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COVID-19: Scheduling of Family Matters in the Ontario Court of Justice (November 12, 2021)

**This Notice replaces previously announced notices.*

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1. INTRODUCTION:

This Notice sets out how family law proceedings in the Ontario Court of Justice are scheduled and conducted.

The health and safety of all court users remains a top priority for the Ontario Court of Justice. The Court has relied on expert advice from the Office of the Chief Medical Officer of Health to provide meaningful access to justice during the COVID-19 pandemic. In consultation with public health officials, the Ministry of the Attorney General has implemented a broad range of health and safety measures at all courthouses open to the public.

During the past year, the Ontario Court of Justice has worked collaboratively with the legal profession, Legal Aid Ontario, community justice services, and the Ministry of the Attorney General to provide critical family justice services across the province.

Although the unprecedented COVID-19 pandemic has presented enormous challenges for all Ontarians, the Court and justice partners have worked to provide creative new ways to access justice.

Important innovations in technology have streamlined access to the justice system and allowed easier access to court services. New technologies have allowed the Court to conduct more proceedings by remote technology (video or telephone). The Court and court users have benefited from these innovations and the Court will continue to use remote proceedings, in-person appearances or a combination of remote and in-person appearances. All participants should review [Remote Hearings in the Ontario Court of Justice](#) prior to attending any virtual court proceeding.

It remains important that everyone attending courthouses comply with the public health and safety protections in place. For information about the health and safety measures at Ontario's

provincial courthouses (family and criminal matters), please see [COVID-19: Going to Court](#)

If you are unsure whether your case is being held by video, telephone or in person, please contact your lawyer or if you do not have a lawyer, contact the courthouse where your case is being heard. You can find contact information here: [Courthouse email addresses](#) or [Court Addresses and Phone Numbers](#).

2. FAMILY COURT LOCATIONS:

All base locations of the Ontario Court of Justice and some satellite locations are hearing family law matters under the court's jurisdiction. Please continue to check the Ministry of the Attorney General's website for information: [COVID-19: Reopening courtrooms](#).

The Government of Ontario, through the Ministry of the Attorney General, is responsible for all facility retrofitting and all health and safety measures required to ensure the safe operation of the courts, including the reopening of all satellite courts for in-person appearances. The Ontario Court of Justice has responsibility for the scheduling of all court matters in those courthouses and will do so when the Ministry advises that it safe to resume operations.

3. SCHEDULING OF FAMILY MATTERS IN THE ONTARIO COURT OF JUSTICE:

The Ontario Court of Justice continues to hear all matters under its jurisdiction.

i. VIRTUAL COURTS

Virtual courts (by teleconference or videoconference) remain essential to the operation of the Ontario Court of Justice. Matters may be heard either by teleconference or videoconference (virtual courts), a combination of in-person and virtual court appearances or in-person appearances. A judge will determine how a matter will be heard to ensure meaningful access to justice.

ii. FIRST APPEARANCE COURT/FIRST COURT DATE – *Family Law Rule 40(4)*:

First Appearance Court/First Court Date before a clerk or before a judge continue to be held remotely.

iii. FAMILY RESPONSIBILITY OFFICE (FRO) MATTERS:

FRO matters continue to be heard remotely unless otherwise directed by a judge. The scheduling of FRO matters will be determined by individual court locations.

iv. FAMILY LAW RULES

The times prescribed in the Family Law Rules to take any step in a family law proceeding continue to be enforced. If you do not take the steps needed in your case, your case may go ahead without you.

4. WITNESSES:

If you are a witness and have any questions or concerns about your subpoena or about an upcoming court date, please contact the person listed on the subpoena or on the correspondence you received with your subpoena. If there is no contact information on your subpoena, contact the courthouse by email: [Courthouse email addresses](#) or by telephone: [Court Addresses and Phone Numbers](#)

5. FILING:

Please see below for the Naming Protocol of Documents when submitted electronically.

