



RESOURCE GUIDE
CCB and ORB
Online Hearings

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Introduction

Stigma and discrimination against people with mental health and addiction issues create significant barriers to accessing justice in the mental health and criminal systems.

Since the COVID-19 pandemic, the Consent and Capacity Board (CCB) and Ontario Review Board (ORB) hearings have moved to electronic hearings. Electronic hearings may work for some service users, but certainly not all.

Tribunals have great power to control the lives of people with disabilities, Black and Indigenous people, queer, trans and two-spirited people and other oppressed communities. Because of the power difference, tribunal hearings can result in human rights issues. Providing information about electronic hearings can support and respect the rights of people involved in tribunal hearings.

This resource gathered information about online hearings at the Consent and Capacity Board or the Ontario Review Board from the Toronto area. We acknowledge Toronto is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee, and the Wendat peoples and is now home to many diverse First Nations, Inuit, and Métis peoples. Toronto is covered by Treaty 13 with the Mississaugas of the Credit. We recognize the history and ongoing violence of the mental health and criminal systems.

This resource provides legal information for people who may be involved with **Ontario Review Board** or the **Consent and Capacity Board electronic hearings**. The materials are free and can be shared. This resource is not legal advice. Please consult a lawyer for any legal advice (find more information about accessing legal aid below).

Overview of the ORB

What is the ORB?

The Ontario Review Board (ORB) makes decisions related to individuals who are found unfit to stand trial. This means the court has decided you are mentally not able to participate in your criminal case or not criminally responsible due to mental disorder ('NCR'). NCR means you committed a crime but according to the court, because of your mental disorder, you are not responsible. The decisions made by the ORB determine how individuals found unfit or NCR can live their day-to-day lives.

The ORB has two types of hearings: Annual disposition review hearings and Restriction of Liberty (ROL) hearings. The ORB conducts a ROL hearing when the restriction on someone's freedom increases significantly, such as when they are transferred to a more secure forensic unit or re-admitted to a hospital.

Who Sits on the Review Board?

The ORB has at least five members. These members are lawyers, judges, psychiatrists, mental health service providers and members of the public.

Who Else Can Attend?

You will usually be expected to attend your ORB hearing. You may also have your lawyer present. Additionally, the person who is in charge of the hospital where you are detained or being assessed, or their representative will attend. The hospital may also have a lawyer attend in some cases. Government representatives, called the Crown, may also attend.

In addition to the above parties, people who the ORB decides are "interested parties" may be allowed to attend. This will be someone the ORB has decided has a

“substantial interest in protecting your rights”. For example, for a younger person, this could be a parent or caregiver.

What Will Happen at an Ontario Review Board Hearing?

An ORB hearing will be less strict than court but is still an official legal setting, where many rules still need to be followed. The hearing will begin with an introduction of the ORB panel members and the other parties in attendance. Usually, an explanation of each of the party’s positions will happen. Meaning, that each party will explain their opinion on what conditions should apply to you.

What do you mean by conditions?

The decision made by the ORB will fit into three general categories: Detention, conditional discharge, and absolute discharge.

Detention: A detention disposition means you will remain in the hospital, and often you will be granted privileges in the hospital if the ORB decides it is appropriate.

Conditional Discharge: A conditional discharge means you will be allowed to return to the community under a set of conditions set out by the review board.

Absolute discharge: This means you are no longer under the jurisdiction of the review board. This means that the review board cannot force you to be in the hospital or set conditions for how you go about your day-to-day life.

The hospital will then present its evidence, followed by the Crown’s evidence, and then followed by your evidence. Each party can examine all presented evidence. That means that your lawyer can ask questions about the evidence. The members of the ORB may ask questions about the evidence provided. The Crown and the hospital representative may also ask questions.

Overview of the CCB

What is the CCB?

The Consent and Capacity Board (CCB) is an administrative tribunal that deals with issues under the *Mental Health Act*, the *Health Care Consent Act*, the *Substitute Decisions Act*, the *Personal Health Information Protection Act*, the *Child Youth and Family Services Act* and the *Mandatory Blood Testing Act*.

The board may review issues such as the capacity to consent to treatment, admission to a care facility or personal assistance service, review of involuntary status, review of a community treatment order, and review of a finding of incapacity to consent to the collection, use or disclosure of personal health information, and management of property.

Who Sits on the CCB?

The members of the board are appointed by the Lieutenant Governor in Council.^[1] Members may sit alone, or in panels of three or five members depending on what is being dealt with by the board at the hearing. The types of professionals who make up the board will depend on the type of hearing. The board may be made up of lawyers, physicians or psychiatrists, nurses, or “prescribed persons”.

