



## **Information about Zoom Video Hearings at the Landlord and Tenant Board**

This document provides guidelines for videoconference hearings on the Zoom platform at the Landlord and Tenant Board (LTB).

When you receive your Notice of Video Hearing, a link will be provided allowing you to download Zoom prior to your hearing day. Information about how to do this is set out below.

If you require French Language Services or Accommodation under the *Human Rights Code*, please refer to the Request for French-Language Services or Request for Accommodation Form. You can access the form on our website at [tribunalsontario.ca/ltb/forms/](https://tribunalsontario.ca/ltb/forms/).

### **READ YOUR ENTIRE NOTICE OF VIDEO HEARING AS IT PROVIDES IMPORTANT INFORMATION ABOUT YOUR HEARING.**

#### **Legal Advice**

If you wish to have a legal representative or get legal advice, do this right away. Contact a lawyer or paralegal as soon as possible.

If you are a tenant and wish to obtain legal advice, contact your local community legal clinic. To find your local legal clinic, contact Legal Aid Ontario at 1-800-668-8258. Please seek legal advice before your hearing.

Tenant Duty Counsel has an online registration system to request legal assistance at [www.tdc.acto.ca](http://www.tdc.acto.ca).

Small scale landlords may be able to get help from Landlord's Self-Help Centre. Call them at 416-504-5190 or 1-800-730-3218, or go to their website at [www.landlordselfhelp.com](http://www.landlordselfhelp.com).

For more information, you may contact the LTB at 416-645-8080 or toll free at 1-888-332-3234.

#### **Evidence**

Any evidence (or L1/L9 Update Sheet) that is intended to be presented at a hearing must be exchanged between the parties and submitted to LTB before the hearing. Please refer to your Notice of Video Hearing for disclosure obligations and for information about how to submit evidence to the LTB.

#### **Courtesy and Respect**

All persons participating in proceedings before or communicating with the LTB must act in good faith and in a manner that is courteous and respectful of the LTB and other participants in the proceeding. Abusive, discriminatory or threatening conduct will not be tolerated. This includes statements made during a hearing, text posted in the text function or visual images shown in a videoconference hearing. Participants are expected to follow the directions of the adjudicator at all times.

Members of the public can observe LTB hearings in accordance with the open court principle. However, anyone who disrupts an LTB proceeding may be removed from the hearing without warning.

It is an offence under section 29 of the *Statutory Powers Procedure Act* to record a LTB hearing in any way or reproduce or disseminate a recording without the LTB's authorization.

# Participating in a Zoom Video Hearing at the LTB

## Before the Day of Your Hearing

A link to download Zoom is included on your Notice of Video Hearing. Download and run Zoom to make sure it's working correctly before your hearing day. If you've never used Zoom, try connecting with someone you know to practice.

## On the Day of Your Hearing

### Scheduled start time

Your Notice of Case Management Hearing or Notice of Video Hearing will provide your hearing start time. Join the video hearing early to begin the sign-in process (see the **Connect Early** section below).

In most cases, many other hearings will be scheduled at the same time as yours. You will likely see other people who are not involved with your case on the video call. The adjudicator will tell you when it's time for your application to be heard.

### Find a quiet space

Try to find a quiet, private space with minimal distractions so you can concentrate on your hearing. Use a headset with a microphone, if you have one, to reduce background noise and improve sound clarity.

### Connect early

Be prepared to join the videoconference hearing before the scheduled start time so there is time to address any technical issues and to begin the sign-in process. Your early sign-in time will be noted in your Notice of Video Hearing.

Priority will be given to matters where there is a consent agreement or mediation request and all parties in the matter have signed in early.

Once you connect, you will automatically enter a waiting room. You may not be admitted into the hearing right away. If joining from a phone or computer that has video, ensure your video is turned on. To minimize background noise, mute your microphone when you are not speaking. Please continue to wait as we often have lots of parties joining. Once you are admitted, a hearing moderator or the adjudicator will take attendance and explain how the hearing will be organized. At this point, you can request mediation and, if you are a tenant, you can ask to speak with Tenant Duty Counsel for legal advice.

### Use your legal first and last name

When you join the videoconference proceeding, you will be asked to enter your name. The name that you enter will be displayed for all participants to see. Type your legal first and last name.

### Minimize disruptions

- Stay "on mute" until your matter is ready to be heard. If you are not on mute, the adjudicator or the hearing moderator may mute you.
- Try to avoid shuffling papers and typing while your microphone is on.
- Close any applications that are open on your computer which you don't need during your hearing.
- Set your cell phone to silent or "Do not disturb"
- Make sure that your phone or computer is either fully charged or plugged into a power source.

## Technical difficulties

If your video or sound is interrupted, ask whether other participants can hear you. If they can, continue speaking; the image may reappear once bandwidth returns to normal. If problems continue, some of the participants may be asked to turn off their video. If the session ends unexpectedly, please try re-connecting. If the Zoom video platform is not working, use the toll-free number on your Notice of Video Hearing to participate by phone.

## No recordings

It is an offence under section 29 of the [Statutory Powers Procedure Act](#) to record, reproduce or disseminate a recording without the LTB's authorization.

## Hearings open to the public

Most hearings are open to the public. This means that observers can attend.

## Objecting, responding or commenting

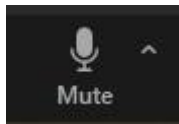
There will be points during your hearing when you will want to object, respond or comment. The moderator, adjudicator or Dispute Resolution Officer will explain the best way to do this, including how to use the "raise hand" function in Zoom.

## Participating in French

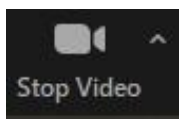
**By Phone:** If you are joining your hearing by phone, dial into the teleconference line and enter the meeting ID (passcode) provided in your Notice of Video Hearing. An English recording will play first, followed by a French one. It takes approximately ten seconds to hear the French recording.

**By Zoom:** If you are joining your hearing from your computer or cell phone using Zoom, switch your default language to French. Enter your "Zoom Profile" and select "French" in the language option.

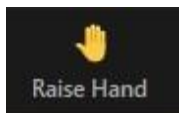
## Controls You Will Use During the Hearing



This icon allows you to connect to the hearing's audio. You can mute or unmute your microphone by selecting this button.



This icon allows you to start or stop your video.



This icon allows you to raise your hand to signal that you would like to speak. When you are done speaking, click the icon again to lower your hand.

**Closed captioning:** If you would like closed captioning, ask the moderator or adjudicator to turn it on for you.

## Joining Your Hearing by Phone

You may join a Zoom videoconference by phone. You will not be able to see the other participants and they will not be able to see you, but you will be able to hear each other.

The toll-free phone number to call and the meeting ID code are on your Notice of Video Hearing. You will be asked to enter the meeting ID, followed by the pound/hashtag sign (#).

If the hearing has not already started and the host has not yet joined, press # to wait for the host.

Once the hearing moderator or adjudicator lets you into the meeting, you will be connected to the hearing. You will be on mute.

The moderator or adjudicator will ask for your name and enter it into Zoom so that the others in the meeting can see that you are in attendance and know who is speaking.

To mute and unmute yourself, press \*6.

To signal that you wish to speak, press \*9. This will show that you have raised your hand. Lower your hand by also pressing \*9.

## Contact the Landlord and Tenant Board

Call us:

Toll free: 1-888-332-3234

Toronto area: 416-645-8080

TTY: Bell Relay Service at 1-800-268-9242

Visit our website at [tribunalsontario.ca/lrb](https://tribunalsontario.ca/lrb)

Last updated: June 2022