

User Guide for Remote Hearings in the Provincial Offences Court (November 2020) - Members of the Public

1. Joining a Provincial Offences Remote Hearing

1.1 Individuals may connect to the virtual hearing by telephone.

2. Prior to the Court Hearing

2.1 The Clerk of the Court issues a Notice to Parties Regarding New Court Date by mail. The notice contains the teleconference information. The teleconference information is also posted on the City of Toronto's COVID 19 – Changes to City Services web page under Court Services:

<https://www.toronto.ca/home/covid-19/covid-19-latest-city-of-toronto-news/affected-city-services/>

3. Joining a Hearing by Telephone

3.1 The Notice to Parties Regarding New Court Date issued by the Clerk of the Court contains a dial-in number and a 9 digit access code / meeting room number.

3.2 At least fifteen (15) minutes prior to the start of the scheduled court appearance, individuals are advised to call the number provided in the notice (416-915-6530) and when prompted, enter the 9 digit access code or meeting room number followed by #. When prompted for an attendee number, press the pound sign (#) twice to continue. (**##**)

3.3 Each participant in the remote hearing (including each party and legal representative) should join the hearing using their own device.

4. During the remote hearing

4.1 The Clerk of the Court will maintain the official audio recording of the proceedings. Participants are not to make any recording of the proceedings. It is an offence under section 136 of the Courts of Justice Act.

4.2 Individuals are advised to not speak over each other. Only one person should speak at any given time. When speaking, be sure to announce yourself by name ("This is Jane Smith..."). Please speak slowly and clearly so everyone can hear you.

4.3 Upon entry, you will be muted automatically. To mute or unmute using your phone, press the star (*) symbol and the number six (6). (***6**).

4.4 To indicate that you wish to speak, press the star (*) symbol and the number three (3). (***3**). This will alert the Clerk of the Court that you have raised your hand and wish to speak. The Clerk of the Court will advise the Justice of the Peace. When your name is called by the Justice of the Peace, remember to press ***3** to lower your hand. You will hear a message, "You have lowered your hand" as confirmation.

4.5 If there is a recess or a break in the proceeding, all parties will be put on hold. When court resumes, the Clerk of the Court will admit you back into the virtual courtroom. You are welcome to mute your audio during the length of the break.

4.6 Once your matter is heard by the court and you are excused by the Justice of the Peace, you may disconnect from the proceeding by hanging up.