

Information for In-Person Adjudicative Events

This document sets out information for parties attending an in-person adjudicative event. Any questions should be directed to the Office of the Registrar at registrar@oeb.ca or the case manager for the file.

Safety & Security

- To ensure the safety and security of persons attending an in-person adjudicative event, all attendees will be required to sign in and out of the hearing room. Please ensure that you sign in on arrival, that you sign out when you leave for the day, and that you sign in and out at any time throughout the day if you are leaving/returning to the 25th floor. A sign-in desk will be set up just inside the hearing room a half hour before the hearing is scheduled to start and during the lunch break. If you arrive through the course of the day, outside these time periods, a member of OEB staff inside the hearing room will be watching for arrivals and will remind you to track your attendance.
- A half hour before the in-person event is scheduled to start, doors to the hearing room will be unlocked and sign in will begin. Doors to the hearing room will typically be closed a half hour after the hearing ends.
- Elevators in the building do not require a pass between the hours of 7am and 7pm.
- In instances where the OEB considers that a disruptive situation may potentially occur, security personnel may be on site.
- Please refer to *Safety Information for Visitors to the OEB* (Appendix A) for information about what to do in the event of an emergency.
- Please let OEB staff know in advance if you anticipate needing assistance in the event of an emergency evacuation.

Health

- The OEB is a mask-friendly environment, however masks are not mandatory. Masks will be available at the sign-in desk.
- Please stay home if you are sick or have symptoms of illness, even if they are mild. If you are not well, please join the adjudicative event virtually as it will be a hybrid event.

Technology

- Please refer to the *IT Requirements for Hybrid Adjudicative Events* (Appendix B) for information about how to participate at the adjudicative event in-person.

Media

- Any media wishing to attend the hearing should contact the media information line at (416) 544-5171 or oebmedia@oeb.ca to let the OEB know you are coming as far in advance as possible. Please see *Handout - OEB Hearing Room Protocol for Media* (Appendix C) for more information.

Hearing Etiquette

- Arrive early: You should be prepared to arrive at the hearing room at least 15 minutes before the proceeding is scheduled to begin to allow time to sign in and set up, so that the hearing can begin on time.
- When the Panel enters, OEB staff will call the hearing room to order, and all must stand (if able to do so). There is no need to bow.
- Time limits: The hearing schedule outlines time limits. However, this schedule is subject to change as the hearing progresses. If you intend to cross-examine, please stay up to date with the schedule and be present in advance of when your cross-examination begins, if possible. Keep the Hearings Advisor up to date with your availability. Your planned questions should be adjusted to avoid duplication.
- Mobile Phones: Mobile phones and other electronic devices are permitted to be used during proceedings to receive and transmit messages and e-mails, provided the sound is turned off and they do not disrupt the proceeding.
- Communication: Talking /whispering can be distracting and may interfere with the ability of the panel, witnesses, court reporter or audience to hear testimony. If you must convey something to another individual, please pass a written note or send a message.

- Behaviour: Please limit gestures, facial expressions, eye-rolling, exclamations, or other behaviours which could be considered rude or unprofessional.
- Materials: Ensure the documents you need are organized and prepared in advance.
- Speak loudly and clearly: Remember to unmute your microphone before speaking. Speak clearly and slowly to ensure everyone can follow what you are saying. This will reduce additional time required for repeating responses. Participants are reminded to refrain from speaking at the same time as someone else.
- Muting your microphone: When you are not speaking, please remember to mute your microphone. Also please mute your microphone at the end of the day and on breaks.
- Dress appropriately: Dress in business professional attire.
- Food / Drink: No food should be brought into, or consumed, in the hearing room. Beverages may be consumed.
- Garbage: All garbage should be disposed of in the appropriate bins.
- Personal items: All personal items should be taken with you at the end of each hearing day.

Other

- A water cooler will be on site in the hearing room, and disposable cups will be provided.

Please let OEB staff know if you need access to an accessible washroom.