Documents may be submitted in three ways:

- 1) electronically using the Family Submissions Online;
- 2) electronically using email to the appropriate courthouse; or
- 3) in-person at the courthouse.

Family Submissions Online:

The Family Submissions Online portal provides a simple method to electronically submit court documents, at every step in a case, in any new or existing family proceeding in the Ontario Court of

Justice. Note, however, that there are limitations to documents that may be filed at this time. Please check www.ontario.ca/familyclaims to ensure that your documents may be filed using the portal.

If the court clerk accepts the document for filing or issuance, they are considered filed as per the date indicated on the document.

Counsel and parties must keep any document that was originally signed, certified or commissioned in paper format until the court finally disposes of the matter or if a notice of appeal is not served in the case, the time for serving the notice has expired.

When a document has been filed electronically, it is not necessary to file a paper copy.

Email Filing:

If you cannot file a document using Family Submissions Online, documents and requests may be emailed to the appropriate courthouse.

Email filing requirements continue to include the following:

1. The list of email addresses for each court may be found here: [Courthouse email addresses](#)
2. In order to ensure your request is received and processed by the appropriate court office, the **subject line** should include the following information:
 - i. LEVEL OF COURT (OCJ)
 - ii. TYPE OF MATTER (Family, CYFSA)
 - iii. FILE NUMBER (Indicate NEW if no court file number exists)
 - iv. TYPE OF DOCUMENT (Motion, Application, Case Conference, Settlement Conference, Trial Management Conference, Combined Conference, Trial Record, Focused Hearing, Other Request)
3. The **body of the email** should include the following information if applicable:
 - i. court file number (if it is an existing file)
 - ii. short title of proceeding
 - iii. list of documents attached (note: attachments cannot exceed 35MB)
 - iv. type of request

- v. confirmation of service, setting out when and how any other party was served
- vi. name, role (i.e. legal representative, party, etc.,) and contact information of person submitting the request (email and phone number)

When a document has been filed electronically, it is not necessary to file a paper copy.

In-person Filing:

If you are unable to file documents in a family court matter by the Family Submissions Online

portal or by email, contact your local courthouse to determine the other options that are available or attend your local courthouse. Note that entry into the courthouse will be controlled and court counters are only open between 9 a.m. to 11:00 a.m. and 2:00 p.m. to 4:00 p.m. Contact information for all courts in Ontario is available on the Ministry of the Attorney General

website: https://www.attorneygeneral.jus.gov.on.ca/english/courts/Court_Addresses/

Important Information Regarding Electronic Filing Effective November 22, 2021

Naming Protocol for Documents:

NOTE: The Naming Protocol below replaces previous Naming Protocols.

When documents are submitted to the court in electronic format, the document name must indicate the following information in the following order:

1. Document type, including the form number (For example, Application, Form 8),
2. Type of party submitting the document (For example, Applicant, Respondent or Third Party)
3. Name of the party submitting the document, including initials if the name is not unique to the case (For example: P. Smith and B. Smith – initials must be used if the parties share a last name; Smith and Thomas – initials are not required if the parties do not share a last name), and
4. Date on which the document was created or signed, in the format DD-MMM-YYYY (For example: 12-JAN-2021).

Below are sample document names:

Application Form 8 – Applicant – P. Smith – 12-JAN-2021

Notice of Motion Form 14 – Respondent – J. Brown – 21-DEC-2021

Affidavit General Form 14A – OCL – 01-JUL-2021

Document names shall not include firm-specific naming conventions or court file numbers.

Abbreviations may only be used as follows:

APP for Applicant

RESP for Respondent

O for Other

For institutional litigants:

CAS for Children’s Aid Societies

FRO for Family Responsibility Office

OCL for Office of the Children’s Lawyer

CaseLines:

As of December 13, 2021, in Toronto, the Ontario Court of Justice will begin to use CaseLines. For more information on the CaseLines document sharing platform, please see: [Contact Us \(caselines.com\)](https://www.ontariocourts.ca/ocj/caselines/). This platform will be rolled out regionally across the province. For more information, please see the OCJ’s CaseLines Notice to the Profession: <https://www.ontariocourts.ca/ocj/caselines/>

Sworn Documents:

Parties continue to be permitted to file unsworn documents. Parties may be required by a judge to swear to the truthfulness of the contents of the documents. This requirement applies until further notice.