Who Can Attend?

Attendance at the CCB hearing depends on the subject matter. For example, if an application to the CCB is made under the *Mental Health Act* then parties are determined by what is in the *Mental Health Act*. Additionally, the CCB may decide that additional people should be a party to an application. When deciding this the CCB takes several things into consideration, including whether the person has a genuine interest in the issues; and whether the person is likely to make a useful and distinct contribution to the Board’s understanding of the issues in the hearing.

A request can be made to have all witnesses excluded from the hearing if they are not testifying.

What Will Happen at a CCB Hearing?

A CCB hearing is less strict than court but is still an official legal setting, where many rules still need to be followed. At the start of the hearing, the purpose of the hearing will be explained, and introductions will be made. The documents that were given to the CCB as evidence will be listed and the process of the hearing will be explained. The person who made the incapacity finding will be determined. There will be an opportunity to bring up any issues about the proper completion of the documents used to make the finding of incapacity. If they are not completed properly the finding of incapacity is invalid. There will be an opportunity to request to have all witnesses excluded from the hearing if they are not testifying.

First, the person who made the incapacity finding will present their evidence. The patient or their lawyer may question the person who made the incapacity finding, and then other parties and the board may question the person who made the incapacity finding. There will be a series of questioning of any witnesses who are testifying by the person who made the incapacity finding, the service user's lawyer and other parties to the hearing and board members. Closing submissions will be given and finally, the chairperson will remind the parties that the decisions of the CCB will be given to them within 24 hours. ^[2]

CCB's Current Policy on Hearings:

The hearings of the CCB board are currently either in video or teleconference format. If a hearing is scheduled via teleconference and both parties want it to be via video (or vice versa), a mutual written request must be made at least one day before the hearing. If a request is not made mutually, the Board will not switch the format and the party must raise the issue before the panel at the hearing.

Frequently Asked Questions

What do I do if I object to (don't want) an electronic hearing?

If you object to an electronic hearing, you must alert your lawyer who must file a written objection with the Board before the hearing. You may do this yourself if you wish. An objection to an electronic hearing must set out how an electronic hearing would cause you significant hardship or barriers. Put another way, why it does not work for you. If you are making an accommodation request it must be connected with a specific need, like disability. It cannot be a personal preference. ^[6] An objection to a written hearing must also set out the reasons why a written hearing is not appropriate for you and your needs. ^[7]

The ORB cannot have an electronic hearing without your consent and over your objections. ^[8] ORB hearings may have a great impact on a person's Charter-protected liberty and therefore an accused person has the right to be present at their hearing. ^[9]

The tribunal shall not hold an electronic hearing if a party (as defined in the 'Common Terms' above) satisfies the tribunal that holding an electronic rather than an oral hearing is likely to cause the party significant prejudice. ^[10]

What do I do if I want an electronic hearing?

The CCB has attempted to broaden its use of videoconference allowing parties to request a videoconference hearing, particularly for complicated matters and to meet accommodation requests.

Before making your request, you must get the agreement of all other parties. If the parties do not agree to the videoconference, the CCB may choose to have a conference to decide whether to have the hearing by videoconference or by teleconference. The request must be in writing (e-mail or fax) and the CCB must receive the request at least two business days before the scheduled hearing.

If the CCB has reached its limit to have videoconferences, the hearing may be rescheduled or will be held by teleconference.

What happens if I do not have a computer to log into Zoom for my hearing? Or a phone? Or Internet access?

You have the right to be present at your hearing. If there are issues with accessing technology let the tribunal, your lawyers or rights advisor know. Do not automatically send your accommodation request to the other parties. Ask your lawyer or rights advisor first. If the issues are not resolved, you may request an adjournment.

To participate in a Zoom hearing, you need a Zoom application, reliable high-speed internet, a device (computer, laptop, tablet, mobile phone) connected to high-speed internet, a built-in camera, speakers, and microphone (or add-ons) and sufficient bandwidth.

What do I do if I cannot hear when I join a hearing through the phone?

All parties, witnesses and members of the tribunal at the hearing must be able to hear each other throughout the hearing. ^[11]

If you are unable to hear due to a disability-related reason, you have the right to request accommodations.

If it is a technical difficulty, let the tribunal know. The telephone number for the ORB is 416-327-8866 and the telephone number for the CCB is 416-327-4142. More contact information for the ORB and CCB can be found in the 'Resources section below.