Appendix A:

Safety Information for Visitors to the OEB

Safety Information for Visitors to the OEB

The following actions should be followed during emergency evacuations:

1. If the fire alarm sounds, listen and react to the alarm sounds and PA announcements.
 - a. A slow, intermittent tone: prepare to evacuate.
 - b. A rapid continuous tone: evacuate immediately.
2. As you are leaving the building, you may take your coat, keys, wallet and identification if they are immediately available. If not, leave them behind and **evacuate the building using the nearest stairway** or otherwise as directed by the OEB Fire Wardens or first responders.
3. **Do not use elevators.** Keep your hands free and follow direction from OEB Fire Wardens or first responders.
4. OEB Fire Wardens can be identified by **orange hats or vests.**
5. When you are out of the building, proceed to St. Monica's Roman Catholic Church at **44 Broadway Avenue East**. The church is located 10 minutes Northeast of the OEB Office. A fire warden will be outside, guiding OEB staff and visitors into the church basement.
6. Please wait at that location until the fire department has given the all-clear and a Fire Warden says that you can go. At this point, you can safely return to the building.
7. Persons requiring assistance should notify Fire Wardens and gather by the door of the exit stairwells to await assistance from emergency personnel.
8. If you are feeling unwell, notify a member of OEB staff in the hearing room or call 911.
9. In case of emergency, call 911.

Appendix B:

IT Requirements for Hybrid Adjudicative Events

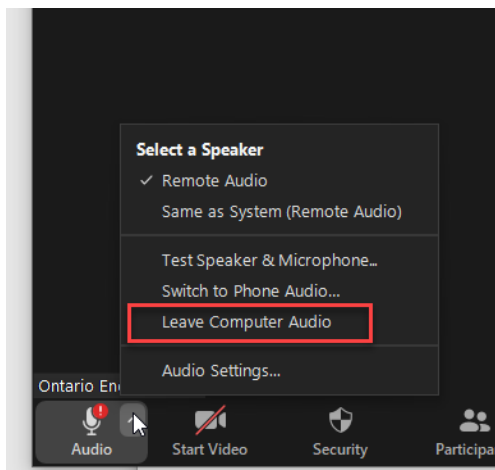
IT Requirements for Hybrid Adjudicative Events

The OEB will continue to use Zoom as its platform for Virtual/Hybrid adjudicative events, therefore it is important to review the technical information listed below.

If you are participating remotely nothing changes. You might want to pin the North Hearing Room on your Zoom app for better visibility. The room will be only one tile on your application with the camera moving from speaker to speaker.

If you are participating in person DO NOT Join the Zoom Meeting. There is no need for you to do so. Everything will be the same as before.

If you want to join the Zoom meeting while in the room, you will be required not to use Computer Audio as it will interfere with room audio and introduce echo. To leave computer audio follow the screenshot below.



For Virtual users only

Download Zoom

It is recommended that you have the latest version of Zoom installed in advance of the adjudicative event.

You have the option of participating remotely using your computer, smartphone, or tablet.

Please ensure your name and organization are clearly displayed when you log onto Zoom. If you become disconnected and need to connect via another device, please remember to identify yourself when you rejoin the proceeding.

The Zoom website offers resources to help you familiarize yourself with Zoom. It is important to understand how to join and leave a meeting and how to turn video and microphones on and off.

Internet Connection

- A Zoom video call requires a high-speed internet connection (10-20 Mbps). It is recommended that you test your internet connection speed in advance of the virtual/hybrid adjudicative event. You can test your internet connection speed by contacting your internet service provider.
- Close applications you are not using.
- Avoid using bandwidth-intensive applications on your work/home network (ex: gaming or audio and video streaming).

Sound Quality

- It is recommended that participants consider using an external headphone and microphone to improve sound quality when speaking.
- Avoid using speakerphones, which decreases audio quality.
- Always keep your microphone on mute when you are not speaking.
- Always mute your microphone when going on break and at the end of the day.
- Please be aware that background noise, such as typing, shuffling papers and other voices present in the room can interfere with the sound quality.
- Ensure your cellphone is on silent mode so that notification sounds do not disrupt the hearing when you are speaking – do not put the call on hold.
- Speak slowly and clearly into the microphone; do not turn your head away when speaking.
- Ensure your primary device, headset and microphone are adequately charged.
- Always keep your video turned off when you are not asking questions.
- Participate from a quiet and private location.
- Say your name whenever you start speaking. Please also put your full name and organization into Zoom to assist the court reporter.

