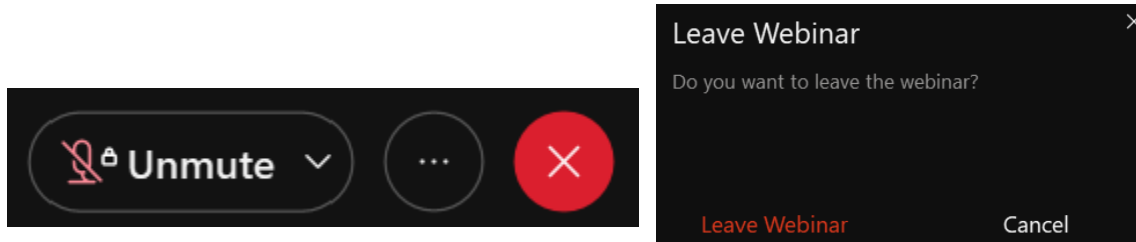
Only the registered speaker should appear in your camera frame. No offensive or inappropriate images should appear on screen or in the background. You will only be visible during your five minute allotted speaking time. At all other times, your video will be disabled.

Once you have been promoted to "**Panelist**", the buttons below will appear on your screen. Toggle the "**Start Video**" button to turn your camera on and off. **Do not** attempt to use any other controls.



Leaving a Hearing

To leave a meeting follow the steps below.



1. Click on the red X at the bottom of the Webex screen.
2. Click on **Leave Webinar**.

Section 2 Virtual Public Hearing Participation Guide

1. Mute your microphone when not speaking to prevent transmission of background noise and minimize disruption to the meeting. Remember to unmute before speaking.
2. If using earbuds, please speak directly into the microphone and hold it close to your mouth.
3. If participating in the hearing virtually by electronic means, you will be deemed to have left the meeting when you are no longer electronically connected to the meeting and are unable to reconnect. However, every effort will be made to attempt to assist in reconnecting. Where this situation arises, the panel may resolve to table the remaining portion of the agenda and reconvene.
4. Write down the **Webex Meeting Access Code and Attendee ID** from your Webex meeting invitation and keep it nearby for quick reference. If you experience lag or audio issues, disconnect and call into the hearing and enter this information (see **I Will Call In** audio option in c) above).