Can my disability accommodations for electronic hearings be ignored during a pandemic?

Tribunals must meet disability-related needs even during a pandemic. The pandemic on its own is not a good enough reason for rejecting or failing to

accommodate a person's disability-related accommodations. Human rights protections do not go away in a pandemic. ^[12]

What do I do if I don't have access to private space to join in a meeting?

If you are detained in the hospital, the hospital will usually provide a private room for the ORB or CCB hearing. However, in case they do not, do not hesitate to speak with your lawyer and hospital staff to request a private space in which to attend your hearing. Hospital staff may attend the hearing with you.

Should you need to speak with your lawyer privately during the hearing, request that hospital staff leave the room briefly to allow for this. If you require a private space for having a discussion with your lawyer, the hospital should ensure this can happen.

If hospital staff are nearby and you are concerned, they can hear your conversation, or they refuse to provide you with a space to speak with your lawyer privately or telephone to call your lawyer from, ask to speak with patient relations.

If you are a patient at CAMH you can contact CAMH client relations is 416-535-8501 ext. 32028 and the email: client.relations@camh.ca.

If patient relations do not help, request to speak with a representative from the ORB or CCB. The ORB can be reached by telephone at 416-327-8866 and by email at orb@ontario.ca. The CCB can be reached by telephone at (416)-327-4142 or by email at ccb@ontario.ca.

You have a right to private, confidential and protected conversations with your lawyer. Being able to communicate freely with your lawyer will ensure that you are well prepared for the hearing. Your lawyer will also be a good resource if you feel your rights are not being respected.

If you are told you cannot leave the hospital (often called being "detained"), it may be more difficult to find a private space from which to attend your hearing. Please speak to your lawyer about any need for space as they may be able to provide you

with a space or with suggestions as to where to go. If it is a CCB hearing, your lawyer may be able to request a meeting room. The hospital typically gave people who were detained to attend the hearing.

People who were detained were traditionally given a space; ORB traditionally has a set room where the hearings take place

I am hard of hearing / Deaf / blind what do I do to participate?

You have the right to participate in the hearing and have your accommodation needs met. As soon as possible alert your lawyer or rights advisor to what you need.^[13] Do not send your accommodation request to the other parties. Ask your lawyer or rights advisor first.

If the Zoom platform does not meet your accessibility needs, you can ask for accommodations or have your case heard.

Does asking for accommodations delay my electronic hearing, what happens if it does?

Cases are unique and delays may have a different effect on each person's rights. A delay could lead to impractical and potentially dangerous results^[14] on a person's freedom. A lawyer can provide you with advice on how delays specifically affect your rights in your matter.

Will my individual needs be met at the electronic hearing?

Each person may have different reasons why electronic hearings work or do not work for them. Every person has individual needs, and this must be considered by the tribunal when receiving a disability-related accommodation request.^[15]

Individual needs may change over time and may require changing accommodations. You have the right to have your changing needs accommodated as well.

The ORB and CCB may work with an individual to create appropriate accommodations that meet your needs. ^[16]

When making a disability accommodation request it is important that you highlight how the accommodation being requested is related to the disability. Ensure that you are clear regarding what your disability is, how it results in the accommodation need, and what the accommodation is being requested. Emphasize how a lack of accommodation will result in your inability to fully participate in the hearing which is your right.

Do I have to arrange and pay for my accommodations to participate in the electronic hearing?

If disability-related accommodation is required for you to participate in the hearing, the accommodation provider must arrange and cover the costs for your accommodations ^[17], unless this would cause “undue hardship”. ^[18] Undue hardship is a high legal test to satisfy.

If the request for a particular form of accommodation will likely have an impact on the hearing, assessing under hardship may require examining the impact of the accommodation on the other parties’ legal interests, procedural fairness and the right to a fair hearing. ^[19]

What do I do if I need to tell my lawyer something important, but we are all on a call? Or on Zoom?

During hearings on Zoom, there will be a feature available called “break-out rooms” that allow for private discussion. All chat messages, including direct messages to your lawyer or other individuals on Zoom, may be recorded on a Zoom transcript. Breakout rooms are not recorded. You and your lawyer should consider communicating privately on a separate platform during the hearing. During teleconference hearings, you will need to disconnect from the hearing to speak to your lawyer on a separate line and then reconnect to the teleconference hearings.

Can I record the hearing?