Secondary Device

- Consider installing Zoom on a secondary device such as a smartphone or tablet as a back-up.
- Smartphones are preferred to tablets, as they can connect to the internet directly through mobile data plans, which eliminates connecting to home networks.
- Test connecting your computer to your smartphone's hotspot for an alternate internet access.
- Use a dedicated mobile hotspot device if you have one, since it performs better than a smartphone's hotspot.

Pre-hearing Technical Session

The OEB will host a pre-hearing technical session in advance of the virtual/ hybrid adjudicative event. The pre-hearing technical session will outline the process for the virtual/hybrid adjudicative event, review key technical and procedural considerations, review troubleshooting protocols and allow parties to familiarize themselves with Zoom and test equipment.

Parties intending to attend the virtual/hybrid adjudicative event are encouraged to attend the pre-hearing technical session.

Audioconference and Videoconference Options

Participants will receive correspondence from the OEB (Hearings Advisor) that includes the date, time, Zoom meeting link, and instructions to dial in using a telephone. Parties will be able to participate using their computer, smartphone, or tablet. Parties also have the option of participating via phone.

Participants should keep the meeting call-in information handy in the event they experience technical issues.

Appendix C:

Handout - OEB Hearing Room Protocol for Media

Handout - OEB Hearing Room Protocol for Media

Welcome!

Thank you for being part of this open, transparent, and independent adjudicative process. Much like a courtroom, OEB hearings are an adjudicative process that require certain protocols and procedures to be followed.

Safety: The safety of all attendees is paramount. In-person attendees of a hearing may be subject to a security screen prior to being allowed entry into the hearing room. In case of an emergency, please follow the instructions provided by OEB staff within the hearing room.

Status: Members of the public and media are considered non-participants and may take part as observers. Non-participants may not ask questions or make statements or inquiries during the proceedings.

Arrival: Join the proceedings at least 15 minutes prior to the start time. If arriving after a proceeding has commenced, you may be required to wait outside of the hearing room until an appropriate break in the proceedings.

Entry: When the hearing room is open, please find a seat in the gallery. Standing is generally not permitted. Members of the media are requested to sit in the designated media area.

Panel entry and exit: All those present in the hearing room must stand when Panel members enter and exit the room if able to do so.

Access: To avoid disrupting the hearing process, all individuals present in the hearing room are generally expected to remain in the hearing room for the duration of the hearing, or until a recess or in case of emergency. Participants leaving the hearing room for any other reason may not be granted access upon return.

Recess: An appropriate number of recesses will be scheduled to accommodate personal matters and prevent witness/attendee fatigue.

In-camera: In-camera sessions will be held for any confidential hearing matters. Attendees will be asked to leave the hearing room (unless they are an intervenor that has signed a declaration and undertaking). Attendees will be permitted re-entry once the in-camera session is complete.

Conduct: Respect for hearing participants and the hearing process is paramount. Any aggressive or harassing behaviour towards any participant, Panel or OEB staff member will not be tolerated and may result in denial of entry to, or expulsion from, the hearing.

Interference: Individuals present in the hearing room may not interfere in any way with the proceedings and journalists are not allowed to ask questions during a hearing or within the hearing room itself. Talking amongst attendees is not permitted during the proceedings, may be considered disruptive, and may result in removal from the hearing room.

Mobile Phones: Members of the media are permitted to use mobile phones and other electronic devices during proceedings to receive and transmit messages and e-mails, provided the sound is turned off and they do not disrupt proceedings.

Recording and Still Photography: Radio and/or television recording and still photography of a public OEB hearing, in whole or in part and in person or online, is only permitted when pre-approved in writing by the OEB.

Media Interviews/Q&A: Subject matter experts and/or members of the OEB's Public Affairs group may be made available to members of the media at the discretion of the OEB. However, Panel members will not conduct interviews.

Journalists may request interviews with non-OEB participants. However, it will be up to those individuals to grant an interview.

Interviews may not be conducted inside the hearing room or in the area immediately outside the hearing room during a proceeding. A designated area will be assigned if and as required, and a member of the OEB's Public Affairs team will be on-hand to answer any questions members of the media may have and/or to arrange a spokesperson.

Members of the media attending online or who have questions after leaving the hearing, may submit questions by contacting the OEB at 416-544-5171 or oebmedia@oeb.ca.