



# **Tribunals Ontario**

## **Assessment Review Board**

*(Disponible en français)*

## **Enhanced Access to Observe Hearings**

### **What is Enhanced Access?**

Enhanced Access is a simple, seamless, quick, and user-friendly approach to making it more accessible to observe Zoom videoconference hearings.

Connection information is currently posted on the Assessment Review Board's (ARB) website for telephone proceedings, but not for videoconference proceedings. Before the launch of this initiative, members of the public wanting to observe a videoconference proceeding had to contact the ARB to request the Zoom link. Now, the ARB will post Zoom links directly on its website.

### **Why is Tribunals Ontario doing this?**

Tribunals Ontario is implementing Enhanced Access to:

- support transparency and the open court principle.
- be more user focused and support public education and understanding of tribunal processes.

### **What hearings will the ARB provide access to?**

Access to all videoconference hearings currently open to the public will be made available through this initiative. Telephone hearing details will not be impacted and will continue to be made available via the ARB's website/e-calendar.

The following types of proceedings will not be included in Enhanced Access:

- Settlement conferences
- Tax applications in relation to Sickness or Extreme Poverty
- Any other matter for which the ARB has ordered that information be treated as confidential and not disclosed to the public, consistent with the ARB Rules of Practice and Procedure

## Observer Etiquette:

The ARB requires anyone that is observing a hearing (“observer”) to follow these instructions to limit any disruptions during the proceeding:

- Observers must be on time to the hearing event; latecomers may not be permitted into the hearing until a break, if one occurs.
- Observers are prohibited from recording the ARB’s proceedings.
- Observers will be asked to identify themselves and provide contact information for the ARB’s records.
- Observers must provide and confirm the reason and purpose for their attendance at the hearing.
- Observers must mute their microphone and have their camera turned off.
- Observers are not able to interact with the parties or the ARB, or otherwise interrupt the hearing.
- Observers are responsible for calling back into the videoconference if the ARB ends the zoom call for breaks in a proceeding.

The presiding ARB Member may, at their discretion, remove an observer from a proceeding at any time.

## Where can I find more information?

For more information on Enhanced Access, please refer to the observing a hearing webpage on the ARB’s website or email us at [arb.registrar@ontario.ca](mailto:arb.registrar@ontario.ca).

## Please Note

The information contained in this information sheet is not intended as a substitute for legal or other advice, and in providing this information, the ARB assumes no responsibility for any errors or omissions and shall not be liable for any reliance placed on the information in this sheet. Additional information, including the ARB’s *Rules of Practice and Procedure*, is available **on our website**, or by e-mailing [arb.registrar@ontario.ca](mailto:arb.registrar@ontario.ca). This sheet and other information may be updated from time to time.

**Tribunals Ontario** is comprised of 13 tribunals focused on dispute resolution in the social, property assessment, safety and licensing sectors.

The **Assessment Review Board** hears appeals from persons who believe there is an error in the assessed value or classification of a property and also deals with some types of property tax appeals under the Municipal Act and City of Toronto Act. For more information contact us at:

**Tribunals Ontario – Assessment Review Board**  
15 Grosvenor Street, Ground Floor, Toronto, Ontario M7A 2G6  
Website: <http://tribunalsontario.ca/arb/>

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Disponible en français : Voici ce que vous devez savoir au sujet d’accès amélioré à l’observation des audiences