No person can take or try to take or share a photo, audio, or video recording of the hearing unless an exception applies.^[20] You are allowed to make notes and sketches at the hearing if it is not disruptive.^[21] You may ask the tribunal to make an exception and permit you to make an audio recording as an alternative way of taking notes.^[22]

At CCB hearings on Zoom, the audio will be recorded by a court reporter. You or your lawyer may request this recording if you would like to review a decision made.

Each tribunal may make its own rules about recordings and access to recordings. It's best to ask the tribunal or your lawyer what these rules are.

A recording is usually made in case transcripts are needed, but transcripts are usually prepared by the Board when appealing.

Parties of the case are entitled to copy the recordings.

I don't agree with the decision made at my hearing. Do I have any options?

As a party to the matter, you can request the final decisions and the tribunal's reasoning in writing.^[23]

You have the right to appeal your ORB decisions directly to the Ontario Court of Appeal (ONCA). ONCA will decide if the ORB's decision was reasonable. If they decide that it was not reasonable ONCA may order a new hearing at the ORB or make their own new decision.

You have the right to appeal your CCB decisions to the Ontario Superior Court of Justice (ONSC).

An appeal can be very difficult; a lawyer may be able to help. If you decide to represent yourself at an ORB appeal, the court will appoint an *amicus curiae* counsel.

Tribunals, Covid-19, and Your Charter Rights

All mental health law processes involve section 7 *Charter* protected rights of life, liberty, and security of the person.^[3] This is because your autonomy and right to make choices are at stake and often balanced against restrictive measures including remaining detained.

People who experience mental health and substance use may also experience violations of section 15 of the *Charter*, the right to equal protection and equal benefit from the law without discrimination, including discrimination based on mental or physical disability.^[4]

For accused persons at the disposition hearing, *Charter* rights must be protected.

Even though tribunal hearings may seem more informal, your liberty interests (freedom from restraint and to make personal choices) are still important.

Complaints to the ORB:

Dissatisfaction with the outcome of a Board decision is not a complaint. The appropriate way to deal with those issues is by way of **appeal or judicial review**. As part of the Ontario Review Board's commitment to service quality, the Board will accept complaints about the quality of service received by the public.

Complaints will be accepted from persons such as a party to a hearing, a party's representative, a friend or family member, a witness, or any member of the public who has dealt with the Board.

Appealing ORB and CCB Decisions:

You may appeal the Board's decision to the Superior Court of Justice. It is recommended that you get legal advice to do this.

Complaints to the UN:

Because of the controlling or forceful nature of mental health law and its processes you also have rights under the United Nations *Conventions on the Rights of Persons with Disabilities* (CRPD). Although the CRPD has not been explicitly written into Canadian laws, Canadian courts and tribunals still use the CRPD to help interpret Canadian law.^[5] The CRPD is a useful tool to refer to in any case regarding mental health law.

The CRPD Committee can receive and consider individual communications, also known as complaints, from or on behalf of a person or group of persons claiming to be victims of a violation of the Convention by a State party. For the Committee to be able to receive individual complaints, the State party concerned must have recognized the Committee's competence by ratifying the Optional Protocol (CRPD-OP).

You may submit a complaint to the United Nations if the complaint is about CRPD rights violations. The violation must have happened after December 3, 2018. **You may only file a complaint after you have brought the issue through all relevant complaint procedures in Canada.** This includes courts and tribunals.

How To File a Complaint to the UN:

Complaints will be accepted in English, French, Russian or Spanish and are usually done in writing, mail, email or fax to:

Petitions Team, Office of the United Nations High Commissioner for Human Rights
United Nations Office in Geneva
1211 Geneva 10, Switzerland

E-mail: petitions@ohchr.org

Fax: +41 22 917 90 22

You can use the United Nations model complaint form to help you write it down.

United Nations model complaint form and guidance notes can be found here:

- <https://www.ohchr.org/en/documents/tools-and-resources/form-and-guidance-submitting-individual-communication-treaty-bodies>

The complaint process will depend on other details about the violation. Getting legal advice may be helpful if you want to file a complaint.

What can I expect from my lawyer if I'm using one? What are their obligations?

Lawyers have obligations to you, their client. These include:

- Confidentiality
- Competency
- Answering your questions to the best of their ability
- Advocating for you and your interests
- Providing legal advice about your issue
- Letting you know of possible outcomes
- Preparing you for hearings and letting you know what happens in hearings
- Your lawyer should ask if you have access to another phone

Resources

ARCH Disability Law Centre (ARCH)

ARCH is a specialty legal clinic that practices exclusively in disability rights law. ARCH provides a range of legal services directly to persons with disabilities. ARCH does not provide representation for ORB or CCB hearings. ARCH may be able to provide advice on accessibility, discrimination/human rights and accommodations.