Litigants and counsel may file affidavits that have been virtually/ remotely commissioned, as permitted by [O.Reg. 431/20: Administering Oath or Declaration Remotely](#), under the *Commissioners for Taking Affidavits Act*.

Signed Documents:

The Ontario Court of Justice will accept electronically signed documents where a signature is required. An electronic signature consists of electronic information that identifies the signatory and the date and place of signing.

Other Important Information Regarding Filing:

As per previous Notices regarding the Scheduling of Family Matters in the Ontario Court of Justice, the following expectations continue to be in place:

Parties shall not assume that the judge hearing a matter will have access to the entire court file.

By submitting documents by Family Submissions Online or email to the court, the party/legal representative agrees to accept email communication from the court with respect to the proceeding.

The materials should also include any relevant prior orders or endorsements that were issued.

These instructions are subject to direction from a judicial official.

6. PRE-COURT DISCUSSIONS:

As per previous Notices regarding the *Scheduling of Family Matters in the Ontario Court of Justice*, the following expectations continue to be in place:

Parties should make reasonable efforts to communicate prior to a hearing to attempt to resolve the issues. If a contested hearing is necessary, parties should determine the issues that remain in dispute.

The parties should make efforts to narrow the issues as much as possible and discuss the nature of any evidence to be heard and how it will be presented.

7. LEGAL RESOURCES

Legal Aid Ontario

People who would have received in-person legal aid services through the Family Law Information Centres will be able to continue to get help from LAO over the phone by calling **1-800-668-8258**.

Law Society of Ontario emergency family referral line during COVID-19

The Law Society of Ontario continues to support a telephone line to assist people who are self-represented (SRLs) and trying to determine whether or not their family court matter meets the criteria to be heard by the court on an 'urgent' basis and, if so, how to proceed in making their request. The emergency service will connect SRLs with family lawyers, working on a pro bono basis, who will provide 30 minutes of legal advice specific to determining whether or not their family court matter is urgent and referrals to other available legal services.

SRLs may contact the law society by phone at the following numbers to access the service: Toll-free: 1-800-268-7568; General: 416-947-3310.

Law Society of Ontario (LSO) Referral Service

The Law Society of Ontario's Referral Service will give you the name of a lawyer within or near your community, who will provide a free consultation of up to 30 minutes to help you determine your rights and options. You can start the online process of obtaining a lawyer referral at <http://www.findlegalhelp.ca/>, 24 hours per day.

A Guide for Self-represented Family Litigants during COVID-19

The Ontario Court of Justice has prepared a guide for self-represented family litigants during COVID-19. You may find it here: [Guide for Self-represented Family Litigants during COVID-19](#)

Pro Bono Students Canada Family Justice Centre:

Pro Bono Students Canada will be hosting virtual legal clinics for Ontarians dealing with family law issues who are unable to afford a lawyer, but do not necessarily meet the threshold to qualify for legal aid services. At the virtual clinics, private bar family law lawyers will supervise law students in the delivery of unbundled legal services to self-represented litigants in Ontario. For more information, please see: <https://www.probonostudents.ca/family-justice-centre>

8. MEDIATION

The Ministry of the Attorney General provides mediation services. Free online mediation is available for anyone at first appearance, on a conference, motion or trial. Free intakes for 6-hour mediations are also by Zoom, along with the subsidized mediations. You may also wish to contact the mediation services for information about resources that are available in your location, including virtual mandatory information sessions.

You can find them here: [Ministry of the Attorney General – Mediators by Court Location](#)