

# YORK REGION QUICK GUIDE FOR ZOOM REMOTE HEARINGS

## PURPOSE

This document provides instructions on how to attend a court proceeding by audio and video using Zoom, a web-based video conferencing solution, and provides best practices for your reference.

You have the option to attend your remote hearing by audio or video through Zoom. **Where court is proceeding by trial, all parties including counsel, defendants, witnesses and interpreters must appear by video.** Please note York Region Court Services uses technologies and processes to ensure remote hearings are secure.

## RESOLUTIONS AND DISCLOSURE

If you wish to discuss a resolution with the prosecutor, please contact the Regional prosecutor's office at 905-762-2108 (Richmond Hill) or 905-898-8123 (Newmarket). If you wish to obtain disclosure, please go to [www.york.ca/courts](http://www.york.ca/courts) and click on "Disclosure Request" under the blue tab options.

## PREPARING FOR YOUR ZOOM HEARING

- Install the free Zoom app on your smartphone, tablet or computer. If you have digital evidence to present, it is recommended that you install Zoom desktop app to your computer. You can download Zoom Desktop App from [www.zoom.us](http://www.zoom.us) or Zoom mobile app from the app store.
- Test your internet connection by visiting <https://www.speedtest.net/>
- Familiarize yourself with the app and test it on your device by joining a test meeting at <https://zoom.us/test>
- If you are calling in (for non-trial hearings), ensure your phone or device is fully charged or connected to power prior to the session
- **Interpreter:** If you require an interpreter, please contact the courthouse before your remote hearing date at 1-877-331-3309 for Newmarket (4960) or at 1-866-758-0750 for Richmond Hill (4961).

## ON THE DAY OF YOUR COURT PROCEEDING

Your court notice will indicate how far in advance you should connect to the hearing (for example, 15 minutes before the court hearing). If you are unable to join via video link due to technical difficulties, refer to the "Technical Issues" section below.

Please:

- Find a quiet location
- Dress as if you are attending an in-person proceeding in the courtroom
- Ensure all devices you will be using are plugged into power outlets and wireless devices are fully charged
- Close all programs not needed during the session and mute messaging and phone notifications
- Join the remote hearing by clicking "Join the meeting" from <http://zoom.us> or Zoom Meeting application on your computer or smart device. Access information can be found on your notice
- Follow the direction of the Justice of the Peace if you are asked to turn on or off the video at any time during the court proceeding

## DURING THE COURT PROCEEDING

Participants must conduct themselves for remote hearings as if they were physically in the courtroom.

**No Recordings:** It is an offence under section 136 of the *Courts of Justice Act*, and may constitute contempt of court, to record, photograph, publish or broadcast court proceedings without express permission of the presiding judicial official.

**Remain on Mute:** Please remain muted until it is your turn to speak. You can mute and unmute your own microphone by pressing the 'Mute' or 'Unmute' icon on the bottom left side of your screen. You can also press \*6 to mute/unmute the audio if you choose to phone in.

**Use of Breakout Rooms:** The Court may assign participants to Zoom breakout rooms to support the court procedure. You will need to accept the Court's invitation to join the breakout room. Once inside the breakout room, follow the directions of the Court.

**Introductions:** When you first join the remote proceeding, you will be asked to identify yourself for the record (and who you represent, if applicable). Please speak clearly and slowly.

**No Food or Drink:** Participants are not to eat or drink anything except water, nor to smoke or vape.

**Exhibit Process:** Evidence that you want to submit as an exhibit may be emailed up to five (5) business days prior to the court date. Physical items must be submitted a minimum of five (5) business days prior to the court date. The presiding Justice of the Peace will determine on the court date whether to accept any item submitted as an exhibit.

- Please email your exhibits in .pdf format to [YRexhibits@york.ca](mailto:YRexhibits@york.ca)
- In the subject line of the email, please include the following: Digital Evidence – Court Date – Defendant Name – Offence Number.
- To file a physical exhibit, you must book an appointment to attend the court at least five days in advance of the court date. Go to [www.york.ca/courts](http://www.york.ca/courts) and click 'Book an Appointment' under the 'Mandatory Appointment Booking' heading.
- Documents and photographs 19 MB or less must be submitted in .pdf format.

**Convert a File into .pdf Format:** Open the file in the appropriate application, select either 'File' > 'Print' or click the printer icon, select 'Microsoft to Print to PDF' from the 'Printer' dropdown menu, click the 'Print' button, enter the name for the .pdf file, and save the file accordingly.

## Technical Issues

If technical support is needed, please contact Zoom's Help Centre at <https://support.zoom.us/>. If you become disconnected from the hearing, you should immediately attempt to rejoin. If you are unable to connect by video, please contact the court to seek direction for connection options, 1-877-331-3309 for Newmarket (4960) or at 1-866-758-0750 for Richmond Hill (4961).

For further information about your remote hearing, please visit [www.york.ca/courts](http://www.york.ca/courts)

If you require an accommodation or have accessibility needs, please contact the accessibility coordinator at [accessibilitycoordinator@york.ca](mailto:accessibilitycoordinator@york.ca)