55 University Avenue
15th Floor
Toronto, ON
M5J 2H7

Telephone: 416-482-8255

Toll-free: 1-866-482-2724

TTY: 416-482-1254

TTY Toll-free: 1-866-482-2728

General questions e-mail: archgeneral@lao.on.ca

Seeking legal information e-mail: archintake@lao.on.ca

Website: www.archdisabilitylaw.ca

Advocacy Centre for the Elderly (ACE)

ACE provides direct legal services to low-income seniors, public legal education, and engages in law reform activities. ACE services and activities are about areas of the law of special importance to the senior population.

2 Carlton Street, Suite 701
Toronto, Ontario, M5B 1J3
Phone: 416-598-2656
Toll-Free: 1-855-598-2656
Fax: 416-598-7924
Email: acegen@lao.on.ca

Website: www.advocacycentreelderly.org

Consent and Capacity Board

Telephone: 416-327-4142

Toll-free: 1-866-777-7391

Fax: 416-327-4207

Toll-free: 1-866-777-7273

Email: ccb@ontario.ca

Website: www.ccboard.on.ca

Empowerment Council

1025 Queen Street West, Room 1317

416 535-8501 ext. 33013

lucy.costa@camh.ca

Human Rights Legal Support Center (HRLSC)

The HRLSC provides free legal assistance to people across Ontario who have experienced discrimination contrary to Ontario's Human Rights Code, and who may want to file an application to the HRTO.

180 Dundas Street West, 8th Floor

Toronto, ON M7A 0A1

Telephone: 416-597-4900

Toll-Free: 1-866-625-5179

TTY: (416) 597-4903

TTY Toll-Free: 1-866 612-8627

Email: notices@hrlsc.on.ca

Website: www.hrlsc.on.ca

Legal Aid Ontario

Legal Aid Ontario provides legal assistance for those who qualify. You can contact them to apply for legal aid. During the COVID-19 crisis, legal aid is suspending financial and legal eligibility testing for CCB and ORB hearings.

Telephone: 1-800-668-8258

TTY – Use Bell’s Relay Service: 18008550511

Email: info@lao.on.ca

Website: www.legalaid.on.ca

Ontario Ombudsman (Ombudsman)

If you believe you were not treated fairly and have a complaint about an Ontario government ministry, agency, board, commission, tribunal or corporation the Ontario Ombudsman may be able to help you. They do not overturn decisions or substitute the opinion of tribunals. You can also go to the website to file the complaint form online.

Before making a complaint to the Ombudsman it is helpful to collect the names of people you have dealt with, the dates you contacted them, and any written communication.

Toll-free (Ontario only): 1-800-263-1830

Outside Ontario: 416-586-3300

TTY (teletypewriter): 1-866-411-4211

Email: info@ombudsman.on.ca

Web link to the online complaint form: <https://www.ombudsman.on.ca/have-a-complaint/make-a-complaint/complaint-form-general>

Ontario Review Board (ORB)

Telephone: 416-327-8866

TTY/TDD: 416-326-7 TTY or 416-326-7889

1-877-301-0 TTY or 1-877-301-0889

Fax: 416-327-8867

E-mail: orb@ontario.ca

Psychiatric Patient Advocate Office

The Psychiatric Patient Advocate office can provide advice about your rights, advocacy and educational services for mental health patients and families.

You can call and ask to speak with a Rights Advisor from the Psychiatric Patient Advocate Office (PPAO) for help applying for legal aid. You can get

help from a Rights Advisor by phone or by visiting their website for contact information.

Toll-free: 1-800-578-2343

Common Terms

Many of these terms will be legal terms commonly used by lawyers, judges, and other stakeholders. We thought it helpful to define these terms given their use.

Accessibility

When we refer to accessibility or making something accessible, we mean to make it usable or designed for as many people as possible given that everyone has different needs that they have the right to have met.

Accommodation

Accommodations are necessary to allow for people with mental health and addiction issues to have meaningful and equal opportunities to participate and access justice. Tribunals, courts, and service providers have a legal duty to accommodate when a request is made.

Adjournments

To adjourn something often means a rescheduling of a legal matter, putting it off for another day.

Charter of Rights and Freedoms

The *Charter of Rights and Freedoms* (“the Charter”) is part of Canada’s constitution. It’s a set of laws that contain basic rules and rights that operate in Canada (for example, the right to vote).

Detention

Detention refers to some kind of physical or psychological restraint. You are often held in place at the facility for either a temporary period awaiting a hearing or a longer period.

Discharge

A discharge means you are free to be released from the facility under the law.

Electronic Hearing

Electronic hearing means a hearing held by telephone (“teleconference”), video (“videoconference”) or some other form of electronic technology allowing persons to hear one another.

Parties to a Hearing

A party to a hearing is any person who is notified of the hearing to take place and who is authorized to be there. A hearing is a proceeding before a decision-making body like a tribunal. You are a party to the hearing.

Quasi-judicial

A proceeding that is conducted by an administrative body or official (who is not a judge) that is similar to a court hearing in nature. These decisions can still be reviewed by a Court if you disagree with a tribunal’s decision.

Tribunal

There are several tribunals in Ontario. They are quasi-judicial. They are responsible for decision-making. They deal with several legal issues flowing from different legislation. The ones commonly referred to in this resource are the Consent and Capacity Board and the Ontario Review Board.

United Nations Conventions on the Rights of Persons with Disabilities

Also called the *CRPD*, it is an international agreement that promotes and protects human rights for persons with disabilities, which includes mental health disabilities. In 2010, Canada agreed to follow the *CRPD*.

^[1] Canada is a constitutional monarchy, meaning, The Queen is the head of state. The Lieutenant Governor in Council and their office represents The Queen in parliamentary matters.

^[2] Mock Hearing Of The Consent And Capacity Board Of Ontario Finding Of Incapacity To Make Long Term Care Decisions <http://www.ccboard.on.ca/english/publications/mockhearing/mock%20hearing%20toolkit.pdf>

- [3] Ruby Dhand et al., “Litigating in the Time of Coronavirus: Mental Health Tribunals’ Response to COVID-19” (2020) 37 Windsor Y.B. Access to Just. 132 at 133.
- [4] *Canadian Charter of Rights and Freedoms*, s 7, Part I of the *Constitution Act, 1982*, being Schedule B to the *Canada Act 1982*(UK), 1982, c 11, s 15.
- [5] *Baker v Canada (Minister of Citizenship and Immigration)*, [1999] 2 SCR 817, 1999 CanLII 699 (SCC) [*Baker*] at 70.
- [6] *Gravelle v Giorgio's No Frills*, 2012 HRTO 1643 at para 26.
- [7] The Consent and Capacity Board has adopted the following rules pursuant to [Section 25.1 \(1\)](#) of the [Statutory Powers Procedure Act R.S.O. 1990, chapter S.22](#).
- [8] *Woods (Re)*, 2021 ONCA 190 at para 33.
- [9] *Ibid* at 35.
- [10] *Statutory Powers Procedure Act*, RSO 1990, c S 22 s. 5.2(2).
- [11] *Statutory Powers Procedure Act*, R.S.O. 1990, c. S.22 s. 5.2(4)
- [12] *JL v Empower Simcoe*, 2021 HRTO 222 at 150.
- [13] [http://www.ccboard.on.ca/english/legal/documents/CCB Rules of Practice June 19 2019 FINAL-S.pdf](http://www.ccboard.on.ca/english/legal/documents/CCB_Rules_of_Practice_June_19_2019_FINAL-S.pdf).
- [14] *Woods (Re)*, 2021 ONCA 190 at para 65.
- [15] *Eaton v Brant County Board of Education*, [1997] 1 S.C.R. 241 at para 69 see also *McGill University Health Centre (Montreal General Hospital) v Syndicat des employés de l'Hôpital général de Montréal*, 2007 SCC 4.
- [16] *A.B. v Joe Singer Shoes Limited*, 2016 HRTO 1105 (CanLII).
- [17] *Eldridge v British Columbia (Attorney General)*, [1997] 3 SCR 624, 1997 CanLII 327 (SCC).
- [18] *Human Rights Code*, RSO 1990, c. H.19 s. 1.
- [19] *Hoffman v Provincial Long Term Care Inc.*, 2014 HRTO 770 (CanLII) at para 9.
- [20] *Statutory Powers Procedure Act*, RSO 1990, c. S.22 at s. 29(1).
- [21] *Statutory Powers Procedure Act*, RSO 1990, c. S.22 at s. 29(2)(a).
- [22] *Statutory Powers Procedure Act*, RSO 1990, c. S.22 s. 29(2)(b).
- [23] *Statutory Powers Procedure Act*, RSO 1990, c. S.22 s. 17(1)
-